U.S. COAST GUARD
NATIONAL RETIREE COUNCIL
RETIREE SERVICES PROGRAM (CG-13)
2703 MARTIN LUTHER KING JR. AVE SE
WASHINGTON, DC 20593-7801

1800
15 Sep 2018

MEMORANDUM

From: RADM Ronald Rábago, USCG (Ret.) Reply to Robert Hinds
MCPO Kevin Isherwood, USCG (Ret.) Attn of: RSP Manager (CG-13)

To: Commandant (CCG)

Thru: (1) CG-13
(2) CG-1
(3) DCMS
(4) MCPOCG
(5) VCG

Subj: 2018 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 17th annual meeting from 24-25 April 2018 at Coast Guard Headquarters in Washington, DC. As co-chairs, we submit the following 2018 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 15 regional councils, 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 50,000 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 their 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 Ron Rábago (Ret.) and MCPO Kevin Isherwood (Ret.). The meeting agenda is provided in enclosure (1). Meeting attendees, including Council members, CG-13 staff, senior leaders, and guest speakers are listed in enclosure (2).

4. Since the 2018 CGNRC annual meeting, the Regional Retiree Council (RRC) Framework and Communications Strategy have been updated to reflect the discussions and consensus of the CGNRC members in attendance.

   The CGNRC continues to institutionalize COMDTINST 1800.5H at the national and regional council levels. For the first time, this year's meeting was attended by representatives from the Director of Operational Logistics (bases) and FORCECOM (training commands) who provide critical support in the field for RRCs. The CO of PPC attended as well and provided an update of several programs/processes of direct interest to retirees and received feedback from the RRC chairs. The 2018 Annual Meeting was primarily focused on the CGNRC's two highest priorities listed in enclosure (3):

   a. Strategic Communications – Review and update the draft Strategic Communications Plan developed last year to address needed communications, including multi-channel communications infrastructure to inform Coast Guard leaders, members, and the Coast Guard retiree community – as required by reference (a). This includes, but is not limited to, the CG Retiree Services Guide (Tri-fold), CG Retiree Services Program Website, Regional Retiree Council Websites, USCG/NOAA/PHS Retirees' Newsletter, Regional Retiree Council Newsletters, and Social Media (e.g. Facebook, Linked-In). The Communication Strategy is contained in enclosure (4).

   b. Regional Retiree Council Guide – Convert Regional Retiree Council "Framework" into a "Guide" by implementing policy contained in reference (a) and incorporating input from RRC Chairs. This includes addressing coordination with sponsoring Bases/TRACENs and their Active Duty Retiree Services Coordinators, better defined organizational structure and expected level of activity in support of retirees in their AOR, as provided in enclosure (5).

5. In addition to the two priorities above, other 2018 priorities from enclosure (3) were discussed as well as other topics of concern for retirees. These included:

   a. Veterans Administration and USCG processing (slow, but improving) of Concurrent Retirement and Disability Claims. This has been a topic of significant concern to several retirees.

   b. CG National Retiree Help Desk. There has been a significant increase in the number of calls/queries to the help desk in the last year.

   c. The Council received an update of policy regarding potential Lead/Asbestos exposure that may affect many retirees.

   d. The Council discussed how RRCs could strengthen the long blue line by "exporting" ongoing successful mentoring programs at one location to other RRCs.

6. The Council extends its gratitude for the enduring and strong support of the Retiree Services Program to the Commandant, the Deputy Commandant for Mission Support (DCMS), the

Assistant Commandant for Human Resources (CG-1), the Director of Reserve and Military Personnel (CG-13), the Retiree Services Program Manager, the Regional Retiree Council members, the Director of Operational Logistics (DOL), FORCECOM, the Commanders of sponsoring Bases and TRACENs, the Pay & Personnel Center (Retiree & Annuitant Services (PPC-RAS).

Enclosures: (1) CGNRC 2018 Meeting Agenda
(2) CGNRC 2018 Meeting Participants
(3) CGNRC 2018 Priorities for the Retiree Services Program
(4) CG Retiree Services Communication Strategy
(5) CG Regional Retiree Council Guide

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

Agenda for Annual Meeting of the
Coast Guard National Retiree Council
24-25 April 2018

Ref: (a) Coast Guard Retiree Services Program, COMDTINST 1800.5H
(b) 2017 Annual Report of the CGNRC

1. BACKGROUND. In accordance with reference (a), the CG National Retiree Council (CGNRC) is responsible to "meet annually in Washington, D.C. during the spring". The annual meeting supports/ facilitates the following additional CGNRC duties/responsibilities:

   a. Represent the CG military retiree community and inform CG leadership on retiree issues.

   b. Support two-way communications between the CG and the CG military retiree community.

   c. Facilitate retiree volunteerism in support of CG active duty and retiree programs and events.

   d. Receive an annual update and provide feedback on matters pertaining to the CG retiree services program including, but not limited to:

      (1) Quality assurance assessment of the retiree services program including operation of the National Retiree Help Desk (NRHD).

      (2) Ongoing retiree services program changes, adjustments, and policy updates.

   e. Conduct a Retiree Services Program briefing to the Deputy Commandant for Mission Support, the Commandant, and the Master Chief Petty Officer of the Coast Guard.

   f. Prepare and submit an annual report to the Commandant through the executive agent (CG-13). The annual report may include information regarding the effectiveness of the retiree services program and improvements to retirement transition, pay, benefits, privileges, legislative, veterans' affairs, retiree quality of life, and other CG military retiree community matters.

2. MEETING GOALS. In alignment with CGNRC duties/responsibilities listed above and priorities described in reference (b), primary meeting goals are as follows:

   a. The theme this year is Contact, Communicate and Contribute. This reflects our priorities to remain in contact with our retirees, communicate effectively/efficiently (two-way) on the issues that retirees care about and ensure our constituency are offered opportunities to contribute to the strength of the Long Blue Line through volunteerism.

   b. Receive annual update from CCG, DCMS, CG-1, CG-13, CG PPC, and NRHD and provide feedback on matters pertaining to the CG Retiree Program and retiree community (e.g. CG/VA processing of Concurrent Retiree & Disability Pay/Audit Error Worksheets).

   c. Meet to address CG Retiree Services Program/CGNRC priorities, including:

      (1) Strategic Communications:

         (a) *CG Retiree Services Program Guide (Tri-Fold)* – Draft Tri-fold sent to CGNRC for review prior to the meeting. The Council will formalize Tri-fold and include in their annual report to CCG for distribution at TAPS and to all members with retirement orders, Regional Retiree Councils, Bases/TRACENs, affinity groups, and CG retiree community. The Tri-fold will be posted at CG-13/PPC websites and added to the July 2018 edition of *The Retiree Newsletter*.

Enclosure (1)

(b) *The Retiree Newsletter* – Draft and begin implementation of a plan to move the Retiree Newsletter to digital format from the current printed version. This plan will be respectful of our retiree's needs and well communicated before implementation. The CGNRC will also finalize content of the newsletter to ensure it reflects information that retirees and annuitants truly value in today's environment.

(c) *General Communications* – The Council will consider opportunities to more fully leverage available communications conduits (e.g. websites, social-networks) and include recommendations in their annual report to CCG.

(2) Regional Retiree Councils: Formalize strategy, structure, and processes, strengthening RRC relationships with Bases/TRACENs (and satellite support entities like Sectors when applicable) and provide the retiree community with a more structured regional connection to the CG Retiree Services Program.

c. Review all other 2017 CGNRC priorities, including mentoring outreach programs, and outline the Council's annual report to CCG.

MEETING AGENDA				
Monday, 23 April (CGHQ Conference Room 7K15-01)				
Time	**Minutes**	**Activity**	**Speaker / Facilitator**	**Remarks**
1500	60	Conference Room Set-Up, Ops-Check Audio/Visual and Teleconference, Review Agenda	RADM Rábago, MCPO Isherwood, Bob Hinds	Eugene Marquis to provide Audio/Visual support
1600	30	Pre-Meeting with CG-13, CGNRC Co-Chairs, CAPT Brady (CO PPC), CAPT Montgomery, Bob Hinds	NA	Meet in RDML McKinley's Office
Tuesday, 24 April (CGHQ Conference Room 7K15-01)				
Target	**Minutes**	**Activity**	**Speaker / Facilitator**	**Remarks**
0700	15	Duty Driver pick up guests at Navy Gateway JBAB and transport to CGHQ Temp Parking below Gate 4.	Duty Driver – SK3 Xavier Palmer	Guests walk to Gate 4 Security for Visitor Badges
0700	55	Escort guests from Gate 4 to HQ Café / Conf. Room	CG Escorts	
0700	55	Escort guests from HQ Parking Level 6 to HQ Café / Conf. Room	CG Escorts	
0800	15	Welcome/update Director Reserve & Military Personnel/CG Retiree Services Program	RDML McKinley (CG-13)	**Award to Debbie Farley**
0815	15	Check-In, Admin., Guidelines, Goals, Ground Rules, Review Last 12 months of Progress	RADM Rábago MCPO Kevin Isherwood	
0830	45	CG-PPC Update, Q&A	CAPT Pete Brady (PPC)	Address CRDP/AEWs
0915	10	BREAK		
0930	30	CCG Update, Q&A	ADM Zukunft (CCG)	**ALL SEATED BY 0925**
1000	15	CG-1 Update, Q&A	RDML Kelly (CG-1)	
1015	5	BREAK		
1020	30	National Retiree Help Desk Update	CAPT David Bernstein	
1050	40	Communication Strategy – Review/prioritize goals, challenges & current products/methods	CAPT Jim Montgomery	Facilitated discussion
1130	60	LUNCH BREAK		
1230	10	Travel Orders/Claims	SK3 Palmer	Travel order claim folders
*1240	200	Communication Strategy (Continued) - Implement Action Plan: Retiree rosters (mail/email), Tri-Fold, *Retiree Newsletter,* Websites, Social Media, etc.	CAPT Jim Montgomery	Facilitated discussion Breaks as needed
*1300	15	ALCOAST regarding Lead/Asbestos exposure aboard CG Cutters constructed prior to 1990.	CAPT Gerald Taylor (CG-1121)	15 break during Comms. Strategy discussion
1600	10	Wrap up, 1st Day Expectations and Process	RADM Ron Rábago MCPO Kevin Isherwood	
1610	5	Escort to HQ Parking/Temp Parking area	CG Escorts	
1615	15	GSA Van transport from HQ Temp. Parking Area to Navy Gateway, JBAB	One of the JBAB guests drive GSA Van	Park GSA Van at Navy Gateway JBAB
1630	60	Relax/Refresh		
1730		Slip Inn Waterfront Restaurant, JBAB		Use GSA Van

MEETING AGENDA				
Wednesday, 25 April (CGHQ Conference Room 7K15-01)				
Target Start	**Time** (Min.)	**Activity**	**Speaker / Facilitator**	**Remarks**
0700	15	JBAB guests use GSA Van for drive from Navy Gateway JBAB to CGHQ Temp Parking below Gate 4	SK3 Palmer meet guests at CGHQ Temp Parking	SK3 Palmer park GSA Van in HQ garage
0700	55	Escort guests from Gate 4 to HQ Café / Conf. Room	CG Escorts	
0700	55	Escort guests from HQ Parking Level 6 to HQ Café / Conf. Room	CG Escorts	
0800	15	Review 1st Day, Discuss final day	RADM Ron Rábago MCPO Kevin Isherwood	
0815	195	CG Regional Retiree Council Framework: Review Data Call results, finalize structure, and identify processes/valued functions (including mentoring) to strengthen RRCs.	CAPT Jim Montgomery	Facilitated Discussion Breaks as needed
1130	90	LUNCH BREAK, VISIT HQ/COLLEAGUES		
1300	30	DCMS Update, Q&A	VADM Stosz (DCMS)	
1330	150	Address other 2017 priorities, New Business, Way-Ahead, Outline Council Report to CCG CG Retiree Mentoring Initiative	CAPT Jim Montgomery CDR Gary Thomas	Facilitated discussion Breaks as needed
1600	15	Final Wrap-up, Review Action Items, Closing Remarks, Complete Meeting Survey	RDML McKinley (CG-13) RADM Ron Rábago MCPO Kevin Isherwood	
1615		Meeting Complete		
1615	5	Escort to Parking Garage/HQ Temp Parking area	CG Escorts	
1620	10	GSA Van from HQ Temp. Parking Area to Navy Gateway JBAB	Duty Driver – SK3 Xavier Palmer	SK3 Palmer return GSA Van to HQ garage, return van keys to Base NCR
1620	10	HQ Temp. Parking Area (Taxis) to airport	Taxis	As necessary
Thursday, 26 April				
0600	180	Taxis from JBAB to airport	Taxis	

CG National Retiree Council Meeting (24-25 April 2018) Meeting Participants					
#	F NAME	L NAME	GRADE	STATUS	POSITION
1	Ron	Rábago	RADM	Retired	CGNRC CO-Chair
2	Bert	Kinghorn	RADM	Retired	Northwest Council
3	Peter	Brady	CAPT	Active	Commanding Officer CG PPC
4	Stephen	Sabellico	CIV	Active	DOL, Director CG Bases (GS-15)
5	Lula	Carpenter	CIV	Retired	CG Annuitant-At-Large
6	James	Montgomery	CAPT	Retired	NOLA Council, Mtg Facilitator
7	David	Bernstein	CAPT	Retired	Capital Area Council
8	Mike	Rosecrans	CAPT	Retired	Jacksonville Council
9	Glen	Grahl	CAPT	Retired	Miami Council
10	Walter	Viglienzone	CAPT	Retired	Pensacola Council
11	Martin	Menez	CAPT	Retired	SECNAV Retiree Council
12	Gary	Thomas	CDR	Retired	Capital Area Council
13	Kevin	Isherwood	MCPO	Retired	CGNRC CO-Chair
14	David	Bunch	MCPO	Retired	Yorktown Council
15	LeRoy	Dennison	MCPO	Retired	Tampa Bay Council
16	Keith	Livingstone	MCPO	Retired	St. Louis Council
17	David	Swanson	MCPO	Retired	Northern California Council
18	Charles	Womack	SCPO	Retired	Central Gulf Coast Council
19	John	Mast	SCPO	Retired	San Juan Council
20	Eric	Gandee	CIV	Active	FORCECOM
21	Thomas	Hughes	CIV	Active	FORCECOM
22	Bob	Hinds	CIV	Active	CG Retiree Services Pgm Mgr
23	Debbie	Farley	CIV	Active	CG PPC

2018 CGNRC Priorities for the CG Retiree Services Program

Item #	Priority	Objective	Discussion	Action/Responsibility/Dates
1	3	Review Retiree Services Help Desk Guide	Now reflects changes in COMDTINST 1800.5H	Action: National Capital Region Council to include input from annual meeting. Ongoing.
2	2	Better integrate RSP into TGPS (TAPS)	Ensure soon-to-be retirees are appropriately informed of RSP services. TGPS is a structured process that could catch almost all soon-to-be retirees.	Action: CGNRC & CG-13 continue discussions with TGPS coordinator to find ways to inform new retirees about RSP. New Tri-fold will be distributed to help inform. Ongoing.
3	2	Update Caregivers Guide	Need to ensure Caregivers Guide remains updated with current information and is accessible via the web and via hard copy.	Action: CGNRC set up an annual updating process for the Guide and validate that it is easily accessible by all retirees and annuitants. Ongoing.
4	1	Continue to improve communications to all retirees. Update Communications Strategy and validate effectiveness of current methods.	Communication is the single most important activity of the CGNRC and regional councils. Communicating to Retirees/annuitants, to the active Coast Guard (through CG-13 and supporting commands), to other retiree services organizations and to other retiree services providers.	Action: Continue to update the Communications Strategy. Use a variety of methods to increase quantity and quality of email addresses. Obtain feedback from retirees on the usefulness of current communication methods. Ongoing.
5	1	Continue to review Regional Retiree Council Guide (old "Framework") as it is implemented	Now reflects policy in COMDTINST 1800.5H & standardizes structure of regional councils, including relationship to DCMS commands. Will need to ensure AORs assigned to RRCs are seamless.	Action: CGNRC shall strengthen RRC outreach efforts to retirees by ensuring retirees have an active and structured RRC to connect with and RRCs have contact information for retirees in their AOR. Ongoing.
6	3	Capture National Retiree Services Help Desk data	Use data to help measure effectiveness of RSP and communications. Results (non-attribution) will be communicated to all entities that support retirees.	Action: National Capital Region Council shall identify Retiree Services Desk data that can be reasonably collected and can be used to help improve support to retirees. Ongoing.
7	3	Increase Retirees and Annuitants knowledge of casualty and decedent affairs and benefits	Updated Caregivers Guide and other communication products will be effective tools to communicate this critical information proactively to retirees, annuitants and their families.	Action: CGNRC shall, through Help Desk metrics, retiree services providers and regional council input, determine if existing communication tools are effective. Ongoing.
8	2	Ensure Retirees & Annuitants are informed about opportunities to volunteer their skills and time	There are opportunities locally and nationally for retirees to contribute that may not always be communicated effectively. Mentoring was discussed during 2018 meeting.	Action: CGNRC shall establish an effective forum to communicate/share best practices by regional councils and national opportunities for retiree volunteerism. Conduct a prototype mentoring program. Ongoing.
9	2	Ensure Retiree & Annuitant volunteerism is appropriately recognized.	Modest, but timely recognition for retiree/annuitant volunteerism promotes volunteering, encourages new volunteers to step forward, strengthens the long blue line.	Action: CGNRC shall develop a rubric for volunteer recognition and work with CG-13 to institutionalize it. Complete in 2019.

Enclosure (3)

CG Retiree Services Program
Communications Strategy

Ref: (a) CG Retiree Services Program, COMDTINST 1800.5H
(b) CG Internal Communications Audit Report (CG-092)
(c) CGNRC 2016 Annual Report
(d) CGNRC 2017 Annual Meeting and Report
(e) CGNRC 2018 Annual Meeting and Report

1. GENERAL. CG Retiree Services Program *Communications Strategy* was developed using the Association for the Measurement and Evaluation of Communication, Integrated Evaluation Framework[1]. The framework supports effective development, implementation, measurement, evaluation, and management of *outcomes-based* communications – as depicted below:

IDENTIFY OBJECTIVES	
ORGANIZATIONAL	**COMMUNICATIONS**
CG Retiree Services Program and CGNRC missions.	Communications objectives aligned with CG Retiree Services Program themes/goals.

IDENTIFY TARGET AUDIENCE		DEVELOP STRATEGY
PRIMARY CUSTOMERS	**STAKEHOLDERS**	
*CG military members transitioning to retirement *CG Retiree Community	*CG Active Duty Members *External Affinity Groups (e.g. DoD, VA, VSOs)	Communications strategy aligned with objectives, target audience, and available resources. See Tables 1 - 3.

IMPLEMENT COMMUNICATIONS ACTIVITIES

Examples of Communications Activities:
*CG-13 E-Mail to Transitioning Members
*CG-13 Retiree Newsletter
*CG Retiree Services Program Website
*CG Retiree/Active Duty Events.

REALIGN STRATEGY & ACTIVITIES AS NEEDED

MEASURE / EVALUATE			
OUTPUTS	**OUT TAKES**	**OUTCOMES**	**IMPACT**
Examples: # of e-mails to members transitioning to retirement # of retiree newsletters # of NRHD Help Tickets # of messages/blogs # of website hits # of retiree/CG events	**Messages/information target audience took away…** **Welcome Aboard,* transition assistance for new retirees *Information on changing programs, services, and policy *Opportunities to *Stay Connected* with the CG & other retirees	**Effect on target audience, including their behavior…** *Feedback from members in transition and retirees *NRHD customer satisfaction **Continued Service* to CG *Participation in retiree and CG events (e.g. *CG Day*)	**Organizational impact…** *Are retirees receiving needed communications and information services? *Is there a mutually beneficial relationship between the CG and the retiree community?

[1] https://amecorg.com/amecframework/

Enclosure (4)

2. ORGANIZATIONAL OBJECTIVES. In accordance with reference (a), the Director of Reserve and Military Personnel (CG-13) has the responsibility as the CG Retiree Services Program Director and Commandant's Executive Agent for the CG National Retiree Council (CGNRC) to ensure effective execution of the following organizational missions:

   a. CG Retiree Services Program: *Provide, support, and strengthen Coast Guard military retiree communications, information services, and other retiree services. Support the life-long connection and mutually beneficial relationship between the Coast Guard and the military retiree community, the "long blue line."*

   b. CGNRC Organization: *Sustain open and positive lines of communication between the Commandant and the entire Coast Guard military retiree community through the network of Regional Retiree Councils and external partners (i.e. DoD).*

3. COMMUNICATIONS OBJECTIVES. *Effective Communication* is at the heart of the program's mission and should provide clear, measurable, and demonstrable value to the Coast Guard and the military retiree community. The major communications objectives described below are aligned with the program's four guiding strategic themes/goals:

   a. Welcome "transitioning" CG military members and their families to the retiree community by promoting awareness of and mutually beneficial affiliation with the CG Retiree Services Program.

   b. Support the CG military retiree community through timely, positive, two-way communications and information services concerning, but not limited to:

      (1) Military active duty/retiree mentoring, transition to retirement, post-retirement employment, legal support, medical/dental/pharmacy services/insurance, care-giving, safety, security, travel, uniforms, MWR, affinity groups, reunions, veterans affairs, DoD activities, recall to AD, emergency services, and casualty/decedent affairs.

      (2) Changing programs, services, and policy of interest to the CG military retiree community.

   c. Encourage CG military retirees to continue in volunteer service and make life-long contributions to the CG. This includes mentoring.

   d. Encourage the CG military retiree community to *stay connected* with the CG, including participation in regular CG active duty/retiree activities (e.g. CG Day, RRC events).

4. TARGET AUDIENCE.

   a. CG Military Members Transitioning to Retirement. **(Primary Customers)**

      (1) CG Active Duty (Regular Retirement).

      (2) CG Reserve (RET-2 – Under age 60, awaiting pay; RET-1 – Receiving pay).

      (3) CG Permanent Disability Retired List (PDRL).

(4) CG PHS Officers (PHS Retirement).

b. CG Military Retiree Community. **(Primary Customers)**

(1) CG Military Retirees.

(2) CG Military Retiree Annuitants and Survivors.

(3) CG Military Retiree Spouses/*Caregivers and families*

(4) CGNRC and Regional Retiree Councils (RRCs).

c. CG Active Duty Community. **(Stakeholders)**

(1) General CG Active Duty Community.

(2) CG Leadership (e.g. CG-13, CG-1, DCMS, MCPOCG, CCG).

(3) CG Bases, TRACENs, and other units that support RRC activities.

(4) CG Transition Assistance Program (TGPS)/Transition Relocation Managers.

(5) CG Affinity Groups (e.g. CGOA, CWOA, CPOA, CG Spouses Associations).

d. External Organizations/Affinity Groups. **(Stakeholders)**

(1) DoD (HQ Program Managers, National Retiree Councils, RSOs/RAOs).

(2) U.S. Veterans Affairs, State Veterans Affairs

(3) Affinity Groups (e.g. FRA, MOAA, VSOs).

5. COMMUNICATIONS STRATEGY.

a. Needs Analysis.

(1) *CG Internal Communications Audit Report*, reference (b), stated that "seven themes emerged from the organizational culture and communications analysis" (all of which are generally attributable to the CG military retiree community) – as listed below:

(a) Members believe they are not always informed of important events and changes within or otherwise affecting the Coast Guard.

(b) Members view seeking out, or "pulling" the information they need as primarily their own responsibility. This viewpoint is attributable to their sense of personal responsibility and uncertainty as to whether they can trust that the information they need will be "pushed" to them in a timely and accurate manner.

(c) Members report relying heavily on informal networks for important information.

(d) All audiences express a strong preference for a greater amount of face-to-face communications.

(e) Feelings of isolation and marginalization are common and members would like to see more communication that is tailored to their specific needs and roles, as opposed to those of active duty members.

(f) Members believe that their families have few avenues through which to receive the information they need from the CG. Furthermore, non-active duty members perceive the support available for their families to be more limited than that which is available to active duty members' families.

(g) Members feel a greater degree of frustration with CG information technology (IT) systems and platforms.

(2) CGNRC.

(a) The CGNRC identified strategic communications as a top priority in their 2016 Annual Report, reference (c), with the following recommendation:

Develop a *Strategic Communications Plan* to address needed communications, including multi-channel communications infrastructure to inform CG leaders, members, and the CG military retiree community, as required by the CG Retiree Services Program, CI 1800.5 series. This should include, but is not limited to, the CG Retiree Services Guide (Tri-Fold), *The Retiree Newsletter*, retiree services program website, regional retiree council websites/newsletters, and social media (e.g. Facebook, Twitter, Linked-In).

(b) The CGNRC addressed strategic communications as a top priority during their annual meeting in April 2017 and 2018 reference (d) and (e). The CGNRC is following this approach to developing a communications plan:

- Inventory CG military retiree communications products (past, current, local, national, etc.), determine who owns them, assess the required resources, and the likelihood of those resources to be available in the future.

- Assess the effectiveness of the products. Determine who is receiving them and assess if they are meeting the needs of the targeted audience(s). What are the gaps in distribution and the information provided?

- Make recommendations as to which products will be supported or created. The list should include only those products that can reach the targeted audience and provide necessary content. Obtain needed resources/support to effectively maintain these products and ensure they meet our strategic communications goals. Assess effectiveness annually and make changes if required to ensure relevance.

(3) *CG Communications Framework*. CG-092 facilitated discussions on strategic communications during the CGNRC meeting in April 2017 and discussion continued at April 2018 annual meeting. See Tables 1 and 2 (STAR Model and "Choosing the Right Transfer Vehicle).

b. Menu of Strategic Communications. A *Menu of Strategic Communications*, aligned with the framework and needs analysis described above, is provided in Table 3.

6. STATUS OF COMMUNICATIONS ACTIVITIES.

a. *The Retiree Newsletter (USCG-NOAA-PHS)*. Quarterly publication of the CG Pay & Personnel Center (PPC), distributed for more than 35 years to the CG, NOAA, and PHS retiree community. In March 2017, the GPO newsletter printing contractor advised PPC that they would not be exercising the next option year because it was no longer profitable. The CO of PPC notified readership in the April 2017 edition about the loss of the printing contractor and that a July 2017 edition would not be published. Because of the significant value of the information provided in the Retiree Newsletter, CG-13 will now publish a newsletter to communicate this critical information.

b. CG-13 Newsletter. On 17 July 2017, CG-1 approved PPC and CG-13 recommendations to transfer responsibility for *The Retiree Newsletter* to CG-13. Because of the common use of email and the internet among many CG military retirees, the newsletter will also be made available electronically. Ultimately, the goal to reduce mailed out copies by strengthening the email address list for all retirees. This will speed up communication, improve access to other electronic resources for retirees and reduce costs for the program.

c. CG Retiree Services Program Website. The website provides timely information and links for the Retiree Services Program.

d. Retiree Services Program Tri-Fold, PPTs, and similar informal products. These products will be used in a variety of forums to communicate and educate stakeholders about the CG Retiree Services Program.

e. Instructions, Guides, SOPs and Frameworks. These more formal products will be prepared and updated as needed to help structure the Retiree Services Program and provide specific direction to members and Coast Guard activities.

Table 1 – STAR Model

"STAR" ACTIVITY	CG RETIREE SERVICES ORGANIZATION			
	CG Retiree Services Program Mgr (CG-13)	CG National Retiree Council (CGNRC)	CG Regional Retiree Councils (RRCs)	CG Pay & Personnel Center (PPC-RAS)
Spark – Tools and activities used to draw attention to an issue, or "SPARK" interest.	*CG All Hands Blogs *Phone/E-Mail *Facebook Posts *CG Transition Assistance Seminars	*CGNRC Annual Reports to CCG *Phone/E-Mail	*Phone/E-Mail *Facebook Posts	*Phone/E-Mail *CG PPC Notices
Transfer[1] **-** Efforts and tools that provide in-depth information on a topic or issue. See "Choosing the Right *Transfer* Vehicle," Table 2.	*The Retiree Newsletter *Phone/E-Mail	*Phone/E-Mail	*Newsletters *Phone/E-Mail	*CG PPC Notices *Phone/E-Mail
Adapt – Employ listening mechanisms and incorporate feedback into messaging.	*Input from CGNRC and RRCs *Input from NRHD *Phone/E-mail	*Input from RRCs *Input from NRHD *Phone/E-Mail	*Face-to Face meetings and events *Phone/E-Mail *Facebook Posts	*PPC Help Desk *Phone/E-Mail
Reference – Site to send audience to for detailed information and feedback.	*Centralized website	CGNRC Annual Reports on Website	*Websites	*Centralized website

[1] **Transfer**: These activities/tools should match how the target audience best receives information. Choose the right "Transfer" vehicle, based on the concept that the more complex/contentious an issue, the closer the sender should be to the receiver. Face to face communication is best for highly complex or difficult topics. ***Leverage networks***.

Table 2

Choosing the Right "Transfer" Vehicle

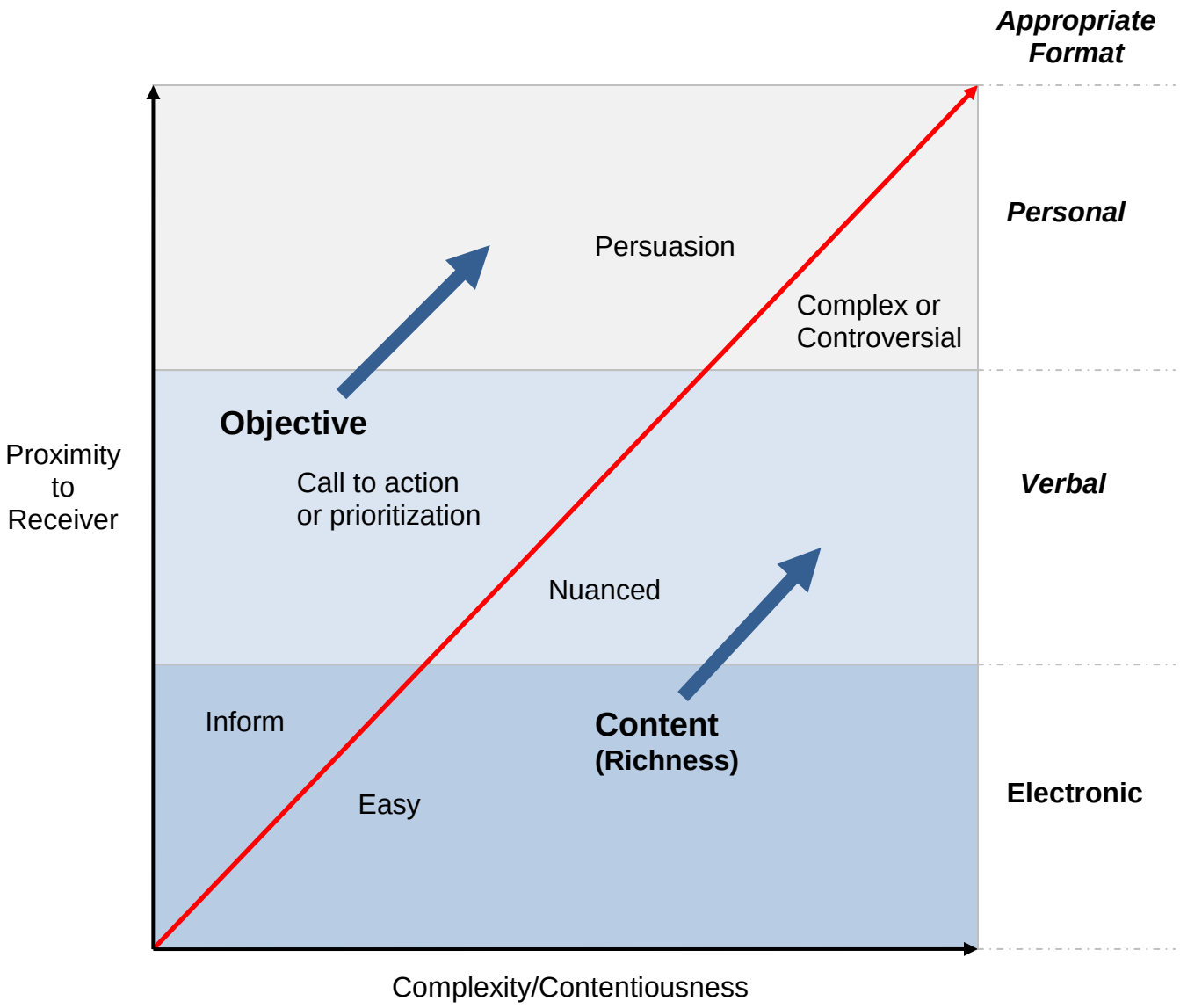

TABLE 3 – MENU OF STRATEGIC COMMUNICATIONS							
TARGET AUDIENCE	**COMMUNICATIONS (AND OWNER)**	**CONTENT**	**RESOURCES** (Required, Available)	**OUTPUTS**	**OUT-TAKES**	**OUTCOMES**	**IMPACT**
					Messages/info target audience took away…	Effect on target audience, including their behavior…	Organizational Impact
PRIMARY CUSTOMERS: CG MILITARY RETIREE COMMUNITY - Retirees - Annuitants - Survivors - *Caregivers*	CG-13 Retiree Newsletter		**Required:** Author and funds to distribute paper and electronic versions **Available:** CG-13 RSP Manager is author and funds are currently available for paper and electronic versions		**Intended:** news, policy/program changes, TAPS, Retirements, etc **Actual:** Need to survey	**Intended:** An informed retiree community **Actual:** Need to survey	**Intended:** An engaged and informed retiree community **Actual:** Need to Survey
	RSP Website		**Required:** Approved website and webmaster **Available:** CG-13 will provide URL and webmaster. CG-13 RSP manager will oversee content		**Intended:** news, policy/program changes, TAPS, Retirements, etc **Actual:** Need to survey	**Intended:** An informed retiree community **Actual:** Need to survey	**Intended:** An engaged and informed retiree community **Actual:** Need to survey

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					Messages/info target audience took away…	Effect on target audience, including their behavior…	Organizational Impact
PRIMARY CUSTOMERS: CG MILITARY RETIREE COMMUNITY - Retirees - Annuitants - Survivors - *Caregivers*	***Coast Guard Connection*** Quarterly newsletter for CG retired senior leaders. **Owner:** CG-092 POC: Ms. Lou Didominicus	Provides "a focused sampling of current events and service initiatives."	**Required:** RSP will support this communication product **Available:** RSP Program Manager		**Intended:** Targeted communication to segment of retiree community **Actual:** Need to survey	**Intended:** Information that is relevant to senior retirees **Actual:** Need to survey	**Intended:** Informed retireed senior leaders **Actual:** Need to survey
	CG Retired Flag Officer e-mail distribution. **Owner:** CG-00 **POC:** John Hecker		**Required:** RSP will support this communication product when needed **Available:** RSP Program Manager		**Intended:** N/A **Actual:**	**Intended:** N/A **Actual:**	**Intended:** N/A **Actual:**

TABLE 3 – MENU OF STRATEGIC COMMUNICATIONS							
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					Messages/info target audience took away…	Effect on target audience, including their behavior…	Organizational Impact
PRIMARY CUSTOMERS: CG MILITARY RETIREE COMMUNITY - Retirees - Annuitants - Survivors - *Caregivers*	Shared website links with affinity groups (e.g. CGOA, CWOA, and CPOA).		**Required:** RSP website webmaster **Available:** RSP Program manager will coordinate as needed		**Intended:** Ensure retirees know how to connect to other support organizations **Actual:** Need to survey	**Intended:** Informed and connected retiree community that can connect thru multiple forums **Actual:** Need to Survey	**Intended:** A connected retiree community **Actual:** Need to Survey
	CG RESERVIST Magazine		**Required:** RSP Program Manager **Available:** RSP Program Manager		**Intended:** N/A **Actual:**	**Intended:** N/A **Actual:**	**Intended:** N/A **Actual:**

TABLE 3 – MENU OF STRATEGIC COMMUNICATIONS							
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					Messages/info target audience took away…	Effect on target audience, including their behavior…	Organizational Impact
PRIMARY CUSTOMERS: CG MILITARY MEMBERS TRANSITIONING TO RETIREMENT - CG Active Duty - CG Reserve - CG PDRL - CG PHS	RSP Website		**Required:** Approved website and webmaster **Available:** CG-13 will provide URL and webmaster. CG-13 RSP manager will oversee content		**Intended:** news, policy/program changes, TAPS, Retirements, etc **Actual:** Need to survey	**Intended:** An informed retiree community **Actual:** Need to survey	**Intended:** An engaged and informed retiree community **Actual:** Need to survey
	PLANNED (01/2018) E-mail from RSP Director/Manager & CGNRC Co-Chairs to military members with retirement orders. **Owner:** CG-13	- Congratulations & *welcome* to retiree community. - Link to *RSP Pamphlet*, with information, tools, and resources of interest to members preparing to retire.	**Required:** 1 FTE (RSP Mgr) **Available:** 1 FTE (RSP Mgr)	Initial e-mail and monthly to newly listed members on PSC Separation Reports.	**Intended:** Ensure retirees are aware of RSP **Actual:** Need to Survey	**Intended:** Informed retirees that are aware of the services available **Actual:** Need to Survey	**Intended:** Help retirees stay connected **Actual:** Need to Survey

TABLE 3 – MENU OF STRATEGIC COMMUNICATIONS							
TARGET AUDIENCE	**COMMUNICATIONS (AND OWNER)**	**CONTENT**	**RESOURCES** (Required, Available)	**OUTPUTS**	**OUT-TAKES**	**OUTCOMES**	**IMPACT**
					Messages/info target audience took away…	Effect on target audience, including their behavior…	Organizational Impact
PRIMARY CUSTOMERS: CG MILITARY MEMBERS TRANSITIONING TO RETIREMENT - CG Active Duty - CG Reserve - CG PDRL - CG PHS	RSP Pamphlet (Tri-Fold). **Owner:** CG-13 & CGNRC	Information, tools, and resources of interest to members preparing to retire.	**Required:** .1 FTE (RSP Mgr) **Available:** 1 FTE (RSP Mgr)	- Include link to RSP Pamphlet in RSP e-mails to military members with retirement orders. - Place link to RSP Pamphlet on CG TAP website and provide to TRMs for distribution at transition GPS.	**Intended:** Ensure Retirees are aware of RSP **Actual:** Need to survey	**Intended:** Informed retirees that are aware of services available **Actual:** Need to survey	**Intended:** Help retirees stay connected **Actual:** Need to survey
	PLANNED (01/2018) RRC communication to military members planning to retire within RRC's AOR. **Owner:** CG-13 and RRCs.		**Required:** TBD **Available:** TBD		**Intended:** Ensure Retirees are aware of RSP **Actual:** Need to survey	**Intended:** Informed retirees that are aware of services available **Actual:** Need to survey	**Intended:** Help retirees stay connected **Actual:** Need to survey

TABLE 3 – MENU OF STRATEGIC COMMUNICATIONS							
TARGET AUDIENCE	**COMMUNICATIONS (AND OWNER)**	**CONTENT**	**RESOURCES** (Required, Available)	**OUTPUTS**	**OUT-TAKES**	**OUTCOMES**	**IMPACT**
					Messages/info target audience took away…	Effect on target audience, including their behavior…	Organizational Impact
PRIMARY CUSTOMERS: CG MILITARY MEMBERS TRANSITIONING TO RETIREMENT - CG Active Duty - CG Reserve - CG PDRL - CG PHS	**PLANNED** (01/2018) RSP NEWSFEEDS to CG-092 NEWSFEED distribution list for military members with retirement orders. **Owner:** CG-092 and CG-13.		**Required:** TBD **Available: TBD**		**Intended:** Ensure new retirees are aware of RSP **Actual:** Need to survey	**Intended:** Informed retirees that are aware of services available **Actual:** Need to survey	**Intended:** Help retirees stay connected **Actual:** Need to survey

TABLE 3 – MENU OF STRATEGIC COMMUNICATIONS							
TARGET AUDIENCE	**COMMUNICATIONS (AND OWNER)**	**CONTENT**	**RESOURCES** (Required, Available)	**OUTPUTS**	**OUT-TAKES**	**OUTCOMES**	**IMPACT**
					Messages/info target audience took away…	Effect on target audience, including their behavior…	Organizational Impact
STAKEHOLDERS: EXTERNAL ORGANIZATIONS AND AFFINITY GROUPS	DoD National Retiree Council Meetings		**Required:** RSP Program Manager and CGNRC Co-Chairs **Available:** RSP Program Manager and CGNRC Co-Chairs		**Intended:** Two way communications about events, policy changes of mutual interest **Actual:** Need to survey	**Intended:** Productive relationship and timely communications **Actual:** Need to survey	**Intended:** Remain connected **Actual:** Need to survey
	Affinity Group magazines, newsletters, websites, and events. (e.g. FRA, MOAA)		**Required:** RSP website webmaster **Available:** RSP Program manager will coordinate as needed		**Intended:** Keep retirees informed of information outside the CG **Actual:** Need to survey	**Intended:** An informed retiree community **Actual:** Need to Survey	**Intended:** Help retirees stay informed of external organizations of interest **Actual:** Need to Survey

U. S. Coast Guard Regional Retiree Council Guide

August 2018

Honor

Respect **Devotion to Duty**

Service Continues

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Enclosure (1): Example RRC Chartering Package

CG Regional Retiree Council Guide

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

Purpose: As a supplement to reference (a), the CG Regional Retiree Council Guide provides additional guidance and resources to better standardize and improve Regional Retiree Council (RRC) internal governance and communications/engagement with sponsoring Bases/TRACENs, supporting CG commands, and area retirees and active duty members. The Guide does not direct (or unnecessarily reiterate) official *policy*, but rather supports its effective execution.

Background: Reference (a) directs official *policy* concerning the mission, organization, roles and responsibilities, and expected outcomes/benefits of the CG Retiree Services Program, including CG National Retiree Council (CGNRC) and RRCs.

Discussion: There are significant differences in the functioning of each RRC, due in part to their organization, sponsoring/supporting CG units, resources, geographic location, and participation level of area retirees. RRC activities range from social gatherings to formal meetings, weekly breakfasts for fellowship/information sharing, annual seminars, mentoring, newsletters, and participation in CG Transition Assistance Program Seminars (TGPS. These activities provide opportunities for retirees and active duty members to *network*, build *friendships*, and continue *comradery* with fellow service members – thereby strengthening the "Long Blue Line." Many RRCs also *continue in service* to the Coast Guard, supporting CG command sponsored activities and *mentoring, career counseling, retention, recruiting,* and *transitioning* of active duty members.

RRC Charter: The Director of Reserve and Military Personnel (CG-13), CG Retiree Services Program Director, *charters* approved RRCs. The *charter* officially establishes a RRC and defines its formal organization, activities, and relationship with sponsoring Base/TRACEN, supporting CG unit (if applicable) and CG-13. See the example RRC Charter and supporting documents in enclosure (1).

In accordance with reference (a), the Director of Operational Logistics (DOL) and Force Readiness Command (FORCECOM) are directed to: "Encourage Bases/TRACENs to sponsor at least one chartered RRC in their area of responsibility (AOR)… Bases/TRACENs may submit requests to establish or extend the charter of RRCs through DOL/FORCECOM to Commandant (CG-13)." Bases/TRACENs without a sponsored RRC are directed to "encourage area CG military retirees to form a RRC" and where there is sufficient interest, submit a request to charter a RRC.

Charters shall be issued, reviewed, validated and/or revoked by CG-13. The CGNRC works in partnership with CG-13 to ensure RRCs are active, compliant with official policy, following this guide and engaged and receiving appropriate support from their sponsoring Base/TRACEN. Charters are reviewed and validated as part of this process, retaining the original date of issue, once validated. RRCs that are inactive or do not meet the minimum requirements of reference (a) will be designated as *inactive*. When feasible, and within available resources, the CGNRC and CG Retiree Services Program Manager will assist inactive RRCs in taking needed action to

reactivate their council. A list of RRCs, their status, Co-chairs and sponsoring/supporting commands is provided in Appendix 1.

RRC Co-Chairs, Secretary, and Committee Chairs: A key role of the RRC *Co-Chairs* is to foster and maintain a strong relationship with the sponsoring Base/TRACEN, other CG units and affinity organizations that support area retirees. Active two-way communication between the RRC Co-Chairs and Base/TRACEN *Active Duty Retiree Services Coordinators* enhances the bilateral relationship and engagement with the area retiree community. RRCs are encouraged to assign a *Secretary* to record/distribute meeting minutes and other correspondence and, where appropriate, assign *Committee Chairs* to lead committees/work groups in carrying out specific RRC activities and related planning, logistics, and communication.

RRC Reporting Requirements: Each year, all RRCs will submit a brief narrative report describing the engagement with retirees in their region and communications with their sponsoring/supporting active duty unit(s). The report will cover the calendar year and is due to CG-13, Retiree Services Program (RSP) Manager with copy to CGNRC Co-chairs on 15 January. This information will be used to strengthen support for RRCs, ensure new and existing retirees have regional points of contact with the RSP, share best practices and help prepare for the annual CGNRC Meeting in April. The required information for the report is contained in Appendix 2.

Communication: Effective communication is key to the success of any organization and the importance of communication in accomplishing the mission of the CG Retiree Services Program is highlighted in reference (a), paragraphs 10 – 12. RRCs are using many methods to communicate with members within their AOR and each method has its own pros and cons. Websites require a webmaster/content manager and may have a small cost associated with a domain name, but if properly managed, can be effective in reaching the largest audience at least cost and effort. Below are examples of well-designed/effective websites:

CG PPC RAS – www.dcms.uscg.mil/ppc/ras/
CG Retiree Services Program -- www.uscg.mil/retiree
Northwest RRC – http://cgretirenw.org
Northern California RRC – http://nccgrc.org

Social media, such as Facebook, is another communication method to consider but as with a web site, they require a moderator to monitor and post information. Efforts are ongoing to facilitate regular e-mail communications between CG Bases/TRACENs, RRCs, and area retirees, allowing retirees to “opt-in” to e-mail distribution lists. Finally, the CGNRC is working with CG-13 to implement a *Communication Strategy* assisting RRCs in communicating with its membership and other stakeholders.

Education and Outreach: Education and outreach offer Bases/TRACENs and RRCs excellent opportunities to strengthen their bilateral relationship. This includes activities supporting active duty mentoring, recruiting, retention, and transition assistance. Financial planning, providing advice on the Blended Retirement System (BRS), is also an example of how retirees might assist

active duty members. Participation in TGPSSeminars and Retiree Appreciation Days additionally offer opportunities for RRCs to *continue in service* to the Coast Guard and retiree community.

Desired Outcomes: Perhaps the most important role of RRCs is continuation and strengthening of the Coast Guard *long blue line*, from recruiting, active duty service, retirement, caregiving, and casualty/decedent affairs. RRCs serve as the *face* of the CG Retiree Services Program to the retiree community, modeling the organization's legacy of *service to others*, comradery between *shipmates*, life-long friendships, and as valued, contributing members of local communities.

Appendix 1 – Summary of RRCs, Sponsor Units, and Supporting Commands[1]

RRC	RRC Chairs/E-Mail Addresses	Status/ Comments	Sponsor (Base/TRACEN) *Supporting Command
Capital Area	David Bernstein, dberns01@gmail.com John Milkiewisz, locke45@hotmail.com	Active	Base NCR
Central Gulf Coast (Mobile)	Terry Gilbreath, tgilbreath@asdd.com Charlie Womack, chwomack@gmail.com	Active	Base NOLA *Sector Mobile
Cleveland	Bill Schmidt, William.A.Schmidt@uscg.mil	Active Needs Co-Chair	Base Cleveland
East Central FL	Jim Reynolds, james.reynolds.cg@gmail.com Ted Stacy, cstacy@cfl.rr.com	Active	Base Miami *Sector Jacksonville
Hawaii	Rod Schultz, rschultz369@gmail.com Anthony Lim, hawaiiretiree.cc@gmail.com	Active	Base Honolulu
Jacksonville FL	Mike Rosecrans, m.rosecrans@gmail.com Bobby Wester, bwester2549@aol.com	Active	Base Miami *Sector Jacksonville
Kodiak	Robert Lachowsky, roblachowsky@yahoo.com John Whiddon, jbwhiddon52@gmail.com	Active	Base Kodiak
Miami	Glenn Grahll, gfgrahl@aol.com Marc Fagenbaum, CGRCMiamiBeach@gmail.com	Active	Base Miami Beach
North East	Kevin Brown, kevinmbrown@comcast.net Tom Hall, tadahall@msn.com	Active	Base Boston
Northern California	Salvador Romo Jr., sromojr40@yahoo.com David Swanson, ddswanson@msn.com	Active	Base Alameda
Northwest	Bert Kinghorn (RADM), CoChairs@cgretirenw.org Phil Johnson, CoChairs@cgretirenw.org	Active	Base Seattle
New Orleans	Jim Montgomery, jamesmontgomery@usa.net Paul Sibenkittel, psiebenkittel@netzero.com	Active	Base New Orleans
Pensacola FL	Bill Hayden, coastguardfamily@yahoo.com Walt Viglienzone, viglie@aol.com	Active	Base New Orleans
San Juan	Ignacio Rivera, captrivera42@hotmail.com John Mast, john.a.mast@gmail.com	Active	Base Miami Beach *Sector San Juan
St. Louis	Keith Livingstone, bassbolt@yahoo.com Becky Livingstone, rebalivingstone@att.net	Active	Base Det. St. Louis
Tampa Bay FL	Don Goldstein, DGoldstein1@tampabay.rr.com LeRoy Dennison, LeRoy@dennison.com	Active	Base Miami Beach *Sector St. Pete
Yorktown	Al Buechler, abuechler1@cox.net David Bunch, dcbunch52@verizon.net	Active	TRACEN Yorktown Base Yorktown supports

[1] Bases Charleston, Elizabeth City, Ketchikan, and LA/LB and TRACEN Petaluma are not currently sponsoring RRCs. TRACEN Cape May RRC is inactive.

Appendix 2 – RRC Annual Organization/Activities/Outcomes Report Format

CG Regional Retiree Council (RRC) Organization/Activities Summary	
RRC Name, Date of Charter, Date of Charter Validation (if applicable)	
Names of Co-Chairs and E-Mail Addresses	
Sponsoring Base/TRACEN, Supporting Command	
Secretary, committee chairs, and other volunteers and their roles/responsibilities.	
Meetings, events, activities during the past year, from January 1 to December 31 Include meetings/activities with Sponsoring Unit, Supporting Command (if applicable), and other CG Units/Cutters. Attach meeting minutes/event agendas if desired.	
Number & type of communications with area retirees, including newsletters, mass communications, web sites, and social media (e.g. Facebook) reaching a large audience.	
Activities supporting mentoring, career counseling, retention, recruiting, and transitioning of active duty members.	
List any outcomes that supported the CG Retiree Services Program, CGNRC, RRC mission, goals, and objectives directed in CI 1800.5H.	
Additional Comments	

U.S. Department of Homeland Security
United States Coast Guard

Commandant
United States Coast Guard

2703 Martin Luther King Jr. Ave SE
Washington, DC 20593-7801
Staff Symbol: COMDT (CG-13)
Phone: (202) 475-5451
Email: robert.c.hinds@uscg.mil

1800

JUN 05 2018

MEMORANDUM

From: M. W. Sibley, RDML
Acting COMDT (CG-13)

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

To: CG Base New Orleans

Subj: PENSACOLA FLORIDA REGIONAL RETIREE COUNCIL CHARTER

Ref: (a) Your memo 1800 of 31 Jan 2018
(b) Coast Guard Retiree Services Program, COMDTINST 1800.5H

1. In response to reference (a) and in accordance with reference (b), your request to sponsor and charter the Pensacola, Florida Regional Retiree Council is approved. The Council's Charter Certificate and Charter Letter are enclosed.

2. Thank you for your support of the Council, a principle element of the Coast Guard Retiree Services Program. My POC is Mr. Robert Hinds at (202) 475-5451.

#

Enclosures: (1) Council Charter Certificate
(2) Charter Letter

United States Coast Guard

Coast Guard Regional Retiree Council Charter

To provide unselfish and faithful service in maintaining a strong liaison between the Service and the retiree community.

Pensacola Florida Retiree Council

is chartered June, 2018

M. W. SIBLEY
Rear Admiral, U.S. Coast Guard
Acting Director of Reserve & Military Personnel

PENSACOLA FLORIDA
REGIONAL RETIREE COUNCIL CHARTER

This Charter establishes the Pensacola Florida Regional Retiree Council (RRC), sponsored by Base New Orleans. The Coast Guard Retiree Services Program, CI 1800.5H, prescribes the duties and responsibilities of the Base Commander and RRC under this Charter, with RRC direction highlighted below:

RRC Co-Chairs.

- Represent the Coast Guard military retiree community at local retiree councils established by the other military services.
- Meet with the regional retiree council sponsoring commander or commanding officer at least twice a year.
- Share best practices with other members of the CGNRC.

RRC Duties/Responsibilities.

- Maintain a bridge between the active service and the Retiree family providing information to the supported military retiree community that includes, but is not limited to communicating retiree program news, disseminating information from the appropriate resource office on active duty service activities, events of interest to retirees, updates and changes pertaining to retiree benefits and services.
- Serve as a communication link between the supported Coast Guard retiree community and a sponsoring regional active duty command such as a base or major training command. The sponsoring command provides the needed resources, including an active duty retiree services coordinator, to support this communication link and collaborate with the RRC to communicate, in an effective/timely manner, key information of interest to the supported military retiree community.
- Foster military service collaboration and increase program effectiveness by maintaining close relationships with DoD military service retiree activity offices within the local geographical area. Keep abreast of local military events sponsored by DoD, such as retiree appreciation days or other activities of interest and share that information with Coast Guard retirees in the region.
- Co-chairs should coordinate with the retiree services program manager to establish and maintain needed contact information for the military retiree community. Safeguard personal contact information in accordance with Reference (a). Report a suspected or confirmed breach/compromise of this information in accordance with Reference (b).

RRC Organization. RRCs are organized by geographic areas of responsibility and are overseen by retiree volunteers, with the following additional guidelines:

- RRCs will have no more than two co-chairs (normally one retired senior officer and one retired senior enlisted).
- Co-chairs are nominated by and selected from the local military retiree community. Once selected, they will be appointed in writing by the supporting commander or commanding officer. Appointment letters must be forwarded via e-mail to Commandant (CG-13).
- Co-chairs may appoint committee leaders who have been nominated by the regional retiree council membership.
- RRC geographical boundaries are arranged by retiree address zip codes so that the entire Coast Guard military retiree community is captured by a seamless network of regional retiree councils.

PENSACOLA FLORIDA
REGIONAL RETIREE COUNCIL CHARTER

- RRC membership reflects all definitions of the Coast Guard military retiree community, whenever possible. Coast Guard civilians, surviving family members of retirees, Coast Guard Auxiliarists, NOAA/USPHS retirees, and other retirees with affiliation to the Coast Guard/DoD are also welcomed and encouraged to participate in RRCs.

RRC Meetings. Meet a minimum of twice each calendar year to:

- Exchange ideas on matters concerning retiree entitlements and services.
- Foster camaraderie amongst members, support events of mutual interest and identify opportunities to volunteer.
- Prepare meeting minutes and submit them via e-mail to the sponsoring command. The retiree regional council should forward minutes, if considered appropriate feedback, via e-mail to the Retiree Services Program Manager, Commandant (CG-13)and the CGNRC co-chairs.
- Provide input through the co-chairs, on retiree services to respective Coast Guard leaders at the appropriate level and facilitate retiree volunteer support for the benefit of Coast Guard retiree and active duty programs.
- Meet by appropriate means. Meeting methods include in-person or voice/video teleconference.

M. W. Sibley TOMC

M. W. SIBLEY
Rear Admiral, U.S. Coast Guard
Acting Director of Reserve & Military Personnel

U.S. Department of
Homeland Security

**United States
Coast Guard**

Commanding Officer
United States Coast Guard
Base New Orleans

1790 Saturn Blvd.
New Orleans, LA 70129-2270
Phone: 504-253-4501
Fax: 504-253-4826

1800
31 Jan 18

MEMORANDUM

From: L. Cunningham, CAPT
CG BASE New Orleans

To: COMDT (CG-13)
Thru: CG DOL Recommend Approval 2/7/18

Subj: CHARTER FOR THE PENSACOLA, FLORIDA REGIONAL RETIREE COUNCIL

Ref: (a) Coast Guard Retiree Services Program, COMDTINS 1800.05(series)

1. In accordance with reference (a), Base New Orleans officially requests the chartering of the Pensacola, FL Regional Retiree Council. Having met several times to plan out a successful program, retirees, family members, auxiliarists, and active duty personnel have joined to produce yet another ambitious and dynamic council within the Eighth Coast Guard District.

2. These members are enthusiastic and proud of their new organization and I respectfully request their acknowledgment in a chartering letter. They are aligned and in contact with the Base New Orleans Retiree Council and have mimicked its organization to form a regional council in the Greater Pensacola Area. The Pensacola retirees held several meetings and dinners during the past year and communicated to the Coast Guard National Retiree Council (CGNRC) their endeavor to be chartered. The Coast Guard community in Pensacola would greatly benefit from having a chartered retiree council recognized by the CGNRC.

3. Thank you for supporting of our retirees as they continue to support this great organization.

#

Enclosure: Pensacola, FL Regional Retiree Council Members

Pensacola, Fl. Regional Retiree Council Members

Bates,	Mike
Blackmon,	Wayne
Boyer,	Ben
Bridges,	Dan
Case,	Mike
Chapman,	Wallace
Conrady,	Kevin
Cranford,	Rodell
Daughdrill,	Bill
Denby,	Donald
Dewire,	Ron
Drew,	Jack
Duckworth,	Jimmy
Dunmire,	Dick
Fogal,	Gary
Fuentes,	Zachary
Fullam,	Thomas
Geiger,	Richard
Goldsby,	Cheryl
Goldsby,	Mike
Greene,	John
Guarino,	Brian
Harbourt,	Merle
Hayden,	Barbara
Hayden,	William
Hooton,	George
Hyden,	Dave
Jones,	Lonnie
Kampert,	Gordon
Kawamura,	Glen
Keane,	Thomas
Koch,	Richard
Kratchmer,	Dean
Krumel,	Dennis
Majan,	Joe
Massicotte,	Alton
McGill,	Gerry
McMonigle,	Mike
Meyer,	Irwin
Mott,	Lynn
Mount,	John
Oldham,	Virgil
Pennewell,	Jeannie
Pennewell,	Jim
Powell,	Rod
Reichler,	Lynn
Rivera,	Rafael
Rivera,	Anna
Rosenberg,	Jeff
Smith,	Tom
Sprague,	Jack
Sprague,	Matt
Stiers,	Bryan
Swickley,	Carlton
Taylor,	Jay
Viglianzone,	Walt
Williamson II	Philip

Enclosure