

National Retiree Council
Annual Meeting 2025

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 seeking help with appropriate information sources.

Sponsored by: CG-WM, Assistant Commandant for Workforce Management / Retiree Services Program

Coordinated by:

- **CAPT Robert Warakomsky USCG (Ret) [VA]**
- **LCDR David Du Pont USCG (Ret) [MD]**
- **CWO Jeff Rosenberg USCG (Ret) [AL]**
- + **CAPT David Bernstein USCG (Ret) [MD] – CACGRC Co-Chair**

Origin: Established by CACGRC in 2006.

Reference: COMDTINST 1800.5I (dtd 20 Jun 2024)



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NRHD Logistics

- **Toll-free phone number and Gmail**
 - **833-224-6743**
 - **NRHDesk@gmail.com**
- **Volunteers**
- **Standard Operating Procedures (SOP)**
 - **updated June 2024**
- **Training**
- **Phone/email statistics compiled periodically**



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The Volunteer Watchstanders (13 current)

- Ben Stoppe [VA] (2006)
- Tracy Royce [FL] (2010)
- David Bernstein [MD] (2011)
- Collin Lau [CA] (2016)
- Jan Walker [MD] (2016)
- Kathy Tiongson [VA] (2018)
- Holly Boehme [WA] (2018)
- Al Peek [VA] (2018)
- Rafael Ortiz [NV] (2019)
- Tom Faircloth [TN] (2019)
- Bill Killion [NV-TX] (2019)
- Jeff Rosenberg [AL] (2022)
- Jody Turner [MD] (2024)



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Volunteer Watchstanders // Items of note

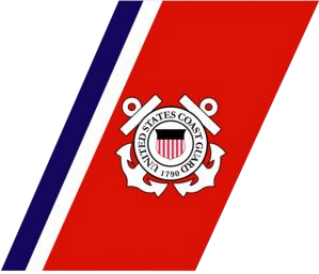
- 40 individuals stood watches since inception
- 20 volunteers served 25+ weeks
- Longest serving // Ben Stoppe [VA] (plank owner) // Aug 2006 w/ 62 vol weeks
- Highest # watch weeks // Tracy Royce [FL] // Dec 2010 w/ 90 vol weeks
- Others of note
 - Jim Koshar [VA] (2006 - 2015) – 83 wks
 - Marc Fagenbaum & Dan Rogers [FL] (2009 - 2016) – 65 wks
 - Tim Flanagan [MD] (2009 - 2019) – 55 wks
 - David Bernstein [MD] (active) – 58 wks
 - Bob Warakomsky [VA] (plank owner) (2006-2010) – 49 wks
 - Bob Hinds [MD] (2015 - 2018) – 15 wks
 - Dave Du Pont [MD] (plank owner) (2006-2009) – 40 wks
- In TOTAL – **1,150+ wks of vol service**



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The Statistics

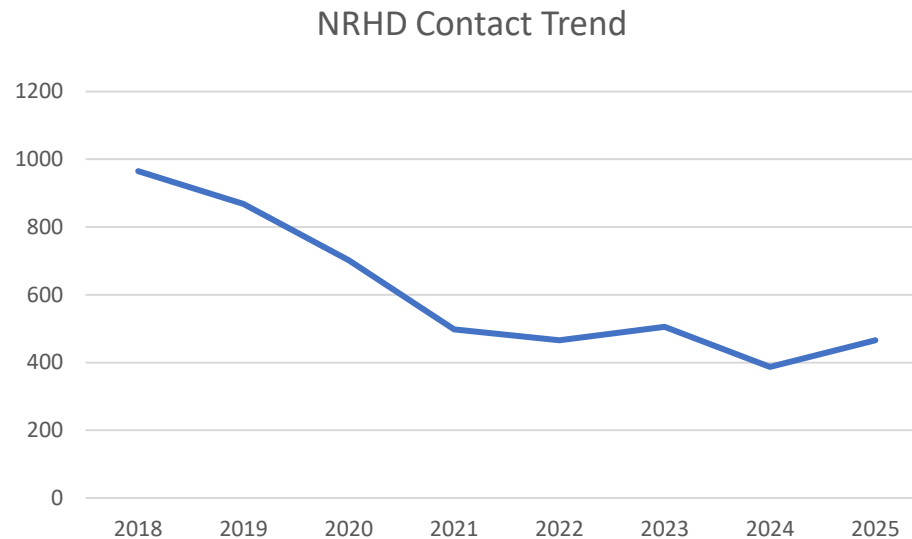
- For the period 07/15/2024 – 07/07/2025 [[past year's #s](#)]
- 466 queries (fm 52 weekly reports) [[387](#)]
 - ~ 90% via phone
 - ~ 10% via email
- Avg ~9 queries per week [[~7.5](#)]
- Peak week – 19 queries [[18](#)]
- Low week – 1 or 2 queries [[1 or 2](#)]
- Query topics (top 7 categories)
 - Retiree/Annuitant Pay & Benefits (referred to PPC) – 23% [[20%](#)]
 - 1099 Forms – 10% [n/a]
 - Retiree Records / DD-214s – 8% [[12%](#)]
 - Decedent Affairs – 7% [[6%](#)]
 - Retiree & Dependent ID Cards – 6% [[7%](#)]
 - Reserve Retirement – 5% [n/a]
 - Direct Access – 4% [[8%](#)]



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The Trend

- For 2018 to 2025
 - Compiled mid-year for the NRC Annual Meeting
 - 52-week periods (except 2018 is 48-wks)

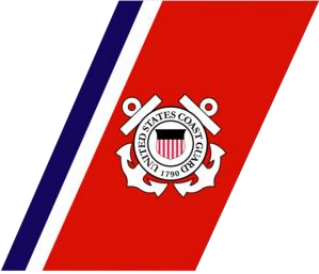




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Notes

- **Contact Numbers Leveling Off**
- **Watchstanders received many complaints from callers about being unable to contact the PPC, or PPC being very slow to respond or not responding.**
- **When faced with unusual or challenging situations, watchstanders appreciate the strong support that Bob Hinds provides.**



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Summary

- **NRHD Operating Successfully for 19 Years**
- **Undoubtedly Fills a Need – “the canary in the coal mine”**
 - **Early detection of national problems**
- **About 470 Requests for Support Annually**
- **Participation by Volunteer Watchstanders Nationwide**



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Summary (cont.)

- **Seeking New Volunteers**, please contact either—
 - Bob Warakomsky at bopakom@verizon.net
 - Dave Du Pont at David.A.DuPont@uscg.mil
 - Jeff Rosenberg at Jeff@NRHDesk.com
- Thank you to RRCs for supporting this effort and to all those that volunteer



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Unusual/Noteworthy Queries handled by watchstanders

- Member inquired about getting advance retired pay that he would pay back over time.
- Member asked if there are any benefits available if an active-duty person is involuntarily released.
- Member wanted a list of all Coast Guard units where he was stationed listed in chronological order with reporting and departing dates.



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Unusual/Noteworthy Queries handled by watchstanders (cont.)

- A 92-year-old retiree wanted to obtain a photo of the Point Highland (WPB 82333) to hang on his wall. Watchstander Kathy Tionson found a photo and emailed it to the retiree. The retiree contacted the Help Desk again to find out when Ms. Tionson would be standing the watch. The date was provided to him. The next time Ms. Tionson stood the watch, he called her and thanked her for helping him.
- Retiree has Parkinson's disease and wanted to know if it is service related.