



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

11 August 2016

**MEMORANDUM**

From: RADM John C. Acton, USCGR (ret)  
MCPOCG Skip Bowen, USCG (ret)

*John C. Acton*  
*Skip Bowen*

Reply to  
Attn of:

Robert Hinds  
Retiree Services  
Program Manager  
(CG-13)

To: Commandant (CCG)  
Thru: CG-13  
CG-1  
DCMS  
VCG

Subj: 2016 ANNUAL REPORT OF THE COAST GUARD NATIONAL RETIREE  
COUNCIL (CGRNC)

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

1. The Coast Guard National Retiree Council (CGNRC) held its 15th annual meeting from 19-21 April 2016 at Coast Guard Headquarters in Washington, DC. As co-chairs, we submit the following 2016 Annual Report for the CGNRC per reference (a).
2. **BACKGROUND.** The Council was established in 1982 as and is comprised of the national co-chairs, members from 16 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 per 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 regarding retiree issues.

The Council meets annually to review the Retiree Services Program and discuss retiree issues. Upon conclusion of the meeting, they report their findings via the chain of command and directly out-brief the Commandant.

3. This report has been promulgated by outgoing national co-chairs RADM John Acton (ret) and MCPOCG Skip Bowen (ret), who were relieved on 20 April 2016 by incumbent co-chairs RADM Ron Rabago (ret) and MCPO Kevin Isherwood (ret). The meeting agenda is provided in Enclosure (1). Meeting attendees, including Council members, CG-13 staff, VIPs, and guest speakers are listed in Enclosure (2).

4. Reference (a) envisioned a comprehensive Retiree Services Program, based on the Army's robust model, to include: a network of regional desks at local CG bases and training centers, manned by volunteers to be recruited, trained and equipped; a robust communications plan requiring frequent monitoring and periodic updates; and a substantial investment of time, personnel, and equipment by active duty commands. Prior Councils enumerated 11 program recommendations in 2013 and an additional 17 recommendations in 2014 to implement reference (a). With only modest success addressing these recommendations, in 2015 the Council offered no new recommendation, but rather six priorities from the backlog. These recommendations and priorities have been listed in the Council's previous annual reports.
5. Yet, over the past year it became evident that, in the current (and foreseeable) stringent budgetary climate coupled with an arduous operational tempo, the program manager and the active duty field commands would not be able to marshal the resources and effort needed to fully implement the policy guidance of reference (a). While acknowledging the importance of retiree support, this Council did not feel the potential results justified the investment.
6. Consequently, this year's annual meeting focused on pragmatic ways to support the Coast Guard's retiree community, within the current budgetary and operational environments. The Council received briefs and updates from programs with a nexus to retiree interests; heard remarks from the Commandant and CG-13, among others; and reviewed best practices and program feedback from the Regional Retiree Councils. Through open discussion, the goals for this year's annual meeting were accomplished, including:
  - a) Clarify the roles of the National Help Desk and the Regional Retiree Services Desks. The Council's recommendation that Regional Services Desks no longer be required is further articulated in the revised Commandant Instruction below.
  - b) Recommend changes to Commandant Instruction 1800.5G. The Council reviewed reference (a) paragraph by paragraph and made substantial recommendations contained in a revised draft Commandant Instruction 1800.5H, Enclosure (3).
  - c) Develop the Council's 2016 recommended priorities for the Retiree Services Program, which are listed in Enclosure (4).
7. The Council extends its gratitude to the Commandant; the Deputy Commandant for Mission Support (DCMS); the Assistant Commandant for Human Resources (CG-1); the Director, Reserve and Military Personnel (CG-13); the Regional Retiree Councils; the Retiree Services Desks and the Commanders of sponsoring Bases and TRACENs; the Pay & Personnel Center, Retiree & Annuitant Services (PPC-RAS); and FORCECOM.

Subj: 2016 ANNUAL REPORT OF THE COAST GUARD NATIONAL RETIREE COUNCIL

Enclosures: (1) CGNRC 2016 Meeting Agenda  
(2) CGNRC 2016 Meeting Participants  
(3) CGNRC Draft CI 1800.5H – CI 1800.5H Change Summary  
(4) CGNRC's 2016 recommended priorities for the Retired Services Program

Copy: CG-11, CG-PSC, CG-PPC. RADM R. Rabago (ret), MCPO K. Isherwood (ret)

**Meeting Agenda**  
**15<sup>th</sup> Annual Meeting of the CG National Retiree Council**  
**18- 21 April 2016**

**Ref:** (a) Coast Guard Retiree Services Program, COMDTINST 1800.5G  
(b) 2015 Annual Report of the CG National Retiree Council (CGNRC)  
(b) CG-13 Response to 2015 Annual Report of the CGNRC

**I. BACKGROUND.** The Coast Guard National Retiree Council (CGNRC) was chartered in 1982. Its primary mission is to sustain open and positive lines of communication between the Commandant and the entire military retiree community through the Commandant's executive agent, Director of Reserve and Military Personnel (CG-13). Reference (a) also states that the "CGNRC shall:

- 1) Meet annually in the spring, in Washington, DC. The annual meeting will normally include a retiree services briefing to the Vice Commandant and Commandant.
- 2) Receive an annual update and provide feedback on matters pertaining to the Coast Guard retiree services program including, but not limited to:
  - a. Quality assurance assessment of the retiree services program.
  - b. Ongoing retiree services program changes and adjustments, including policy updates.
- 3) Prepare and submit an annual report to the Commandant through the executive agent. 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 Coast Guard military retiree community matters."

**II. GENERAL.** The Council's primary goal for the meeting is to bring closure and provide a final report to CCG regarding the Council's top priorities, as discussed in references (b) and (c). The Council will also receive an update on the CG Retiree Services Program, including proposed changes to CI 1800.5G, and conduct discussions and help to formalize a final draft revision of CI 1800.5G for submission to CG-13 – in support of the ongoing tri-annual program review. A ceremony for appointment of new Council co-chairs by CCG is also scheduled during the meeting. Following the meeting, the Council will prepare and submit an annual report to CCG through CG-13.

**III. SCHEDULE/ AGENDA.**

**Monday, 18 April 2016** (Travel Day for Out-of-Town Participants)

**Lodging –**

Navy Gateway Inns & Suites @ Joint Base Anacostia Bolling

3621 Luke Avenue Southeast Washington, DC 20032

1-877-628-9233      Email: [lodging@bolling.af.mil](mailto:lodging@bolling.af.mil)

2.18 miles from USCG Headquarters

POC – Bob Hinds, CG RSP Manager, (w): 202-475-5451, (c): 410-627-3039

Enclosure (1)

**Tuesday, 19 April 2016** (CGNRC meeting in DHS Bldg 33 Conference Room – below cafeteria)

Time	Activity	Facilitator	Remarks
0715-0730	Shuttle pick-up JBAB Navy Gateway, travel to DHS Bldg 33 Cafeteria	Base NCR Driver/GV	Screening at DHS Security Gate 6
0700-0745	Escort local area Council from HQ Parking Level 6 Security to DHS Bldg 33	CGHQ escorts/drivers	Minivan shuttle from HQ parking to DHS Bldg 33
0730-0800	Breakfast at DHS Bldg 33 Cafeteria		
0745-0800	Meeting participants arrive at DHS Bldg 33 Conference Room		Stairs/elevator down from Cafeteria to Conf. Room
0800-0815	Housekeeping, address any urgent issues	Bob Hinds	
0815-0830	Travel orders/claims	SKC Darien Moya	
0830-0845	Welcome Aboard	RADM Hinrichs (CG-13) CAPT Mathers (CG-13D)	
0900-0930	Introductions, CGNRC background, 2015 Council Report, CG-13 Response & other communications, 2016 meeting goals	RADM John Acton / MCPO Skip Bowen	
0930-0945	Break		
0945-1030	CG Retiree Services Program update	Bob Hinds	
1030-1115	CG PPC-RAS update	Ms. Debbie Farley	
1115-1130	Break		
1130-1145	2016 CG Mutual Assistance Campaign	RDML Matthew Bell, Jr.	"Lunch & Learn" (Lunch hosted by FRA)
1145-1215	CG Community Services Command (CSC)	CAPT Bob Whitehouse	
1215-1245	Fleet Reserve Association - Legislative and Veterans Programs	Mr. Stephen Tassin Mr. Brian Condon	
1245-1300	Break		
1300-1345	CG-11 Transition Assistance Program	Mr. Rodney Whaley	
1345-1400	<b>CG Retiree Caregivers Guide</b>	CDR Bruce Russell	<b>Council Priority</b>
1400-1430	CG-PSC Casualty & Decedent Affairs	LT Sean Arumae	
1430-1445	Break		
1445-1515	CG-11 Retiree Pharmacy Services	CDR Aaron Middlekauff	
1515-1545	CG Community Affairs	LCDR Jonathan Schafler	
1545-1615	CG Recruiting "Everyone is a Recruiter"	CAPT Rob Smith	
1600-1615	Break		
1630-1700	1 <sup>st</sup> Day Wrap-up, Departure	RADM John Acton / MCPO Skip Bowen	
1700-1715	CGHQ to JBAB Navy Gateway Inns	BNCR Duty Driver	
<b>No Evening Council Activities Scheduled</b>			

**Wednesday, 20 April 2016** (CGNRC meeting in DHS Bldg 33 Conference Room – below cafeteria)

Time	Activity	Facilitator	Remarks
0715-0730	Shuttle pick-up JBAB Navy Gateway, travel to DHS Bldg 33 Cafeteria	BNCR NCR Driver	Screening at DHS Security Gate 6
0700-0745	Escort local area Council from HQ Parking Level 6 Security to DHS Bldg 33	CG escorts/ drivers	Minivan shuttle from HQ parking to DHS Bldg 33
0730-0800	Breakfast at DHS Bldg 33 Cafeteria		
0745-0800	Meeting participants arrive at DHS Bldg 33 Conference Room		Stairs/elevator from Cafeteria to Conf. Room
0800-0815	Check-In, 1 <sup>st</sup> day feedback, review agenda & goals for 2 <sup>nd</sup> day	RADM Acton MCPO Bowen	
0815-0845	CG Retiree Services Program Website	LT Stephen Cheng	
0845-0915	National Retiree Help Desk (NRHD)	CAPT Bernstein	
0915-0930	Break		
0930-1000	Retiree Data Capture Tool	CDR AC Ash	
1000-1130	Review /clarify recommended changes to CI 1800.5G, addressing below <b>Council priorities</b> : * Roles/relationship NRHD and RSDs * RSD standard procedures; best practices to identify, recruit, and retain volunteers; and accountability for policy execution	RADM Acton MCPO Bowen Mr. Bob Hinds	Including RSP Training Guide & Resource Kit
1130-1200	<b>30 Minute Lunch Break</b>		DHS Dining Hall
1200-1330	Review /clarify recommended changes to CI 1800.5G, addressing below <b>Council Priorities</b> : * Retiree separation out-processing & transition assistance requirements (retiree info/presence) * Policy/procedures to effectively & efficiently contact retirees - legal/financial considerations	RADM Acton MCPO Bowen Mr. Bob Hinds	Including RSP Training Guide & Resource Kit
1330-1345	Break		
1345-1530	Review /clarify recommended changes to CI 1800.5G, addressing <b>program modernization</b> , including strategy, mission, programs (e.g. mentoring), organization, information sharing,	RADM Acton MCPO Bowen Mr. Bob Hinds	Including RSP Training Guide & Resource Kit
1530-1545	Break		
1545-1615	<b>CCG/MCPOCG Briefing/Q&amp;A</b>		
1615-1630	<b>CCG/MCPOCG</b> awards presentations and appointment of new CGNRC Co-Chairs	RADM John Acton MCPO Bowen	RDML Kelly (CG-1), RADM Hinrichs (CG-13)
1630-1700	2 <sup>nd</sup> Day Wrap-up, Departure	CGNRC Co-Chairs	
1700-1715	CGHQ to JBAB Navy Gateway Inns	BNCR Duty Driver	
1730-2030	" <b>Council Hosted</b> " Casual Get Together with local CGOA, CWOA, and CPOA & EA.	CGNRC, CGOA, CWOA, CPOA/EA	JBAB Pavilion #4. Food, Drinks, Horseshoes, etc.

**Thursday, 21 April 2016** (CGNRC meeting in DHS Bldg 33 Conference Room – below cafeteria)

Time	Activity	Facilitator	Remarks
0715-0730	Shuttle pick-up JBAB Navy Gateway, travel to DHS Bldg 33 Cafeteria	Base NCR Driver	Screening at DHS Security Gate 6
0700-0745	Escort local area Council from HQ Parking Level 6 Security to DHS Bldg 33	CG escorts/drivers	Minivan shuttle from HQ parking to DHS Bldg 33
0730-0800	Breakfast at DHS Bldg 33 Cafeteria		
0745-0800	Council/other meeting participants arrive at DHS Bldg 33 Conference Room		Stairs/elevator from Cafeteria to Conf. Room
0800-0815	Check-In, 2 <sup>nd</sup> day feedback, review agenda & goals for final day	CGNRC Co-Chairs	
0815-0915	Regional Retiree Council and Retiree Services Desks "Best Practices" and Information sharing	CAPT Jim Montgomery	
0915-0930	Break		
0930-1000	Review/discuss outstanding <b>PARKING LOT</b> items and other open issues	CGNRC Co-Chairs	
1000-1130	Discuss/prepare draft outline for "2016 CGNRC Report" to CCG, including CGNRC strategic goals, priorities, and initiatives.		
<b>1130-1300</b>	<b>Lunch, free-time, visit CGEX/CGHQ</b>		
1300-1320	Assistant Commandant for Human Resources (CG-1)	RDML Bill Kelly (CG-1)	
1320-1330	Complete 2016 CGNRC Meeting Survey	ALL	
1330-1400	Final Wrap-Up and Closing Remarks	RADM Hinrichs, CGNRC Co-Chairs	
1400-1430	CGNRC Co-Chairs (past/new) out-brief with <b>DCMS/MCPOCG/CG-13</b>	RADM Hinrichs, CAPT Mathers, CGNRC Co-Chairs, Bob Hinds	
1400-1415	Council members, except Co-Chairs. CGHQ to JBAB Navy Gateway Inns	BNCR Duty Driver	
1445-1500	Council Co-Chairs CGHQ to JBAB Navy Gateway Inns		
1500-1530	JBAB Navy Gateway Inns to DCA Airport	TAXIs	
1530-1600	Taxi arrivals at Airport (DCA)		

**PARTICIPANTS**  
**2016 CGNRC Annual Meeting**

**CG National Retiree Council** (CG Retirees, except Ms. Carpenter/Annuitant)

<b><u>Name</u></b>	<b><u>Regional Council/Other</u></b>	<b><u>Council Sponsor</u></b>
1. RADM John Acton	CGNRC Co-Chair	CG-13
2. MCPOCG 'Skip' Bowen	CGNRC Co-Chair	CG-13
3. RADM Ron Rábago	CGNRC Co-Chair "Select"	CG-13
4. MCPO Kevin Isherwood	CGNRC Co-Chair "Select"	CG-13
5. CDR Annie-Carrie Ash	North East Co-Chair	Base Boston
6. CAPT David Bernstein	Capital Area Co-Chair	Base NCR
7. OSCM David Bunch	Yorktown RRC	TRACEN Yorktown/Base Portsmouth
8. YNCM Marc Fagenbaum	Greater Miami Co-Chair	Base Miami
9. MSTCM LeRoy Dennison	Tampa Bay Co-Chair	Sector St. Pete
10. CAPT Mike Rosecrans	Jacksonville FL Co-Chair	Sector Jacksonville
11. BMCS Jack Crowley	Central Gulf Coast Co-Chair	Sector Mobile
12. CAPT Jim Montgomery	New Orleans Co-Chair	Base New Orleans
13. MKCM Keith Livingstone	St. Louis Co-Chair	Base St. Louis
14. FSCM Regis Cooney	Cleveland Co-Chair	Base Cleveland
15. CAPT Marc MacDonald	Northern California RRC	Base Alameda
16. RADM Bert Kinghorn	Northwest Co-Chair	Base Seattle
17. CDR John Whiddon	Kodiak Co-Chair	Base Kodiak
18. CAPT Dana Ware	Hawaii Co-Chair	Base Hawaii
19. YNC Penny Collins	Fleet Reserve Association	CG-13
20. YNC Kim Lorigan	CPOA President	CG-13
21. Ms. Lula Carpenter	Annuitant-At-Large	CG-13

**CG Retiree Services Desks**

22. LCDR Ally Thompson
23. CAPT Marc MacDonald

**CG Base/TRACEN**

- CG Base NCR  
CG Base Alameda (CAPT MacDonald also N. Calif. RRC)

**Other Participants**

24. ADM Paul Zukunft
  25. VADM Sandra Stosz
  26. RDML Bill Kelly
  27. RDML Matthew Bell
  28. RADM Kurt Hinrichs
  29. CAPT Dwight Mathers
  30. CAPT Rob Smith
  31. CAPT Robert Whitehouse
  32. CDR Aaron Middlekauff
  33. LCDR Jonathan Schafler
  34. LT Sean Arumae
  35. LT Stephen Cheng
  36. Mr. Rodney Whaley
  37. Ms. Debbie Farley
  38. Mr. Robert Hinds
  39. SKC Darien Moya
  40. Mr. Stephen Tassin
  41. Mr. Brian Condon
- CCG  
DCMS  
CG-1  
CG PSC, 2016 CG Mutual Assistance Campaign  
CG-13, CCG Executive Agent for CGNRC  
CG-13D  
CG Recruiting  
CG Community Services Command (CSC)  
CG-11 (Pharmacy Services)  
CG Base NCR Community Affairs  
CG PSC Casualty & Decedent Affairs  
CG RSP Website Administrator  
CG Transition Assistance Program Manager  
CG PPC-RAS  
CG Retiree Services Program Manager  
CG-13 Finance/Travel  
FRA, Legislative Programs  
FRA, Legislative Programs

Enclosure (2)



**CGNRC's 2016 recommended priorities for the Retired Services Program**

Item	Priority	Objective	Discussion	Action/Responsibility/Dates
1	1	Update Retiree Services Desk Guide	Should reflect changes in COMDTINST 1800.5H (draft) and include VOLAC requirements.	Action: National Capital Region Council, Complete update in 2016.
2	2	Better integrate RSP into TAPS	Goal is to ensure soon-to-be retirees are appropriately informed of the services available through the RSP. TAPS is a natural gateway to catch almost all soon-to-be retirees, but their schedule is already very packed now.	Action: CGNRC & CG-13 continue discussions with TAPS coordinator begun at 2016 CGNRC meeting to find the most effective communication methods and products. Ongoing.
3	3	Update Caregivers Guide	Caregivers Guide has just been updated. Need to ensure Guide remains updated with current information and is accessible via the web and hard copy (when necessary).	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	Improve communications	Communication is probably the single most important activity of the CGNRC and regional councils. Communicating to Retirees and annuitants, communicating through CG-13 to the active Coast Guard (including organizations that support retirees), communicating to other retiree services organizations and communication to other retiree services providers.	Action: Need to inventory, update and distribute all hard copy and electronic communication products. Work with regional councils and retiree services providers to improve the effectiveness of all communication products. Ongoing.
5	1	Develop a standard framework for regional councils	Should reflect changes in COMDTINST 1800.5H (draft) and standardize structure of regional councils.	Action: CGNRC shall establish action team to update and consolidate existing guidance to reflect current policy & practice. Complete in 2016.
6	3	Capture National Retiree Services Desk data	Use data to help measure effectiveness of RSP and communications.	Action: National Capital Region Council shall propose Retiree Services Desk data that can be reasonably collected and can be used to help improve the RSP. Complete in 2016.
7	2	Increase Retirees and Annuitants knowledge of casualty & decedent affairs and benefits	Updated Caregivers Guide and other communication products will be effective tools among others 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.	Action: CGNRC shall establish an effective forum to communicate/share best practices by regional councils and national opportunities for retiree volunteerism. Complete in 2016.
9	2	Ensure Retiree/Annuitant volunteerism is appropriately recognized.	Modest, but timely recognition for retiree/annuitant volunteerism promotes continued volunteering, encourages new volunteers to step forward, strengthens the long blue line and is the right thing to do.	Action: CGNRC shall develop a rubric for volunteer recognition and work with CG-13 to institutionalize it. Complete in 2016.