



COMDTINST 1800.5H  
12 APR 2017

COMMANDANT INSTRUCTION 1800.5H

Subj: COAST GUARD RETIREE SERVICES PROGRAM

- Ref:
- (a) Title 5, United States Code, Section 552a
  - (b) Privacy Incident Response, Notification, and Reporting Procedures for Personally Identifiable Information (PII), COMDTINST 5260.5 (series)
  - (c) Pre-separation Counseling, COMDTINST 1900.1 (series)
  - (d) Transition Assistance Program, COMDTINST 1900.2 (series)
  - (e) Operating Procedures for Work-Life Staffs, COMDTINST 5400.20 (series)
  - (f) Military Separations, COMDTINST M1000.4 (series)
  - (g) Military Personnel Casualties and Decedent Affairs, COMDTINST M1770.9
  - (h) Coast Guard Pay Manual, COMDTINST M7220.29 (series)
  - (i) DoD Financial Management Regulation (DoD FMR), Volume 7B, Chapters 42–58
  - (j) Coast Guard Morale, Well-Being, and Recreation Manual, COMDTINST M1710.13 (series)
  - (k) Legal Assistance Program, COMDTINST 5801.4 (series)

1. **PURPOSE.** This Instruction establishes and describes Coast Guard policy concerning the scope, responsibilities, and administration of the Coast Guard retiree services program. The Instruction assigns responsibilities for retiree services support, revises the policy for the operation of the Coast Guard National Retiree Council (CGNRC) and Regional Retiree Councils, including the relationship with sponsoring Coast Guard field commands, and describes the organizational relationship between the Coast Guard and these councils.
  
2. **ACTION.** All Coast Guard unit commanders, commanding officers, officers-in-charge, deputy/assistant commandants, and chiefs of headquarters staff elements should comply with the provisions of this Instruction. The success of the Coast Guard retiree services program depends on those directly involved, as well as Coast Guard leadership who give their personal attention and support to this program. Internet release is authorized.

DISTRIBUTION – SDL No. 168

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NON-STANDARD DISTRIBUTION:

3. DIRECTIVES AFFECTED. Coast Guard Retiree Services Program, COMDTINST 1800.5G, is cancelled.
4. BACKGROUND. The Coast Guard's core values of Honor, Respect, and Devotion to Duty impose on the service and its members a responsibility to care for all members of the Coast Guard family. Coast Guard retirees are forever part of the Coast Guard family and appropriately are part of the "long blue line." By tradition and law, retired Coast Guard members are individuals with a continuing military status. All retirees, including their family members and survivors, are entitled to certain rights, benefits, and privileges and are subject to responsibilities arising from these entitlements. Additionally, military retirees not on the temporary disability retired list (TDRL) or permanent disability retired list (PDRL) may be subject to recall at the discretion of the President. Retirees, as part of the total Coast Guard force, remain capable of making life-long contributions to Coast Guard missions. To ensure that retirees are given the opportunity to contribute, they should be kept apprised of changing programs, services, and policies. The retiree services program serves Coast Guard military retirees and eligible surviving family members by providing routine retiree support information, retiree benefits advice, and services, when needed. This Coast Guard retiree services program policy framework will provide the network and organizational structure to strengthen communications and mutually benefit the Coast Guard and the Coast Guard military retiree community.
  - a. The Coast Guard military retiree community is defined as any:
    - (1) Regular (active duty) and Reserve retired members including those retired on the TDRL or PDRL.
    - (2) Retirees who waive military retired pay in favor of a combined military and federal civilian retirement.
    - (3) Surviving eligible retiree's spouses, whether in receipt of Survivor Benefit Plan (SBP) annuities, or not.
  - b. Although federal civilian retirement benefits are different and are administered by another agency, Coast Guard civilian retirees may maintain social links with the Coast Guard through association with a regional retiree council. Coast Guard Auxiliarists and USPHS/NOAA retirees are also encouraged to maintain social links with a regional retiree council to stay apprised of retiree news and events of mutual interest.
  - c. The Coast Guard Pay and Personnel Center, retiree and annuitant services (PPC-ras) provides information and customer assistance on retiree pay and benefits. The PPC-ras website is located at <http://www.uscg.mil/ppc/ras/>.
  - d. The CGNRC was chartered in 1982. Its primary mission continues: *To sustain open and positive lines of communication between the Commandant and the entire Coast Guard military retiree community through the Commandant's executive agent, the Director of Reserve and Military Personnel, Commandant (CG-13)*. The CGNRC website is located at: <http://www.uscg.mil/retiree/>.
  - e. Major Department of Defense (DoD) military installations provide a menu of services, programs, and information available to all military retirees, including the Coast Guard military retiree community. These retiree services or activities offices often sponsor annual retiree seminars or retiree appreciation days, which provide for the wide dissemination of information and policies of concern to the services' retiree communities. All military services are encouraged to invite a broad representation of their retiree

community to each retiree seminar or retiree appreciation day. While the Coast Guard does not typically host retiree seminars or retiree appreciation days, it does promote Coast Guard military retiree community participation through the retiree services network.

5. DISCLAIMER. This guidance is not a substitute for applicable legal requirements, nor is it itself a rule. It is intended to provide operational guidance for Coast Guard personnel and is not intended to nor does it impose legally-binding requirements on any party outside the Coast Guard.
6. MAJOR CHANGES. This Directive revises policy for the operation of the Coast Guard National Retiree Council (CGNRC), Regional Retiree Councils, and Retiree Services Desks, and formalizes the National Retiree Help Desk within the retiree services program.
7. ENVIRONMENTAL ASPECT AND IMPACT CONSIDERATIONS.
  - a. The development of this Directive and the general policies contained within it have been thoroughly reviewed by the originating office and are categorically excluded under current USCG categorical exclusion (CE-1) from further environmental analysis, in accordance with Section 2.B.2. and Figure 2-1 of the National Environmental Policy Act Implementing Procedures and Policy for Considering Environmental Impacts, COMDTINST M16475.1 (series).
  - b. This Directive will not have any of the following: significant cumulative impacts on the human environment; substantial controversy or substantial change to existing environmental conditions; or inconsistencies with any Federal, State, or local laws or administrative determinations relating to the environment. All future specific actions resulting from the general policies in this Directive will be individually evaluated for compliance with the National Environmental Policy Act (NEPA), Council on Environmental Policy NEPA regulations at 40 CFR Parts 1500-1508, DHS and Coast Guard NEPA policy, and compliance with all other environmental mandates.” Environmental considerations were examined in the development of this Directive and have been determined to be not applicable.
8. DISTRIBUTION. No paper distribution will be made of this Instruction. An electronic version will be located on the following Commandant (CG-612) web sites. Internet: <https://www.uscg.mil/directives/>, and CGPortal: <https://cgportal2.uscg.mil/library/directives/SitePages/Home.aspx>.

**NOTE:** If paper copies are required please complete Certificate of Need for Printing, DHS Form 500-07, which can be found at: [https://www.uscg.mil/directives/Printing\\_Graphics.asp](https://www.uscg.mil/directives/Printing_Graphics.asp).

9. RECORDS MANAGEMENT CONSIDERATIONS. This Instruction has been evaluated for potential records management impacts. The development of this Instruction has been thoroughly reviewed during the Directives clearance process, and it has been determined there are no further records scheduling requirements, in accordance with Federal Records Act, 44 U.S.C. 3101 et seq., National Archives and Records Administration (NARA) requirements, and the Information and Life Cycle Management Manual, COMDTINST M5212.12 (series). This policy does not have any significant or substantial change to existing records management requirements.

10. MISSION. The mission of the CG Retiree Services Program is to: *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 its military retiree community, the long blue line.*

11. STRATEGIC THEMES. The program has four guiding strategic themes/goals:

- a. Coast Guard military members transitioning to retirement are welcomed to the military retiree family and made of aware of the CG Retiree Services Program.
- b. Coast Guard military retirees, annuitants, and survivors are supported through timely, positive, two-way communications, information sharing, and other retiree services concerning, but not limited to:
  - (1) Military retiree pay, benefits, records, IDs, post-retirement employment, legal issues, medical/dental/pharmacy services, medical/dental/life insurance, care-giving, safety, security, travel, uniforms, MWR, affinity groups, reunions, veterans affairs, DoD activities, recall to active duty, emergency services, and casualty & decedent affairs.
  - (2) Coast Guard programs, activities, services, and policies.
- c. Coast Guard military retirees continue to serve and make life-long contributions to the Coast Guard.
- d. The Coast Guard military retiree community *stays connected* with the Coast Guard, including participation in regular Coast Guard activities/events (e.g. Coast Guard Day).

12. PRINCIPLE ELEMENTS. The program's mission and strategic themes/goals are carried out through the following principle program elements:

- a. CGNRC/Regional Retiree Councils. The CGNRC and Regional Retiree Council (RRCs) have responsibility to maintain a *bridge* between the Coast Guard active service and military retiree family. RRCs have the following specific responsibilities:
  - (1) Serve as a communication link between the supported military retiree community and sponsoring regional active duty commands. Sponsoring commands should provide access to the necessary resources to support this communication link.
  - (2) Provide 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.
  - (3) Operate a National Retiree Help Desk (NRHD) to respond to inquiries from the world-wide Coast Guard military retiree community, "connecting" individuals with needed retiree services information and resources. The NRHD is administered and operated by the Capital Area CG Retiree Council (CACGRC) and reports directly to the Coast Guard Retiree Services Program Manager (CG-13).

- (4) 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.
- b. CG Military Retiree Communications System. Retiree communications is at the heart of the program's mission and *value proposition* and should provide clear, measurable, and demonstrable value to the Coast Guard and its military retiree community. CG military retiree communications strategy, structure, and products (e.g. website, newsletters, newsfeeds, and social media) are continuously assessed and aligned with the program's mission and overarching CG system of communications – within available resources.
- c. External Agencies and Affinity Groups. Collaboration and partnering with external agencies and affinity groups are program “force multipliers” and assist in obtaining current information and resources of relevance to the CG military retiree community. Department of Defense national retiree councils, Retiree Activities Offices (RAOs), and Retiree Services Offices (RSOs) are key partners. The Department of Veterans Affairs is also an important partner, as are many affinity groups such as the Fleet Reserve Association (FRA) and Military Officers Association of America (MOAA).
13. ORGANIZATION AND DUTIES. The Coast Guard Retiree Services Program Organization is depicted in Enclosure (1).
- a. Director, Reserve and Military Personnel, Commandant (CG-13).
- (1) Serve as program director for the Coast Guard retiree services program.
  - (2) Resource and implement an enterprise-wide retiree services program, including the appropriate level of personnel resources. Assign a program manager, responsible for management and support of the program, as detailed in the Position Description.
  - (3) Coordinate execution of appropriate pre-retirement, transition, and post-retirement retiree services with the following policy, program, and technical authorities:
    - (a) Director of Health, Safety, and Work-Life (CG-11), Office of Work-Life (CG-111), and the Health, Safety, and Work-Life Service Center (HSWL SC).
    - (b) Coast Guard Personnel Service Center (PSC) and Coast Guard Pay and Personnel Center (PPC).
    - (c) Judge Advocate General and Chief Counsel (CG-094) acting through Legal and Defense Services (CG-094M).
  - (4) Coordinate field-level program execution at Bases and certain Training Centers with the Director of Operational Logistics (DOL) and Force Readiness Command (FC).
  - (5) Serve as the Commandant's executive agent for the CGNRC, acting as principal point of contact to support the CGNRC and be accountable for accurate, timely exchange of information between the CGNRC co-chairs and the Commandant – with the following related duties and responsibilities:

- (a) Communicate with the CGNRC on matters relating to the performance of or potential changes in the retiree services program in advance of taking action.
- (b) Develop and administer a formal CGNRC co-chair selection process to solicit candidates from the Coast Guard military retiree community, evaluate applicants, make recommendations to the Commandant for selection, and announce results.
- (c) Host and provide appropriate resources, logistics (e.g. space/equipment), and support for the CGNRC annual meeting, normally held in the spring in Washington, D.C. Subject to funds availability, issue travel orders for CGNRC co-chairs, one representative from each regional retiree council, and one representative from the Coast Guard Pay and Personnel Center (PPC) to participate in the annual meeting.
- (d) Submit the CGNRC's annual meeting report to the Commandant and provide a formal response to the CGNRC. Post the CGNRC report and Executive Agent response on the retiree services program website.
- (e) Upon receipt of requests from sponsoring Coast Guard units, issue charter certificates establishing or extending the charters of RRCs. Coordinate with the CGNRC to ensure all areas where retirees reside are represented by a RRC.
- (f) Support the CG National Retiree Help Desk (NRHD), as administered and operated by the CACGRC, in support of the CG military retiree community.
- (6) Oversee retiree services program strategic communications including multi-channel communications infrastructure needed to inform Coast Guard leaders, members, and the Coast Guard retiree community.
- (7) Consult with FORCECOM Training System Program Manager, develop, publish, and maintain program publications, as needed, to promote awareness of the CG Retiree Services Program and related retiree services information, tools, and resources.
- (8) Develop and maintain an internet website which provides the Coast Guard military retiree community ease of access to relevant, timely retiree information, including links to appropriate external and internal affinity groups/organizations (e.g. Veteran Affairs, DoD Retiree Services Offices, TRICARE, CGOA, CWOA, and CPOA).
- (9) Partner with affinity groups/organizations, including DoD national retiree councils, to share best-practices and further retiree services program goals.
- (10) Implement retiree services program metrics to measure program outreach success and make improvements, as needed. Conduct an assessment of the retiree services program every three years that coincides with the selection of CGNRC co-chairs.
- (11) Establish accounts with the DMDC to access Coast Guard military retiree addresses via the Retired Address Finder. Ensure personal contact information is treated in accordance with Reference (a) and any suspected or confirmed breach/compromise is reported in accordance with Reference (b).

b. Coast Guard National Retiree Council (CGNRC).

(1) CGNRC Membership.

- (a) Two national co-chairs (one retired flag officer and one retired master chief petty officer).
- (b) One designated representative of each chartered regional retiree council (normally a co-chair).
- (c) At-large members as agreed to between the national co-chairs and Commandant (CG-13).

(2) CGNRC Co-Chairs.

- (a) The co-chairs normally serve for a three-year term. Consecutive appointments may be approved through the nomination, selection, and appointment process.
- (b) Represent the Coast Guard at annual meetings of the military service secretaries' retiree councils to provide input on matters of mutual interest to the Coast Guard military retiree community.
- (c) Meet/communicate regularly with the executive agent to facilitate a mutually beneficial relationship between the Coast Guard and the military retiree community.
- (d) Personally brief the Commandant and Coast Guard leadership annually regarding the program's status and challenges.

(3) CGNRC duties/responsibilities.

- (a) Represent their respective Coast Guard military retiree communities and inform appropriate Coast Guard leadership regarding retiree issues.
- (b) Support two-way communications between the Coast Guard and the Coast Guard military retiree community.
- (c) Facilitate retiree volunteerism in support of Coast Guard active duty and retiree programs and events.
- (d) Meet annually in Washington, D.C. during the spring. The annual meeting should include a Retiree Services Program briefing to the Deputy Commandant for Mission Support, the Commandant, and the Master Chief Petty Officer of the Coast Guard.
- (e) Receive an annual update and provide feedback on matters pertaining to the Coast Guard 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.
  - 2) Ongoing retiree services program changes, adjustments, and policy updates.

- 3) Prepare and submit an annual report via e-mail 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.

c. Regional Retiree Councils (RRCs).

(1) RRC Co-Chairs.

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

(2) RRC Duties/Responsibilities.

- (a) 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.
- (b) 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.
- (c) Operate a National Retiree Help Desk (NRHD) to respond to inquiries from the world-wide Coast Guard military retiree community - "connecting" individuals with needed retiree services information/resources. The NRHD is administered and operated by the Capital Area CG Retiree Council (CACGRC) and reports directly to the Coast Guard Retiree Services Program Manager (CG-13).
- (d) 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.
- (e) 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).



- (3) RRC Organization. RRCs are organized by geographic areas of responsibility and are overseen by retiree volunteers, with the following additional guidelines:
- (a) RRCs will have no more than two co-chairs (normally one retired senior officer and one retired senior enlisted).
  - (b) 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).
  - (c) Co-chairs may appoint committee leaders who have been nominated by the regional retiree council membership.
  - (d) 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.
  - (e) 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.
- (4) RRC Meetings. Meet a minimum of twice each calendar year to:
- (a) Exchange ideas on matters concerning retiree entitlements and services.
  - (b) Foster camaraderie amongst members, support events of mutual interest and identify opportunities to volunteer.
  - (c) 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.
  - (d) 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.
  - (e) Meet by appropriate means. Meeting methods include in-person or voice/video teleconference.
- d. Director of Operational Logistics (DOL) and Force Readiness Command (FORCECOM). Direct Bases and Training Centers (TRACENs) to support the retiree services program, as described in this Instruction. 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), who will approve and issue charter certificates.
- e. Base Commanders and TRACEN Commanding Officers. Support the Coast Guard retiree services program within their geographic area, as described in this Instruction.

- (1) Designate an Active Duty Retiree Services Coordinator, as a collateral duty, to act as a liaison between the command and the local area Coast Guard military retiree community. Forward a copy of the Active Duty Retiree Services Coordinator letter via e-mail to Commandant (CG-13).
  - (2) For Bases/TRACENs without a sponsored RRC, encourage area Coast Guard military retirees to form a RRC. Where there is interest, submit requests to charter RRCs through DOL/FORCECOM to Commandant (CG-13).
  - (3) Based on local retiree services demand, provide administrative resources to meet level of retiree services operational requirements. This will normally consist of a work station with computer and telephone, office supplies, and printing and postal support. Volunteer access to Coast Guard computers/networks will be subject to the volunteer's eligibility for and issuance of a Volunteer Access Card (VOLAC).
  - (4) Active Duty Retiree Services Coordinators at units sponsoring chartered RRCs will:
    - (a) Coordinate the routine operation and support of the retiree services council volunteers as described in this Instruction, including close interaction and coordination with local and enterprise-wide stakeholders.
    - (b) Arrange for the regional retiree council co-chairs (and others as appropriate) to meet with the command cadre regularly and other unit representatives, as appropriate.
    - (c) Communicate relevant activities, outreach, and volunteer opportunities with the chartered regional retiree council co-chairs. Participation in regional retiree council meetings is highly recommended.
    - (d) Assist in consolidating retiree council feedback and forward recommendations via e-mail to Commandant (CG-13) through the sponsoring command by the end of January each year for consideration by the Coast Guard National Retiree Council (CGNRC) at its annual meeting. Reporting requirement details will be developed and promulgated by the retiree services program manager prior to the CGNRC annual meeting.
- f. Director of Health, Safety, and Work-Life (CG-11). Coordinate execution of pre-retirement, transition and post-retirement retiree services policy, programs, and technical authority with Commandant (CG-111), the Health, Safety, and Work Life Service Center (HSWL SC), and field-level HSWL regional practices, including, but not limited to:
- (1) Provide family transition support during pre-retirement, including pre-separation counseling, required by Reference (c) and transition assistance, as described in Reference (d).
  - (2) Establish work-life support, as described in Reference (e).
  - (3) Provide, during Transition Assistance Program briefings, information on the Coast Guard's retiree services program. Provide Commandant (CG-13) with any feedback received or information requested by attendees regarding the retiree services program.

- g. Coast Guard Personnel Service Center (PSC). Provide centralized personnel support services and expertise that exceed the individual unit responsibility and capacity including:
- (1) Develop and publish procedures concerning separations and retirements for all military personnel, in accordance with Reference (f).
  - (2) Administer Military Personnel Casualties and Decedent Affairs, as described in Reference (g).
  - (3) Administer Department of Veterans Affairs GI Bill programs as they relate to Coast Guard retirees and their dependents.
- h. Coast Guard Pay and Personnel Center (PPC). Support enterprise-wide retiree services programs including, but not limited to:
- (1) Provide separation administration.
  - (2) Provide pre-retirement/transition information, and information regarding entitlements and other benefits to prospective retirees, retirees and their dependents. Serve as servicing personnel office for all retired members and annuitants.
  - (3) Deliver retired pay and benefits, as described in References (h) and (i), and publishing and maintaining the Survivor Benefit Plan (SBP) and the Reserve component SBP (RCSBP) guides.
- i. Coast Guard Community Services Command (CSC). Promote retiree patronage of morale, well-being, and recreation (MWR), programs as described in Reference (j). Promote access to the Coast Guard Exchange System (CGX) and similar services, including the commissary system of the military services in DoD.
- j. The Judge Advocate General, acting through Legal and Defense Services (CG-094M). Support execution of the retiree services program by providing legal assistance, as described in Reference (k).

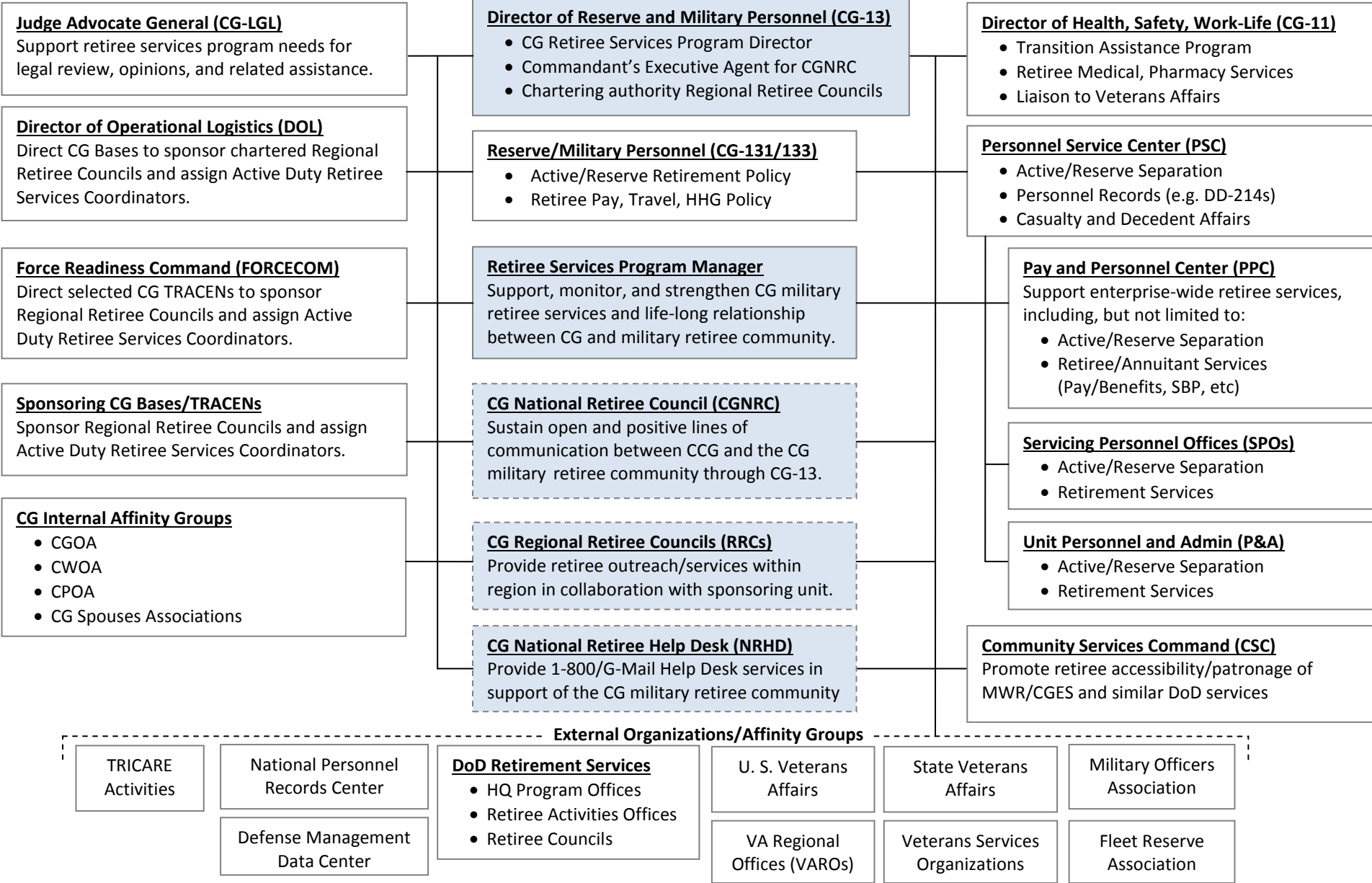
14. FORMS/REPORTS. None.

15. REQUEST FOR CHANGES. Units and individuals may recommend changes through the chain of command via e-mail to: [HQS-PF-flidr-CG-13@uscg.mil](mailto:HQS-PF-flidr-CG-13@uscg.mil), Retiree Services Program.

SANDRA L. STOSZ /s/  
Vice Admiral, U.S. Coast Guard  
Deputy Commandant for Mission Support

Encl: (1) CG Retiree Services Program Organization

**CG Retiree Services Program Organization<sup>1</sup>**



<sup>1</sup> CG-13 program components highlighted in blue, including CGNRC, Regional Retiree Councils, and NRHD volunteer groups.