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Personnel—General
Retirement Services Program

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Summary. This supplement prescribes policy and provides procedures for establishing and conducting the Army in Europe Retirement Services Program.

Applicability. This supplement applies to—

- All organizations in the Army in Europe ([glossary](#)).
- Members of the Army in Europe Retired Soldier Council.
- All retired and retiring Soldiers, their Families, and the survivors of retired Soldiers who reside in Europe, Africa, and the countries in the USAREUR area of responsibility in the Middle East.

Records Management. Records created as a result of processes prescribed by this supplement must be identified, maintained, and disposed of according to AR 25-400-2. Record titles and descriptions are on the Army Records Information Management System website at <https://www.arims.army.mil>.

Supplementation. Organizations will not supplement this supplement without approval of the Military Policy Office; Plans, Operations, and Exercises (PLOEX) Division; Office of the Deputy Chief of Staff, G1; HQ USAREUR.

Forms. This supplement prescribes [AE Form 600-8-7A](#). AE and higher-level forms are available through the Army in Europe Library & Publishing System (AEPUBS) at <http://www.eur.army.mil/aepubs/>.

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AR 600-8-7, 18 January 2017, is supplemented as follows:

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[D. Internal Management-Controls Evaluation Checklist for USAREUR G1 Evaluation of the Army in Europe Retired Soldier Council](#)
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Paragraph 1-1, Purpose. Add the following to the end of the paragraph:

This supplement prescribes policy and procedures for implementing the Army in Europe Retirement Services Program (AE RSP). This supplement also defines the roles and responsibilities of key players and organizations in the AE RSP (that is, the USAREUR CG, the USAREUR G1, the USAREUR

Public Affairs Officer (PAO), the Army in Europe Retired Soldier Council (RSC) and its officers, the United States Army Installation Management Command Europe (IMCOM-Europe) and its United States Army garrisons (USAGs), the Regional Health Command Europe (RHCE) and its subordinate Dental Health Command–Europe, and the Tricare Area Office Eurasia–Africa (TAO-EA)).

Paragraph 1-5, Overview. Add the following to the end of the paragraph:

For the Army in Europe—

a. USAREUR is responsible for establishing theater-level policy and providing oversight of the overall AE RSP with concentration on the theater-level aspects of the program. USAREUR priority efforts include maintaining contact with HQDA RSP officials and RSP agencies at the combatant commands and their applicable service component commands stationed in the AE RSP area of responsibility (AOR) ([glossary](#)) as well as maintaining a close and cooperative relationship with IMCOM-Europe, the organization responsible for executing the RSP ([b below](#)).

b. IMCOM-Europe is exclusively responsible for implementing the procedures and establishing standards for the delivery of retirement services within the AE RSP AOR. IMCOM-Europe delivers those services primarily through its USAGs.

NOTE: IMCOM-Europe provides RSP support for areas within the AE RSP AOR that are outside the USEUCOM AOR (that is, Africa and the Middle East). IMCOM-Europe provides this support to personnel in Africa through the USAG Italy Retirement Services Office (RSO) and to personnel in the Middle East through the RSO, Office of the Assistant Chief of Staff (OACoS), G1, IMCOM-Europe.

Chapter 1, General. Add paragraphs 1-14 through 1-16 as follows:

1-14. Army in Europe Retirement Services Program Policy

a. Communication Between the Active Army ([glossary](#)) and the Retired-Soldier Community.

The annual Army in Europe Retiree Appreciation Day (AE RAD) in Wiesbaden, Germany, and the various annual garrison RADs are key events that are intended to improve and sustain open communication between Army leaders in Europe and the retired-Soldier community. [Paragraph 5-9](#) provides details about the AE RAD program.

(1) Communication with HQDA. The CG, USAREUR, retains the authority to select and inform HQDA of specific issues and concerns originating in Europe relating to retiree policy for consideration and discussion by the Chief of Staff, Army (CSA), Retired Soldier Council (RSC).

(2) Strategic Communication to Retirees in the AE RSP AOR. IMCOM-Europe is responsible for publishing and distributing an annual bulletin for retirees to ensure that retired and retiring Soldiers are aware of activities and services available to them ([para 3-2e](#)).

(3) Representation of the AE RSP at HQDA. The CG, USAREUR, retains the authority to make final selections for nominations of retired Soldiers who reside in Europe or other locations within the USAREUR AOR to be sent to HQDA for membership on the CSA RSC to represent USAREUR.

(4) Oversight of the AE RSP. USAREUR will convene an AE RSP Oversight Panel annually to review whether the AE RSP is being implemented according to Army and USAREUR policy and to ensure the AE RSP is adhering to current priorities, which are established in coordination between USAREUR and IMCOM-Europe.

1-15. Theater-Level Priorities of the Army in Europe Retirement Services Program

a. Availability of Retirement Services. USAREUR and IMCOM-Europe are responsible for allocating sufficient resources to the RSP to ensure locally offered services to retiring and retired Soldiers, their Families, and survivors of retired Soldiers are accessible, adequate, effective, responsive, and reliable. USAREUR and IMCOM-Europe must also ensure that retirement services (potentially more limited, such as web-based or telephonic) are available to beneficiaries who reside in the AE RSP AOR, but outside of the geographic boundaries of the USAGs.

b. Support for Retired Soldier Councils. Presidents of RSCs must have routine, direct access to the applicable USAG or USAREUR unit commander, the applicable senior enlisted leader, and, as appropriate, the USAREUR senior responsible officer (SRO) for their region to establish and maintain a close working relationship with key leaders.

1-16. Theater-Level Oversight of the Army in Europe Retirement Services Program

This supplement establishes an AE RSP Oversight Panel that will assist the CG, USAREUR, by overseeing how well strategic-level quality-of-life concerns of retired Soldiers who reside in the AE RSP AOR have been or are being addressed by the routine processes of the AE RSP.

a. The AE RSP Oversight Panel—

(1) Comprises a designated USAREUR G1 staff representative; the ACoS, G1, IMCOM-Europe; the IMCOM-Europe Retirement Services Officer (RSO); and the AE RSC President.

(2) Will meet annually to review—

(a) USAREUR G1 evaluations of the effectiveness of the services provided by the AE RSP and discuss, as required, courses of action to address and correct any identified deficiencies.

(b) Priorities for RSP services within the AE RSP AOR and reprioritize them as needed.

b. The AE RSC will conduct in-progress reviews of the agenda topics for the annual AE RSP Oversight Panel meeting during the AE RSC's quarterly meetings. The AE RSC will include the results of the in-progress review in AE RSC meeting minutes and ensure each AE RSP Oversight Panel member receives a copy of the minutes.

c. The USAREUR G1 (or designated representative) will coordinate an appropriate date, time, and location for the annual AE RSP Oversight Panel meetings with the panel members.

Paragraph 2-7, Commanders of Overseas Army Service Component Commands. Add subparagraph e as follows:

e. The CG, USAREUR—

(1) Is responsible for establishing an AE RSC and approving the appointment of any voting members not already designated by this supplement as members by duty position or nomination.

(2) Retains final policy-decision authority for the AE RSC oversight responsibilities delegated to the USAREUR G1 for routine execution in [paragraphs 2-10a through o](#) when the policy applies to IMCOM-Europe or any other non-USAREUR command (AE Reg 1-10, [para 5b](#) and [table 1](#)).

Chapter 2, Responsibilities. Add paragraphs 2-10 through 2-17 as follows:

2-10. USAREUR G1

The USAREUR G1 will—

a. Establish USAREUR-internal policy and general procedures for the AE RSP and provide guidance to organizations throughout the Army in Europe to help them support theater-specific needs of the overseas retiree community.

b. In coordination with the Director, IMCOM-Europe, take part in prioritizing AE RSP services for resource allocation.

c. Review IMCOM-Europe evaluation checklists ([apps E and F](#)) and use them to evaluate the effectiveness of RSP services provided throughout the AE RSP AOR.

d. Be the HQ USAREUR staff proponent for all of the following:

(1) The AE RSC. The USAREUR G1 will be the USAREUR approval authority for establishing and revising the AE RSC charter.

(2) All routine matters relating to or affecting individual retiring or retired Soldiers, their Families, and survivors of retired Soldiers.

e. When requested, help the Director, IMCOM-Europe, and USAG commanders provide retirement services.

f. Provide oversight of strategic-level retiree quality-of-life issues and retired-Soldier concerns.

g. Develop a theater-level guest speakers program for integration in the theater-level AE RAD, coordinate that program with the USAG Wiesbaden, and support the garrison's plans for the AE RAD by doing the following.

(1) Select, invite, and host guest speakers for the theater-level AE RAD and fund their travel if travel is required.

(2) Develop, fund, and coordinate printing of any hard-copy speaker programs (handouts) required for the event. Handouts will include information about the participating speakers (for example, biographies).

h. Update the CG, USAREUR, at least once a year on the situation and vital issues and concerns of retired Soldiers, their Families, and survivors of retired Soldiers residing in Europe. The update will be provided in coordination with the AE RSC President and the ACoS, G1, IMCOM-Europe.

i. In coordination with the AE RSC, maintain liaison with HQDA, combatant commands, their components, and SROs on matters of concern to retiring and retired Soldiers, their Families, and survivors of retired Soldiers.

j. Designate an Active Army field-grade officer to serve as the staff representative on the AE RSP Oversight Panel and as an advisory member to the AE RSC.

k. Coordinate with the AE RSC all actions pertaining to or affecting retiring or retired Soldiers, their Families, and survivors of retired Soldiers.

l. Approve AE RSC meeting minutes and, in coordination with the AE RSC, distribute them to the CG, USAREUR; the Chief, Army Retirement Services; commanders and senior enlisted leaders of Army in Europe organizations; retiree staff proponents; component retiree council presidents; retiree representatives in combatant commands and their components; and others as appropriate.

m. Ensure internal control evaluation checklists for the AE RSC are completed in accordance with [appendix D](#).

n. Based on AE RSC recommendation, serve as the approval authority for the following:

(1) The appointment or reappointment of retired Soldiers as members of the AE RSC and the extension of individual members on a case-by-case basis (that is, when the USAREUR G1 determines that is in the best interest of the retired-Soldier community).

(2) The identification and initial prioritization of all Army in Europe issues and concerns to be proposed for submission to HQDA for consideration by the CSA RSC.

(3) All nominations of retired Soldiers who reside in the AE RSP AOR to be members of the CSA RSC.

o. Do the following in coordination with the AE RSC President:

(1) Provide administrative, financial, and logistic support for AE RSC activities and develop an annual budget to support the AE RSC.

(2) Develop the agenda for the annual AE RSP Oversight Panel meeting.

2-11. HQ USAREUR Staff Offices

When preparing staff actions that affect retired or retiring Soldiers, their Families, and survivors, HQ USAREUR staff offices must coordinate those actions with the USAREUR G1.

2-12. Office of the Public Affairs Officer, HQ USAREUR

The Office of the Public Affairs Officer (OPAO), HQ USAREUR, will provide support to the AE RAD Program as specified in [paragraph 5-9d\(3\)](#).

2-13. Army in Europe Commanders

Commanders of Army in Europe organizations and units will identify and send any theater-level issues and concerns affecting retired or retiring Soldiers, their Families, and their survivors, through their respective chain of command to the USAREUR G1.

2-14. Director, IMCOM-Europe

The Director, IMCOM-Europe, will—

a. Be represented by the ACoS, G1, IMCOM-Europe, for theater-level AE RSP issues or designate an alternate if the ACoS, G1, is not available. The IMCOM-Europe Director's representative will serve as a member of the AE RSP Oversight Panel and the AE RSC.

b. Ensure that the ACoS, G1, and the IMCOM-Europe Retirement Services Officer (RSO) are available to take part in meetings of the AE RSP Oversight Panel and the AE RSC.

c. Through the IMCOM-Europe RSO—

(1) Enforce the AE RSP prioritization of services and develop procedures and standards for effective delivery of retiree services.

(2) Ensure IMCOM-Europe provides or coordinates for casualty assistance and survivor-outreach services when retired Soldiers residing in the AE RSP AOR die.

(3) Coordinate with the USAREUR G1 to review and reprioritize RSP services throughout the AE RSP AOR.

(4) Send any applicable issues and concerns to the USAREUR G1, including those identified at the garrison level, for possible submission to HQDA for CSA RSC consideration. This should be done as soon as possible after an issue or concern is identified.

(5) Send to the USAREUR G1 any nominations of retired Soldiers who wish to be considered for membership on the CSA RSC, usually by 1 October each year.

(6) Send to the USAREUR G1 a suggested list of items to be integrated into the agenda for discussion at the annual AE RSP Oversight Panel meetings by 2 months before the scheduled meeting.

(7) Complete internal control checklists in accordance with [appendix E](#) (for ACoS, G1, IMCOM-Europe, action) and [appendix F](#) (for action by each USAG director of human resources) and send a copy to the USAREUR G1 for review when required (paras [E-2](#) and [F-2](#)).

(8) Provide headquarters-level oversight of USAG RADs. This includes overseeing the USAG Wiesbaden's plan and execution of each AE RAD and overseeing all other local RADs according to [paragraph 5-9](#).

2-15. United States Army Garrisons in Europe

a. USAG commanders will—

(1) In addition to assuming the responsibilities in paragraph 2-6c of the basic regulation, ensure their garrison provides retiree services in coordination with the IMCOM-Europe RSO and SROs.

(2) Send the IMCOM-Europe RSO a USAG Director of Human Resources-completed AE RSP internal management-control checklist in accordance with [appendix F](#) at least when required according to [paragraph F-2](#).

b. When volunteers cannot be identified for membership in the AE RSC, the Commander, USAG Benelux, and the Commander, USAG Italy, will nominate an officer who is a member of the respective USAG RSC to be a member on the AE RSC. In addition to the documentation prescribed in [paragraph 5-7g](#) below, the nomination packet will include a copy of the orders or letter appointing the individual as a member of the USAG RSC.

2-16. Regional Health Command Europe

The RCHE will provide health and dental support to the AE RAD Program as prescribed in [paragraph 5-9d\(7\)](#).

2-17. Tricare Area Office Eurasia–Africa

The TAO-EA usually supports the AE RAD Program as explained in [paragraph 5-9d\(8\)](#).

Paragraph 3-2, Retired Soldier Newsletters. Add subparagraph e as follows:

e. At least once a year, IMCOM-Europe publishes the IMCOM-Europe Retiree Bulletin. The bulletin is posted on a public-facing webpage and distributed by e-mail to retired Soldiers, their Families, and their survivors residing in the AE RSP AOR. Retirees who do not have e-mail may ask to have printed copies sent to their regular mailing address.

(1) The preferred means for the IMCOM-Europe RSO to distribute the bulletin is as follows, in order of preference:

- (a) By e-mail with an embedded web-link to the bulletin ([\(3\) below](#)).
- (b) By e-mail with a PDF copy of the bulletin attached.
- (c) On paper through regular postal channels.

(2) Based on the above, retirees are encouraged to provide the IMCOM-Europe RSO an e-mail address.

(3) The current and previous editions of the IMCOM-Europe Retiree Bulletin are available at http://www.imcom-europe.army.mil/webs/sites/europe_life/retiree/index.html by selecting the “Retiree Bulletin” link from the “RSO Links/Resources” list on the right side of the webpage.

Paragraph 3-3, Installation and Reserve Component Retirement Services Office Webpages. Add subparagraph c as follows:

c. The USAREUR G1 will maintain an AE RSC homepage and include a link to this page on the USAREUR G1 homepage. The URL is <http://www.eur.army.mil/g1/content/misc/AERC/index.html>.

Paragraph 3-4, Generic E-mail Address. Add subparagraphs a and b as follows:

a. The USAREUR G1 will, if required, establish and maintain a non-person entity (NPE) e-mail address for the AE RSC President (for example, usarmy.wiesbaden.usareur.mbx.aerc-pres@mail.mil).

b. IMCOM-Europe will, if required, establish and maintain NPE e-mail addresses for the IMCOM-Europe RSO and each USAG RSO. To standardize RSO e-mail addresses, each RSO should use the organization identification of “ret-svcs” immediately before the @ symbol, but existing addresses may continue to be used. The NPE e-mail addresses for the RSOs are as follows:

- (1) IMCOM-Europe RSO: usarmy.sembach.id-europe.mbx.retirement-svcs@mail.mil.
- (2) USAG Bavaria: usarmy.bavaria.id-europe.mbx.dhr-mpd-retirement-services@mail.mil.

(3) USAG Benelux (including the Brussels Community and the Schinnen Community):
usarmy.benelux.id-europe.mbx.rso@mail.mil.

(4) USAG Italy: *usarmy.usag-italy.id-europe.mbx.retiree-services@mail.mil.*

(5) USAG Rheinland-Pfalz: *usarmy.rheinland-pfalz.id-europe.mbx.usag-r-p-ret-svcs@mail.mil.*

(6) USAG Stuttgart: *usarmy.stuttgart.id-europe.mbx.rso-events@mail.mil.*

(7) USAG Wiesbaden: *usarmy.wiesbaden.imcom-hq.mbx.rso@mail.mil.*

NOTE: As of the date of this supplement, the USAG Ansbach RSO had not yet established an NPE address.

Paragraph 4-1, Pre-retirement Briefing Policy. Add subparagraph e as follows:

e. IMCOM-Europe will provide the opportunity for all transitioning Soldiers in the AE RSP AOR to schedule and attend a pre-retirement briefing.

Paragraph 4-3, Survivor Benefit Plan Counseling Policy. Add subparagraph i as follows:

i. IMCOM-Europe will provide the opportunity for all transitioning Soldiers in the AE RSP AOR to schedule and attend a Survivor Benefit Plan briefing.

Paragraph 5-6, Retired Soldier Council Program. Add subparagraph c as follows:

c. For the Army in Europe, the RSC Program comprises the AE RSC ((1) below), which is established by the CG, USAREUR, and the USAG RSCs ((2) below), which are established by each garrison commander.

(1) AE RSC. The AE RSC serves as the principal advisory body to the CG, USAREUR, for all matters relating to retired Soldiers. The objectives of the AE RSC are to—

(a) Provide the CG, USAREUR; commanders of Army in Europe organizations; the Director, IMCOM-Europe; and USAG commanders and their staff insight into critical issues and concerns of retiring and retired Soldiers, their Families, and their survivors.

(b) Provide the retired-Soldier community in the AE RSP AOR a means of communicating with Army leaders at the highest level in Europe.

(c) Refer concerns of retired Soldiers and their survivors to the CG, USAREUR, and the council president, chairperson, or chairpersons, so that they can determine whether or not the concern should be brought to the attention of the CSA RSC.

(2) USAG RSCs. The USAG RSCs serve as advisory bodies to garrison commanders and IMCOM-Europe on matters relating to retired Soldiers. The objectives of the USAG RSCs are to—

(a) Provide the garrison commander, the USAREUR-designated SROs, and the Director, IMCOM-Europe, insight into critical issues and concerns of retired and retiring Soldiers, their Families, and their survivors.

(b) Provide the retired-Soldier community a means of communicating with Army leaders at the garrison or installation level.

(c) Prepare plans for providing retiree services and institute programs that foster strong communication between members of the Active Army and retired Soldiers who reside within the USAG RSP AOR.

(d) Identify issues and concerns of retired and retiring Soldiers who reside in the USAG RSP AOR and communicate them to the garrison commander.

Paragraph 5-7, Retired Soldier Council Policy. Add subparagraphs e through g as follows:

e. The AE RSC. The AE RSC will—

(1) Be a combined officer and enlisted council with no more than 15 voting members who serve for a term of membership that will not exceed 4 years. Appointments of members to terms of office (that is, positions of the council president, vice president, and secretary) will not exceed 2 years.

(2) Comprise Soldiers who have retired for length of service or disability and who are knowledgeable and able to clearly communicate retiree issues and concerns.

(3) Make recommendations to the USAREUR G1 of retired Soldiers residing in the AE RSP AOR for appointment or reappointment as members of the council.

(4) Meet quarterly for no more than 2 days per meeting. These meetings will be used to maintain an open dialogue for discussing issues affecting retirees throughout the AE RSP AOR.

(a) For all RSC members who are invited to take part in a meeting, the responsible hosting agency (usually the USAREUR G1) will issue travel orders for the period the council is in session.

(b) Should the hosting agency not have enough money to pay for all four meetings in a fiscal year, the RSC will meet at least twice a year and twice through other methods (for example, Army-supported telephone-conference or video-teleconference).

(5) Prepare minutes of each meeting and send them to the USAREUR G1 for approval.

(6) Make recommendations to the USAREUR G1 of retired Soldiers residing in the AE RSP AOR for nomination to serve on the CSA RSC.

(7) Recommend to the USAREUR G1 for review and approval issues and concerns to be sent to HQDA for consideration by the CSA RSC.

(8) Routinely coordinate with the Director, Army Retirement Services; the CSA RSC; RSCs and other representatives of combatant commands and service component commands (that is, their military-retirement-services staff offices); the IMCOM-Europe RSO; and presidents of European USAG RSCs.

(9) Include the USAREUR G1 staff representative; the representative of the Director, IMCOM-Europe; and the IMCOM-Europe RSO as advisory members (but not as voting members or officers) of the AE RSC.

(10) Prepare a budget estimate for AE RSC activities and submit it and other documentation to the USAREUR G1.

(11) Provide observational feedback to the USAREUR G1 on the effectiveness of the AE RSP.

f. USAG RSCs. When requested to do so, USAG RSCs will send all issues that the AE RSC considers appropriate for discussion by the CSA RSC to the Director, IMCOM-Europe, through the USAG commander, with copies furnished to the IMCOM-Europe RSO and all other USAG RSOs. The IMCOM-Europe RSO and the Director, IMCOM-Europe, will review the nominated issues and may consolidate and refine the USAG lists of issues before sending a refined list to the USAREUR G1.

g. Qualifications for AE RSC Membership and the Nomination Process. Any retired Soldier who resides in the AE RSP AOR may be considered for membership on the AE RSC. Retired Soldiers must be nominated by either a self-nominated application or a signed nomination by an Army in Europe organization or unit commander or director who is a lieutenant colonel or higher (or civilian equivalent). Individuals and units will send applications or nominations to the USAREUR G1 for referral to the AE RSC for consideration. Applications and nominations must include the following documents:

(1) A completed Retiree Council Biographical Sketch (AE Form 600-8-7A) with continuation sheets if needed. The sketch should specifically identify the applicant's or nominee's level of participation in local RSC activities, events, or meetings and the extent of the individual's knowledge of issues and concerns of the retired-Soldier community at all levels.

(2) For applications (optional for nominations), a statement by the retired Soldier of his or her reasons for wanting to be an AE RSC member.

(3) For nominations, the personal recommendation by the nominating commander.

(4) USAG RSCs may nominate their members to join the CSA RSC by sending these nominations through the garrison commander to the Director, IMCOM-Europe, with copies furnished to the IMCOM-Europe RSO and the nominating USAG RSO). The Director, IMCOM-Europe, will review the nominations, endorse those that are recommended, and send them to the USAREUR G1 for consideration and forwarding to the CSA RSC.

Chapter 5, Post-Retirement Services. Add paragraph 5-9 as follows:

5-9. Army in Europe Retiree Appreciation Day Program

For the Army in Europe, the RAD program comprises two types of annual events (that is, an AE RAD and garrison-level RADs at the USAGs that are not hosting the AE RAD). All RADs will be conducted in a manner that clearly demonstrates the Army's continuing appreciation for retired Soldiers and foster the retiree-community's support for the Army, its Soldiers, and their Families. A successful RAD program is one that provides retirees information and resources that help them individually and make them knowledgeable enough to serve as informal, yet credible, "ambassadors" of the U.S. Army and the Nation.

a. The AE RAD. The theater-level AE RAD provides a forum for Army leaders as well as other active-duty ([glossary](#)) Army personnel to communicate with one another and with retired and retiring Army personnel throughout the AE RSP AOR about the RSP. It also provides a forum for participants to raise mutual awareness of ongoing Army and theater-level retirement-services issues and concerns. The USAG Wiesbaden hosts the AE RAD each year on Clay Kaserne in Wiesbaden, Germany.

b. Garrison-Level RADs. Local USAG RADs provide a forum for leaders to communicate with one another and with retired Army personnel throughout the USAG community to increase mutual awareness of current retirement-services issues and concerns. USAGs throughout the AE RSP AOR will host at least one RAD each year on one of their installations or communities.

c. RAD Concept of Operations. All RADs will include a program providing a minimum standard of service ((1) below) that provides retiring Soldiers, retired Soldiers, surviving spouses, and their Families with information about changes in and updates to retirement benefits or entitlements and major Army programs and initiatives for retirement services. RADs should also seek to gain participant involvement in installation and command programs. RADs may include other levels of service above the minimum standards if such resources and support are available. The AE RAD will provide a higher minimum level of service ((2) below) that supports theater-level issues.

(1) RAD events will include, but not be limited to, the following:

- (a) Registration.
- (b) Assembly.
- (c) Posting of the colors.
- (d) Invocation.
- (e) Opening remarks.
- (f) Welcome and introduction of guests.
- (g) Keynote speaker.
- (h) Retired-Soldier update.
- (i) Information about services offered by supporting agencies.

(2) In addition to the items in (1)(a) through (i) above, AE RADs will include the following additional events, which are primarily part of the speakers program (d(2) below):

- (a) Commander's comments (that is, comments by the CG, USAREUR).
- (b) A healthcare roundtable.
- (c) A Retiree Council Presidents Meeting (participation by invitation only).

(d) Subject-matter expert speakers, as available, who can address retirement-services topics of interest at the theater level.

d. RAD Responsibilities. In addition to the responsibilities listed in paragraphs 2-10 through 2-17, the organizations identified in (1) through (8) below are responsible for the specified RAD-event tasks. In general, HQ USAREUR staff offices, the IMCOM-Europe staff, and other tenant and supporting agencies and commands should provide whatever support they can to help their servicing USAG RSO conduct a RAD.

(1) IMCOM-Europe. IMCOM-Europe, operating through the USAGs, will plan and conduct the RAD program throughout the Army in Europe. Conducting a successful RAD, however, is highly dependent on the collective effort of numerous USAREUR, IMCOM-Europe, and tenant stakeholders to support the garrison-led effort. The IMCOM-Europe RSO will—

(a) Consolidate the scheduled dates for the RADs and issue that information using all available media, including the Retiree Bulletin and webpages of IMCOM-Europe and the garrisons.

(b) Send a list of the RADs scheduled across the AE RSP AOR to the editor of The Army Echoes in time for publication in at least one and preferably multiple issues.

(c) Notify the Director, Army Retirement Services, when the date of any RADs scheduled across the AE RSP AOR changes.

(d) Coordinate with the Federal Benefits Unit, U.S. Consulate General, Frankfurt, Germany, to ensure their participation at each RAD.

(e) Coordinate with the Defense Finance and Accounting Service (DFAS) to ensure the availability of DFAS-level financial services at each RAD.

(2) USAREUR G1. The USAREUR G1 will coordinate with the USAG Wiesbaden RSO to integrate the AE RSP speakers program into the AE RAD schedule of events. The AE RSP speakers program comprises the items in [c\(2\) above](#), the keynote speaker, and the retired-Soldier update.

(3) USAREUR PAO. The USAREUR PAO will—

(a) Collaborate with the OPAO, USAG Wiesbaden, and OPAO, IMCOM-Europe, to prepare the public-affairs annex of the USAG operation order (OPORD) for the AE RAD. If requested, the USAREUR PAO will also help prepare the public-affairs annex of garrison-level RAD OPORDs.

(b) Help the USAG Wiesbaden PAO advertise the AE RAD throughout the AE RSP AOR.

(c) Help the USAG Wiesbaden PAO provide media coverage of the AE RAD.

(4) Army in Europe Retiree Council. The AE Retiree Council will—

(a) Prepare an invitation for the CG, USAREUR, to attend the AE RAD to provide the Commander's Comments.

(b) If required, prepare an invitation for the keynote speaker to attend AE RAD and provide the keynote address.

(c) Prepare the retired-Soldier update and provide speakers to attend the AE RAD and USAG RADs to present various portions of the update.

(d) Take part in any AE RAD in-progress reviews scheduled by the USAG Wiesbaden.

(e) In coordination with the USAREUR G1 and the USAG Wiesbaden RSO, plan and host the Retiree Council Presidents Meeting.

(f) Prepare invitations for the USAREUR G1 to send to the RHCE and the TAO-EA requesting those organizations to send representatives (for the RHCE, including dental) to take part in the AE RAD healthcare roundtable and, if available and desired, to provide theater-level service updates to the AE RAD.

(5) USAG Wiesbaden.

(a) In coordination with USAREUR G1, plan and conduct the AE RAD. This includes publishing an OPOD for the event.

(b) Integrate the USAREUR G1 speakers program into the AE RAD.

(6) All USAGs. USAGs will—

(a) Be responsible for scheduling the RAD for their geographical AORs. For the USAG Wiesbaden, this requirement is met by conducting an AE RAD.

(b) Coordinate with the USAREUR G1 before inviting the Director, Army Retirement Services, or any CSA RSC co-chairperson to take part in a RAD.

(c) Provide an opportunity for a representative of the AE RSC to present the retired-Soldier update to USAG RAD participants.

(d) Encourage USAG retiree council presidents to participate in the Retiree Council Presidents' Meeting and, whenever possible, fund their travel.

(e) Send an RAD after-action report to the USAREUR G1, through the IMCOM-Europe RSO if applicable or required.

(7) Regional Health Command Europe.

(a) Establish a standardized set of medical and dental services that should be available at each RAD. The medical services should include at least immunizations, blood-pressure checks, height-and-weight screenings, men's and women's health issues, eye examinations, cancer screenings, pharmacy and laboratory services. The dental series should include at least oral examinations, cleanings, and oral-cancer screenings.

(b) Identify an enhanced range of medical and dental services that could be available at various RADs, if the resources are available.

(c) Provide a senior representative or representatives (medical and dental) to take part in the healthcare roundtable at the AE RAD.

(8) TRICARE Area Office Eurasia–Africa. The TAO-EA should—

(a) Make a TRICARE benefits advisor available to take part in each RAD.

(b) Provide a senior representative to take part in the healthcare roundtable at the AE RAD.

Appendix A, Section III, Prescribed Forms. Add the following:

[AE Form 600-8-7A](#), Retiree Council Biographical Sketch

APPENDIX D

INTERNAL MANAGEMENT-CONTROLS EVALUATION CHECKLIST FOR USAREUR G1 EVALUATION OF THE ARMY IN EUROPE RETIRED SOLDIER COUNCIL

D-1. PURPOSE

This checklist is intended to help the USAREUR G1 evaluate the effectiveness of the Army in Europe Retired Soldier Council (AE RSC) according to the requirements of AR 600-8-7.

D-2. INSTRUCTIONS

Within 6 months after publication of this supplement and then at least once every 5 years thereafter, the Chief, Military Policy Office; Plans, Operations, and Exercises (PLOEX) Division; Office of the Deputy Chief of Staff, G1; HQ USAREUR, will complete an internal control certification evaluation (DA Form 11-2) using the checklist in [paragraph D-3](#) and send the certified evaluation to the Deputy USAREUR G1 for review.

- a. Each question must be answered with either “Yes” (that the AE RSC meets the requirement) or “No” (that the AE RSC does not meet the requirement).
- b. Each answer must be based on actual testing (for example, analysis, direct observation, review of files, sampling, simulation) using key internal control criteria and all answers must be fully explained to include a description of the key internal management-control criteria and testing methods used.
- c. Questions answered with a “No” must include a description of the corrective action taken, directed to be taken, or recommended to be taken (if changes exceed USAREUR authorities).

D-3. CHECKLIST QUESTIONS

- a. Were travel orders issued only to AE RSC members whose travel was supported in the annual budget that was approved for the AE RSC?
- b. Did each AE RSC member file a travel voucher within 5 workdays after each scheduled AE RSC meeting, in accordance with USAREUR G1 travel policy?
- c. Do the AE RSC minutes confirm the participation of each AE RSC member who filed a travel voucher?
- d. Did the AE RSC prepare and submit a budget estimate to the USAREUR G1 in support of AE RSC activities (if applicable, according to current USAREUR G8 budget-planning guidance timelines)?

APPENDIX E

INTERNAL MANAGEMENT-CONTROLS EVALUATION CHECKLIST FOR EVALUATING THE ARMY IN EUROPE RETIREMENT SERVICES PROGRAM AT IMCOM-EUROPE

E-1. PURPOSE

This checklist is intended to help the USAREUR G1 evaluate the effectiveness of the Army in Europe Retirement Services Program (AE RSP) according to the requirements of AR 600-8-7.

E-2. INSTRUCTIONS

Within 6 months after publication of this supplement and then at least once every 5 years thereafter, the Chief, Military Personnel Branch, Office of the Assistant Chief of Staff, G1, IMCOM-Europe, will complete an internal control certification evaluation (DA Form 11-2) using the checklist in [paragraph E-3](#) and send the certified evaluation to the USAREUR G1 for review.

- a. Each question must be answered either “Yes” (that IMCOM-Europe meets the requirement) or “No” (that IMCOM-Europe does not meet the requirement).
- b. Each answer must be based on actual testing (for example, analysis, direct observation, review of files, sampling, simulation) using key internal control criteria and all answers must be fully explained to include a description of the key internal management-control criteria and testing methods used.
- c. Questions answered with a “No” must include a description of the corrective action taken, directed to be taken, or recommended to be taken (if changes exceed USAREUR authorities).

E-3. CHECKLIST QUESTIONS

- a. Is IMCOM-Europe budgeting for the AE RSP (for example, ensuring enough money is earmarked for invited keynote speakers, if travel is required, and for needed facilities)?
- b. Is IMCOM-Europe budgeting for the publication and distribution of the AE Retiree Bulletin at least once a year?
- c. Have all United States Army garrison (USAG) retirement services officers (RSOs) attended HQDA RSO-sponsored RSO and Survivor Benefit Plan (SBP) training, and are they certified by the HQDA RSO as SBP counselors?
- d. Is IMCOM-Europe budgeting for the Army Retiring Soldier Commendation Program Package to be provided to every retiring Soldier in the Army in Europe?
- e. Is IMCOM-Europe ensuring that an adequate number of pre-retirement and SBP briefings are provided to the eligible population?
- f. Does IMCOM-Europe have access to the Defense Retiree and Annuitant System to help retirees and annuitants resolve pay issues?
- g. Does IMCOM-Europe have access to the Retiree Address Finder to ensure retirees, annuitants, and survivors maintain a current mailing address?
- h. Does IMCOM-Europe maintain a non-person entity e-mail (that is, an organizational mailbox or distribution list) for the retirement-services offices at IMCOM-Europe and at each USAG for retirees, annuitants, and survivors to use for expressing issues and concerns?

APPENDIX F

INTERNAL MANAGEMENT-CONTROLS EVALUATION CHECKLIST FOR EVALUATING THE ARMY IN EUROPE RETIREMENT SERVICES PROGRAM AT UNITED STATES ARMY GARRISONS

F-1. PURPOSE

This checklist is intended to help IMCOM-Europe evaluate the effectiveness of the Army in Europe Retirement Services Program (AE RSP) at United States Army garrison (USAG) level according to the requirements of AR 600-8-7.

F-2. INSTRUCTIONS

Within 6 months after publication of this supplement and then at least once every 5 years thereafter, each USAG director of human resources will complete an internal control certification evaluation (DA Form 11-2) using the checklist in [paragraph F-3](#) and send the certified evaluation through the Assistance Chief of Staff, G-1, IMCOM-Europe, and to the USAREUR G1 for review.

- a. Each question must be answered either “Yes” (that the USAG meets the requirement) or “No” (that the USAG does not meet the requirement).
- b. Each answer must be based on actual testing (for example, analysis, direct observation, review of files, sampling, simulation) using key internal control criteria and all answers must be fully explained to include a description of the key internal management-control criteria and testing methods used.
- c. Questions answered with a “No” must include a description of the corrective action taken, directed to be taken, or recommended to be taken (if changes exceed USAREUR authorities).

F-3. QUESTIONS

a. Pre-Retirement Services.

(1) Did every eligible active-duty ([glossary](#)) Soldier in the USAG area of responsibility (AOR) attend a pre-retirement briefing that included the DA Survivor Benefit Plan (SBP) briefing by no later than 12 months before retirement (or, for medical retirements, at the start of the medical retirement process)? (para 4-1a)*

*NOTE: Parenthetical references refer to the applicable portion of the basic AR or this supplement.

(2) Does the USAG ensure that Soldiers’ SBP elections are dated on or before the spouse’s written notarized concurrence and the spouse’s written concurrence is dated before the Soldier was or will be placed on the retired list? (para 4-3f(3)(b))

(3) Does every active-duty Soldier in the USAG AOR complete a DD Form 2656 with an SBP election by no later than 60 days before retirement and, if electing any type of former spouse coverage, complete a DD Form 2656-1 with the DD Form 2656? (para 4-4a)

(4) Are all active-duty Soldiers and their spouses in the USAG AOR counseled on the SBP categories and the effects of such elections at least 60 days before retirement by a DA-certified SBP counselor? (para 4-3b)

- (5) Does every Army National Guard (ARNG) and United States Army Reserve (USAR) Soldier attend a pre-retirement briefing during the Soldier's 18th or 19th qualifying year of service? (para 4-1b)
- (6) Are all ARNG and USAR Soldiers counseled on the Reserve Component Survivor Benefit Plan (RCSBP) categories and effects of such elections within 60 days after receiving a Notice of Eligibility for Retired Pay (20 year letter) by a DA-certified SBP counselor? (para 4-1b)
- (7) Does the USAG make provisions to help medically retiring Soldiers attend pre-retirement and SBP briefings? (para 4-1c)
- (8) Does the USAG have a system to verify that every Soldier receives a pre-retirement and SBP briefing as directed? (para 4-2c(1))
- (9) Are Soldiers receiving the DA-prescribed pre-retirement and SBP briefings? (para 4-2a)
- (10) Are Soldiers informed about using the MyArmyBenefits SBP calculator and are they provided current DA-developed SBP literature during SBP counseling? (para 4-3d)
- (11) Was "certified mail – restricted delivery" used to document that the SBP counseling was provided to absent spouses? (para 4-3e)
- (12) Was the Soldier's SBP election dated on or before the spouse's concurrence, if required? (para 4-3f(3)(b))
- (13) Has the RSO provided SBP counseling to all adult surviving dependents or the guardians of non-adult dependents of Soldiers who died on active duty? (para 4-5a)
- (14) Is the Office of Army Retirement Services informed of the retirement of mentally incompetent Soldiers so that the Director, Army Retirement Services, may make an SBP election on the Soldiers' behalf? (para 4-4b)
- (15) Are 100 percent of retiring Soldiers receiving an Army Retiring Soldier Commendation Package before retiring, being transferred to the Retired Reserve, or being discharged after 20 years of creditable service in the Reserve Component? (paras 1-7d(1) and 7-7)
- (16) Is every Soldier offered the opportunity to take part in a retirement ceremony? (para 1-7c)
- (17) Are Reserve Component Soldiers who are eligible for transfer to the Retired Reserve, but who elect to be discharged without specifying a component, counseled in writing by the first lieutenant colonel in the chain of command about the effect on their retired pay and benefits? (para 7-4a)
- (18) Are all Soldiers retiring completing a DD Form 2656 before their date of retirement? (paras 2-6d(c)(4) and 4-3c)
- (19) Have all USAG SBP counselors completed the SBP certification course within the previous 3 years? (para 1-8c)
- (20) Have the USAG RSO and Assistant RSO completed RSO Program certification within the previous 3 years? (paras 1-8c and 2-1c(4), 2-1d(4), 2-3b(4), and 2-6d(3))

(21) After receiving final SBP counseling, are all active-duty Soldiers signing an SBP counseling statement verifying that they received the counseling, and are they signing DD Form 2656? (para 4-3c)

b. Post-Retirement Services.

(1) Is the USAG publishing a retired Soldier newsletter at least annually and distributing it to retired Soldiers and annuitants who reside within the USAG AOR? (para 3-2 and table 2-2)

(2) Does the USAG commander conduct an annual retiree appreciation day? (para 5-8b)

(3) Does the USAG maintain a non-person entity e-mail (organizational mailbox or distribution list) for the USAG Retirement Services Office? (para 3-4.)

(4) Does the USAG retiree council meet at least semi-annually? (para 5-7d(1))

(5) Did the USAG retiree council document the meeting in minutes by no later than 30 days after the meeting? (para 5-7d(8))

c. Other.

(1) Are the USAG RSO and alternate RSO appointed in writing? (paras 2-1b(3), 2-3a(5), 2-6c(1), and 2-9c)

(2) Is the USAG retirement-services webpage easily located and does it provide the required information? (para 3-3.)

(3) Do the USAG RSO's records show that the adult survivors of each Soldier who died while on active duty were briefed about the SBP active-duty death benefits? (para 4-5a)

(4) Does the USAG RSO provide a regular Career Status Bonus (CSB) brief using the DA CSB briefing slides? (para 6-3b)

(5) Is the USAG verifying all eligible Soldiers have made their CSB elections? (para 6-3d)

(6) Are statistical reports submitted monthly on or before the due date? (paras 2-6b(2)(f) and 2-6d(3)(c)(8))

(7) Have the USAG RSO and assistant RSO completed the DA RSO Certification Course within the previous 3 years? (paras 1-8c, 2-1c(4), 2-1d(4), 2-3b(4), and 2-6d(3))

(8) Are all volunteers providing retirement services in Army facilities certified and supervised by the USAG RSO and performing only authorized tasks? (para 1-10)

Glossary, Section I, Abbreviations. Add the following:

ACoS	assistant chief of staff
AE	Army in Europe
AEPUBS	Army in Europe Library & Publishing System
AE RAD	Army in Europe Retiree Appreciation Day
AE RSC	Army in Europe Retired Soldier Council
AE RSP	Army in Europe Retirement Services Program
AOR	area of responsibility
app	appendix
AUSA	Association of the United States Army
Benelux	Belgium, Netherlands, and Luxembourg
CG, USAREUR	Commanding General, United States Army Europe
CSA RSC	Chief of Staff, Army, Retired Soldier Council
IMCOM-Europe mil	United States Army Installation Management Command Europe military
MOAA	Military Officers Association of America
MSC	major subordinate command
NCOA	Noncommissioned Officers Association
NPE	non-person entity (organizational e-mail distribution list or mailbox)
OACoS	office of the assistant chief of staff
OPCON	operational control
OPORD	operation order
PAO	public affairs officer
para	paragraph
PDF	portable document format
PLOEX	plans, operations, and exercises
RAD	retiree appreciation day, retirement appreciation day (basic reg)
RHCE	Regional Health Command Europe
RSC	retired Soldier council
RSP	Retirement Services Program
SRO	senior responsible officer
TAO-EA	Tricare Area Office Eurasia–Africa
URL	uniform resource locator
USAG	United States Army garrison
USAREUR	United States Army Europe
USAREUR G1	Deputy Chief of Staff, G1, United States Army Europe

Glossary, Section II, Terms. Add the following:

Active Army

The organizations and personnel serving on active duty (see definition below) and assigned to the Active Component of the United States Army. This category does not include Reserve Component organizations or personnel assigned to those organizations who may be mobilized and placed in temporary active duty or in another long-term active-duty status (for example, Active Guard Reserve).

active duty

Full-time military service as an enlisted Soldier, warrant officer, or commissioned officer, regardless of specific tour length (for example, 1-day active-duty tour, 180-day active-duty tour; 2-, 3-, or 4-year enlistment; a non-term-limited active-duty appointment)

Army in Europe

An umbrella term for all U.S. Army organizations in Europe. This includes, but is not limited to, the United States Army Europe (USAREUR), which includes HQ USAREUR, USAREUR major subordinate commands (MSCs), and commands under the operational control (OPCON) of USAREUR; the United States Army Installation Management Command Europe (IMCOM-Europe), which includes HQ IMCOM-Europe, United States Army garrisons in Europe, and forward operating sites in Europe managed by IMCOM-Europe; the Civilian Human Resources Agency, Northeast/Europe Region; and other Army units and organizations that are stationed in Europe in support of USAREUR.

NOTE: [AE Regulation 10-5](http://www.eur.army.mil/organization/units.htm) and the USAREUR Organizational Chart (available at <http://www.eur.army.mil/organization/units.htm>) provide more information about HQ USAREUR; USAREUR MSCs, USAREUR OPCON commands, and other USAREUR affiliated organizations; as well as select Army in Europe tenant organizations. The AEPUBS Action Officer Tools webpage also provides mailing distribution lists for these categories of organizations. This page is available at http://www.eur.army.mil/aepubs/docs/mail_distribution_lists.pdf.

Army in Europe Retiree Appreciation Day

The theater-level retiree appreciation day (RAD) hosted by the United States Army Garrison Wiesbaden, which is the garrison where HQ USAREUR is located. The AE RAD is a full-service garrison RAD as required by paragraph 5-8 of the basic AR that is augmented with a speakers program as coordinated by the Office of the Deputy Chief of Staff, G1, HQ USAREUR.

Army in Europe Retirement Services Program area of responsibility

Europe, Africa, and the countries in the USAREUR area of responsibility in the Middle East (basic AR, para B-38)

Army in Europe tenant organization

A DOD or non-DOD organization or unit that does not have a command relationship (administrative control, assigned, attached, or operational control) with USAREUR, but resides on an Army in Europe installation or must comply (even when not located on an Army in Europe installation) with USAREUR policy or authority

USAREUR major subordinate command

A unit or organization that is directly subordinate to the USAREUR Command Group, permanently assigned to USAREUR, and is not part of HQ USAREUR (for example, 21st Sustainment Command, 7th Army Training Command, 2d Cavalry Regiment)

USAREUR OPCON command

A unit or organization that is stationed in Europe, under the operational control (OPCON) of USAREUR, and directly subordinate to the USAREUR Command Group, but assigned to and under the administrative control of its higher headquarters in the continental United States (for example, 2d Signal Brigade, 66th Military Intelligence Brigade)