



UNITED STATES MARINE CORPS
MARINE CORPS BASE
PSC BOX 20004
CAMP LEJEUNE NC 28542-0004

BO 1800.2
S-1

MAR 18 2011

BASE ORDER 1800.2

From: Commanding Officer
To: Distribution List

Subj: RETIRED ACTIVITIES OFFICE (RAO)

Ref: (a) SECNAVIST 5420.169J
(b) NAVMC 2925
(c) MCO P1700.24B
(d) MCO 1800.10
(e) 37 U.S.C. 908
(f) BO 1800.1

Encl: (1) Sample Letter of Selection Retired Activities
Office Volunteer
(2) Sample Retired Activities Office Volunteer Statement
of Understanding
(3) Sample Conduct of an Annual Retiree Appreciation Day

Report Required: Retiree Appreciation Day After Action Report
(Report Control Symbol EXEMPT), para. 2b

1. Situation. There is an existing need for the establishment of the Retired Activities Office (RAO) for Marine Corps Base (MCB), Camp Lejeune in accordance with the references.

2. Mission

a. The RAO is the link between the all military retirees, local military communities and other government and non-government agencies which provide assistance to retirees. The RAO is designed to be the focal point aboard the installation for conducting all official retiree activities, maintaining an empathic counseling program that provides the most current, and accurate information regarding retiree benefits and entitlements.

DISTRIBUTION STATEMENT A: Approved for public release;
distribution is unlimited.

b. Reference (d) establishes the Retiree Appreciation Day/Luncheon After Action Report (AAR) reporting requirements that the RAO will submit to Headquarters Marine Corps (MMSR-6) no later than 60 days after completion of the event. The AAR reporting is exempt from reports control under SECNAV M-5214.1, paragraph 7k.

3. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. The RAO shall coordinate and provide direct support to Marines and their families to ensure the relationship between retired Marines and the total force is sustained and remains mutually supportive. The end state maintains the enduring philosophy of "Once a Marine, always a Marine."

(2) Concept of Operations. To ensure that the MCB RAO facilitates interaction between MCB CamLej and the retired community implementing law and Department of Defense (DoD) regulations with the personal delivery of services to the military retiree community, family members, and surviving spouses.

b. Composition. The RAO will consist of the following personnel:

(1) One civil service employee who will work under the supervision of the Director, Base S-1, MCB CamLej.

(2) Volunteers solicited from the local retired community.

c. Subordinate Element Missions

(1) Director, Base S-1 will:

(a) Ensure retired Marines, their family members and survivors are provided support and assistance in matters dealing with benefits and entitlement.

BO 1800.2
MAR 18 2011

(b) Serve as the binding link between retired Marines, the Marine Corps and other agencies that provide assistance to retired service members.

(c) Identify fiscal resources through the budgeting and Program Objective Memorandum (POM) process to support the RAO program.

(d) Interact and coordinate with internal and external agencies such as the DoD, Department of Labor, Social Security Administration, Department of Veteran Affairs (DVA), and other veteran organizations and services regarding retired Marine entitlements and benefits.

(e) Evaluate and prioritize RAO training.

(f) Provide technical assistance to the installation commander and Retired Activities Office Coordinator (RAOC) to administer the Survivor Benefit Plan (SBP) and Reserve Component Survivor Benefit Plan (RCSBP).

(g) Provide RAO subject matter experts to accompany and assist the Marine Corps Installations East Inspector General inspection team.

(h) Assist retired Marines and their families in the determination and application for medical benefits and Defense Enrollment Eligibility Reporting System (DEERS) eligibility.

(i) Solicit volunteers to assist the RAOC in the performance of their duties utilizing enclosures (1) and (2).

(j) Support and assist the CamLej Military Retiree Council with S-1 functions and support.

(k) Sponsor an annual Retiree Appreciation Day.

(2) Retired Activities Office Coordinators (RAOC) will:

(a) Provide quality service for retirees, veterans, military family members, and separating active duty members through counseling, claims assistance, casualty assistance, and military benefits.

(b) Serve Marines, other U.S. service personnel and their families in the geographic area in each of the following categories:

1. The survivors of Marines who pass away while on active duty.
2. Active duty Marines and families preparing for retirement.
3. Retiring Reserve Marines and families of those who have completed 20 qualifying years, but have not reached age 60 (also known as "gray area" retirees).
4. All retired Marines and families.
5. Surviving spouses.
6. All DoD retirees and survivors.

(c) Establish and maintain a RAO webpage providing at a minimum the following information:

1. A hyperlink to the Headquarters, U.S. Marine Corps, Manpower and Reserve Affairs, Retired Activities Section (MMSR-6) and other service links as appropriate.
2. A listing of installation RAO services and upcoming dates such as Retiree Appreciation Day.
3. A quick reference service directory which lists installation and local service agencies, phone numbers and active hyperlinks.

(d) Publish and mail, at least annually, a retiree newsletter suitable for local retired community.

(e) Coordinate seminars and town hall meetings on a scheduled basis concerning relevant topics to enhance communication with the local retired community.

(f) Represent the installation commander at local retiree councils and other retiree and veteran organizations as directed.

BO 1800.2
MAR 18 2011

(g) Per reference (f), serve as an Ex-officio member of the MCB CamLej Military Retiree Council.

(h) Develop and implement an aggressive volunteer program with continuous recruitment in the local community.

(i) Serve as the installation subject matter expert on SBP and counsel Marines and their families on all aspects of SBP entitlements.

(j) Present pre-retirement briefs and counsel active duty and retired Marines and their families on the retirement process and retirement benefits.

(k) Assist the Installation Personnel Administration Center (IPAC) in the processing of DD Form 2656 (Data for Payment of Retired Personnel).

(l) Utilizing enclosure (3), plan, publicize, and coordinate an annual Retiree Appreciation Day.

(m) Assist retirees with application for federal entitlements and benefits, to include Combat-Related Special Compensation (CRSC) and Concurrent Retirement and Disability Pay (CRDP).

(n) Provide casualty assistance for military widows to include burial information, benefits, ID cards, TRICARE, and related available sources.

(o) Provide guidance for the Uniformed Services Former Spouses' Protection Act.

(p) Conduct quarterly pre-retirement classes and evening Spouse Pre-retirement seminars.

4. Administration and Logistics

a. Comments and recommendations concerning the contents of this Order are invited. Forward such recommendations to Commanding Officer, MCB CamLej (Attn: Director, Base S-1).

MAR 18 2011

b. Records Disposition. The records described within this Order are considered unscheduled and cannot be destroyed until an approved records disposition is established.

5. Command and Signal

a. Command. This Order is applicable to MCB Camp Lejeune and all tenant commands.

b. Signal. This Order is effective the date signed.



D. J. LECCE

DISTRIBUTION: A

MAR 18 2011

**Sample Letter of Selection
Retired Activities Offices Volunteer**

DATE (_____)

Dear (name of volunteer),

Congratulations on your selection as a volunteer for the Retired Activities Office (RAO) at MCB Camp Lejeune. As a RAO volunteer, you will play a vital role in assisting the retired military members and their families of the community surrounding our installation.

As a volunteer, your responsibilities will be many and varied and you can be expected to help in many areas of retiree concerns. These many areas include, but are not limited to:

- Referring military retirees to available services on this installation as well as services available in the local community.
- Providing information regarding benefits to which military retired service members and their families are entitled.
- Assisting military retired service members with solving many problems relating to casualty affairs, medical care, military pay, and other military benefits to which they may be entitled.

All of these activities are important and help ensure the retired military community access to their many and varied benefits. You are assured that the Retired Activities Office Coordinator (RAOC) will assist you in the performance of your associated activities and help ensure you receive the training you need to perform them successfully.

As a volunteer I ask that you read the attached "Statement of Understanding" and, if there are no additional questions please sign and return it to the RAOC that you are working with. Again, it is my pleasure to welcome you to MCB Camp Lejeune RAO Program. I look forward to having you as a member of our team!

Signed _____
(Retired Activities Office Volunteer)

Enclosure (1)

MAR 18 2011

**Sample Retired Activities Office Volunteer
Statement of Understanding**

DATE (_____)

I understand that my service as a Retired Activities Office (RAO) volunteer for MCB Camp Lejeune will commence effective (enter effective date). I understand that my service as a RAO volunteer will be performed on a gratuitous basis, i.e., without compensation. Any reimbursement for incidental expenses requires prior approval and will be subject to the availability of funds.

I understand that as a RAO volunteer, I will not be considered to be a Federal employee for any purpose other than the Tort Claims provisions of Chapter 171 of Title 28, U.S. Code, and for the purpose of relating to the compensation for work related injuries provided under Chapter 81 of Title 5, U.S. Code. I also understand that service, as a RAO volunteer, does not entitle me to further employment with a Federal organization or agency.

I understand that, as a RAO volunteer, the personal information provided me on the retirees and their families is, and will be, protected by the provisions of the Privacy Act of 1974. I understand that the personal information I have been provided will be used only in the official execution of those tasks relating to RAO matters.

I understand that as a RAO volunteer, I will hold myself to the highest standards of confidentiality. I understand that issues pertaining to retirees and their families will be discussed only with those individuals directly having a "need to know."

(Signature of RAO Volunteer / Date)

Enclosure (2)

MAR 18 2011

Sample Conduct of an Annual Retiree Appreciation Day

The Retiree Appreciation Day (RAD) keeps retired Marines and families up to date on changes to their retirement rights, benefits, and privileges. The RAD fosters good will between the retired and active duty communities. The Retired Activities Office Coordinator (RAOC) shall seek out various agencies to brief retirees and their families.

- RADs will be conducted at least once annually by major Marine Corps installations. Commanders should determine the best way to support the retired population when conducting a RAD based on resources, population, and availability of services.
- Local advertising and prompt notification to the editor of the "Semper Fidelis Memorandum for Retired Marines" allows optimum publicity.
- RADs may be held in conjunction with other community events or RADs held by other services.
- The RAOC will provide a RAD After Action Report (AAR) to MMSR-6 no later than 60 days after completion of the event.

Retiree Seminars

As directed, Retiree Seminars with appropriate classes provide installation commanders a convenient vehicle to maintain close personal contact and distribute information to retired members and their families. Commands will notify MMSR-6 of scheduled Retiree Seminars.

- Every effort should be made to include Secretary of the Navy Retiree Council members residing in the geographical area for planning, scheduling, and promoting seminars. Additionally, commands are encouraged to invite local public officials to Retiree Seminars. Seminars should be scheduled to promote the greatest possible participation.

Enclosure (3)