



UNITED STATES MARINE CORPS
MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE
PSC BOX 20005
CAMP LEJEUNE NC 28542-0005

MCIEAST-MCB CAMLEJO 1800.2
G-1
9 AUG 2013

MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE CAMP LEJEUNE
ORDER 1800.2

From: Commanding General
To: Distribution List

Subj: RETIRED SERVICES OFFICE

Ref: (a) SECNAVINST 5420.169J
(b) MCO P1700.24B
(c) MCO 1800.10
(d) SECNAV M-5214.1
(e) MCIEAST-MCB CAMLEJO 1800.1
(f) Uniformed Services Former Spouses' Protection Act

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

Report Required: Retiree Appreciation Day/Luncheon After
Action Report (Report Control Symbol
MCIEAST-MCB CALEJ-1800.2-01), par. 3b

1. Situation. There is an existing need for the establishment of the Retired Services Office (RSO) for Marine Corps Installations East-Marine Corps Base, Camp Lejeune (MCIEAST-MCB CAMLEJ), in accordance with references (a) and (b).

2. Cancellation. BO 1800.2.

3. Mission

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

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distribution is unlimited.

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b. Reference (c) establishes the Military Retiree Appreciation Day/Luncheon After Action Report (AAR) reporting requirements the RSO must submit to the Commandant of the Marine Corps (CMC) (MMSR-6), no later than 60 days after completion of the event. The AAR reporting is exempt from reports control under paragraph 7k of reference (d).

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. The RSO 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 RSO facilitates interaction between MCIEAST-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 RSO will consist of the following personnel:

(1) One civil service employee assigned as the Retired Services Coordinator (RSC) who works under the direct supervision of the Director, Camp Lejeune Reception Center (CLRC), G-1 Department, MCIEAST-MCB CAMLEJ.

(2) Volunteers solicited from the local retired community.

c. Subordinate Element Missions

(1) Director, CLRC shall:

(a) Ensure retired Marines, other military, their family members, and surviving spouses are provided support and assistance in matters dealing with benefits and entitlements.

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

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

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

(e) Evaluate and prioritize RSO training.

(f) Provide technical assistance to the installation commander and RSC to administer the Survivor Benefit Plan (SBP) and Reserve Component Survivor Benefit Plan (RCSBP).

(g) Provide RSO subject matter experts to accompany and assist the MCIEAST-MCB CAMLEJ Command Inspector General inspection team.

(h) Assist retired Marines, other retirees and their families in determining eligibility and applying for medical benefits and Defense Enrollment Eligibility Reporting System.

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

(j) Support and assist the MCB CAMLEJ Military Retiree Council with G-1 functions and support in accordance with reference (e).

(k) Sponsor an annual Military Retiree Appreciation Day.

(2) RSC shall:

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

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(b) Serve Marines, other service members, retirees, and their families in the MCB CAMLEJ geographical area including, but not limited to, the following:

1. The survivors of Marines and other military members who pass away while on active duty;

2. Active duty Marines and other military members and families preparing for retirement;

3. Retiring Reserve Marines, other military members 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, and;

6. All DoD retirees and survivors.

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

1. A hyperlink to the CMC (MMSR-6) Retired Affairs Section and other service links as appropriate

2. A list of installation RSC 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) Coordinate seminars and town hall meetings on a scheduled basis concerning relevant topics to enhance communication with the local retired community.

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

(f) Per reference (e), serve as an Advisor to the MCIEAST-MCB CAMLEJ Military Retiree Council.

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

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

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

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

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

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

(m) Provide casualty assistance for military widows, to include burial information, benefits, identification cards, TRICARE, and related available resources.

(n) Provide guidance to all personnel regarding the provisions contained in reference (f).

(o) Conduct quarterly pre-retirement classes and evening spouse pre-retirement seminars.

5. Administration and Logistics

a. Comments and recommendations concerning the contents of this Order are invited. Forward such recommendations to the Commanding General, MCIEAST-MCB CAMLEJ (Attn: G-1/RSO).

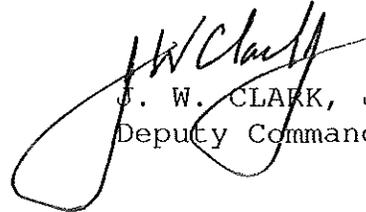
b. Records Disposition. The records described within this Order are considered unclassified and cannot be destroyed until an approved records disposition is established.

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6. Command and Signal

a. Command. This Order is applicable to MCB CAMLEJ and its subordinate and tenant commands.

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



J. W. CLARK, JR.
Deputy Commander

DISTRIBUTION: A/C

Sample Letter of Selection - Retired Services Office Volunteer

DATE (_____)

Dear (name of volunteer):

Congratulations on your selection as a volunteer for the Retired Services Office (RSO) at Marine Corps Installations East-Marine Corps Base, Camp Lejeune (MCIEAST-MCB CAMLEJ). As a Retired Affairs Office (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 may be expected to help in many areas of retiree concerns. These 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 the Retired Service Coordinator (RSC) 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 RSC with whom you are working. Again, it is my pleasure to welcome you to the MCB CAMLEJ RAO Program. I look forward to having you as a member of our team!

(RSO Volunteer Signature/Date)

Enclosure (1)

Sample Retired Services Office Volunteer Statement of
Understanding

DATE (_____)

I understand that my service as a Retired Services Office (RSO) volunteer for Marine Corps Installations East-Marine Corps Base, Camp Lejeune will commence effective (enter effective date). I understand that my service as a RSO 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 RSO 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 RSO volunteer does not entitle me to further employment with a Federal organization or agency.

I understand that as a RSO volunteer the personal information provided to me regarding 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 RSO matters.

I understand that as a RSO 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 RSO Volunteer/Date)

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Sample Conduct of an Annual Military Retiree Appreciation Day

The Military 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 Services Coordinator (RSC) 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 RSC will provide a RAD After Action Report to the Commandant of the Marine Corps (CMC) (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 the CMC (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.