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Eglin AFB Retiree Activities Office

96 TW/CVR

“Still Serving”



Col Jack Houlgate (USAF, retired), Director
CMSgt Dan Flynn (USAF, retired), Deputy Director
Bldg 210, Room 168
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E-Mail: Eglin.RAO@us.af.mil
Web Site: <http://www.Eglin.af.mil/units/RAO>



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Overview

- Overview
- Eglin AFB Area Retirees
- AFI 36-3106
- Functional Areas of Support
- Retiree Issues/Concerns
- AF Audit Agency Audit of Retiree Program
- Conclusions

3/16/2018

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Eglin AFB Area Retirees

- Zip 325XX (as of 30 Sep 2016)
 - 33,880 Military Retirees (\$83 million/mo.)
 - 18,187 Air Force Retirees (\$45 million/mo.)
 - 4115 Individuals Receiving Survivor Benefits
 - 1980+ AF Receiving Survivor Benefits



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Eglin Area Retirees

- Workload on Base Organizations
 - Pass/ID
 - Hospital
 - Casualty Assistance
 - Legal
- Customers/Users/Members
 - BX/Commissary
 - Club
 - Services (Golf Course, hobby shops, gym,etc.)
- Volunteers
 - Red Cross, Armament Museum, Pet Shelter, Airman & Family Readiness Center etc.

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RAO Authority: AFI 36-3106 Retiree Activities Program

- Air Force Retiree Council
 - AF/CC appoints Co-Chairs (Lt Gen Hoog, fmr CMSgt of the Air Force Cody)
 - Reps from 15 Regions
 - Eglin in Region X - Florida
 - Col Terry Jensen (Hurlburt AFB) Area rep
- Air Force Personnel Center OPR for program
 - AFPC/DPFFF
 - Supports Council
 - Formal interface for retirees to the active duty community
- Majcom Responsibilities
 - Implement retiree activities program at bases
 - Establish recognition programs

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AFI 36-3106 Retiree Activities Program

Base level “Focal point of the Retiree Activities Program...success depends on support of...”

- **Installation Commander**
 - Appoints retiree as Director
 - Appoints Deputy Commander as Active Duty Coordinator
 - Furnishes
 - Facility
 - Administrative assistance
 - Funding
- Appoints Retirees as members of advisory councils
- Installation Information Management Officer (IM)
 - Guides and assists RAO on
 - Mailing Newsletter
 - Reprographic Services
- Installation Public Affairs Office (PA)
 - Advises and assists on all retiree public affairs matters
 - Newsletter
 - Publicize activities of interest to retirees

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AFI 36-3106 Retiree Activities Program

- RAO Director
 - Directs and manages RAO
- RAO Volunteers
 - Comply with applicable instructions and standards



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96ABW/CVR Functional Areas of Support

- Retiree Information Services
- Hospital Information Desk
- Satellite Pharmacy



Retiree Information Services

- Answer retiree questions and/or advise how to take action
 - Healthcare (Tricare beneficiary offices closed 1 Apr 14)
 - Pay (Base Finance office no longer have tools to fully assist retirees)
 - SBP
 - Casualty Assistance
 - VA
- Represent Retirees on Various Base Committees (e.g. Base Advisory Council)
- Inform Retiree Community
 - Newsletter
 - Web site



Van Matre

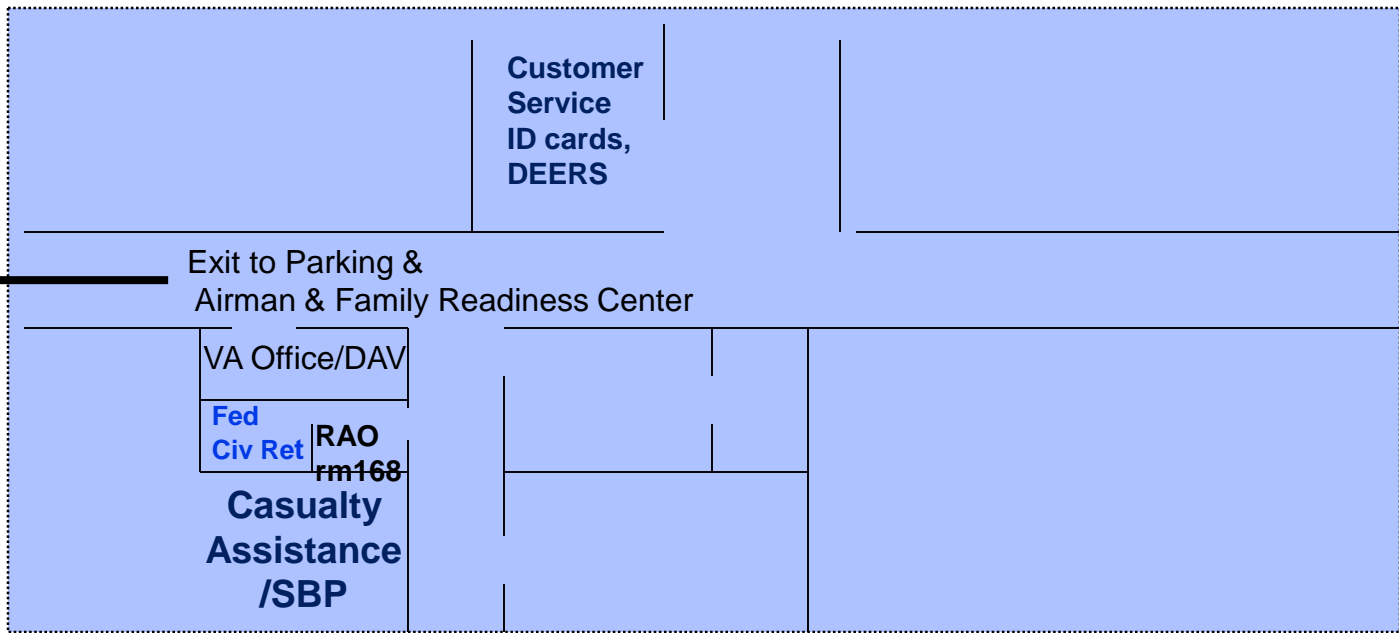


One way

4th Ave

Bldg 210 (310 W. Van Matre)

Main Entrance



West D Ave

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2017 Assistance/Information Support

- Approx. 600 requests for assistance/information
 - multiple e-mail requests
 - More than 150 phone calls (new phones=problems)
 - Over 300 walk-in visits.
- Assistance/information requests
 - Majority about Finance, Survivor Benefits, Casualty, VA and Pass/ID issues.
 - Also requests concerning base lodging, recreational facilities and phone numbers.

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Roadblocks to Volunteering

- Base Security Requirements
- Many opportunities off base (VA clinic, USO, DAV, etc)
- VoLAC process
- Hospital requirements



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Hospital Information Desk

- Provide information to Hospital Users
 - Located at middle of hospital
 - CMSgt Pat McCabe leads
 - Need volunteers (new requirements for volunteers: shots, training, etc)
 - Answer over 5000 requests for information each year



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Satellite Pharmacy

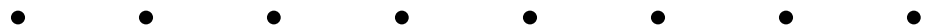
- Most active location (help the Satellite Pharmacy dispense thousands of medications each year)
- Mostly staffed by Retirees
- In need of volunteers– (new requirements for volunteers – shots, training, etc)
- RAO works with Satellite Pharmacy Volunteer Coordinator



2017 Eglin RAO Accomplishments

- Over 5000 volunteer hours donated – equivalent to over 3 full time personnel (includes only RAO hours, estimate more than double that from retirees volunteering throughout the base)
- Continued to support Eglin retiree community even though working from sub-standard office space
- Improved and actively maintained Web Site on the Eglin Public site, e-mailed Retiree News updates
- Hospital Information Desk/Satellite Pharmacy volunteers continued to directly support Eglin community.

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Retiree Issues/Concerns

- Healthcare – increasing fees/Co-Pays
- Commissary benefit
- SBP/Estate Planning
- Casualty Assistance
- Finance transition to MyPay/Phone for retirees