



DEPARTMENT OF THE ARMY
OFFICE OF THE DEPUTY CHIEF OF STAFF, G-1
300 ARMY PENTAGON
WASHINGTON DC 20310-0300

DAPE-RSO

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MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Support of the Military Retired Community

1. Retired Soldiers and their families are highly valued members of our Army. On active duty, they built a rich legacy of sacrifice and service that inspires today's Soldiers. In retirement, they continue to serve, in their employment, their volunteer work, and as a link to the Army for their communities. Insuring we maintain a strong bond with the nearly 900,000 retired Soldiers, Reserve Component "gray area" retirees (served 20 years, not yet age 60), and survivors increases our potency as an Army. They are force multipliers in the Global War on Terror.

2. Downsizing has had a dramatic effect on personnel organizations serving retired (and retiring) Soldiers and their families. The Installation Retirement Services Officer (RSO) is tasked with crucial responsibilities -- counseling retiring Soldiers and their families; advising survivors of Soldiers who die on active duty regarding their entitlements; and continuing to support retired Soldiers and their families. At some locations, installation RSO positions have been eliminated or consolidated with other positions. These vital positions must be protected.

3. The Army is committed to delivering a high, world-wide standard of service for retiring and retired Soldiers and their families. Your support is essential to providing the command emphasis necessary for the success of the installation retirement services program. The Installation Management Agency (IMA) RSOs use a Standards of Service Checklist to evaluate the program's compliance with AR 600-8-7 (Retirement Services Program). Areas of special emphasis include: (a) insuring that installations have a full-time RSO, staffed to properly implement the program, and identified and resourced in an annual budget plan; (b) establishing and supporting installation retiree councils that meet regularly with installation commanders and other senior leaders to address issues affecting retired Soldiers and their families; and (c) providing marketing and support for the annual Retiree Appreciation Day (RAD), designed to update retired Soldiers and family members with current information and to furnish services such as health/dental screenings. IMA is implementing an initiative directing all RSOs to support retiring and retired Soldiers and families with an installation retirement services homepage. We ask your support in helping RSOs provide this important service.

4. We cannot allow erosion of the services owed to retired Soldiers or Soldiers about to retire. They must always remain an honored part of our total Army family. This truth is integral to our Army values and traditions, now and always. "Once a Soldier—Always a Soldier"!!!

F. L. HAGENBECK
Lieutenant General, GS
Deputy Chief of Staff, G-1