

Information Paper

Civilian Retiree Card Communications Plan

The Defense Manpower Data Center (DMDC) is the Department of Defense (DoD) enterprise human resource information source that provides secure solutions for the issuance and use of identity credentials to support the Department's mission. It supports over 1,500 Real-time Automated Personnel Identification System (RAPIDS) sites with over 2,250 workstations worldwide that issue identification cards.

On December 30, 2005, USD (P&R) policy authorized retired DoD civilian employees to receive an identification card that will be produced by RAPIDS ID card facilities. This card will be a trusted credential used to establish identity and affiliation to the Department of Defense and will provide retired DoD civilians with a uniform DoD identification card that can be easily recognized at any DoD base or facility within the United States and its territories or possessions. Those eligible for the card are civilians who retire from any DoD Service Component or Agency. When civilians are in receipt of their DoD retirement pay, they may contact their local RAPIDS site for issuance.

The following key messages and themes will be part of all communications efforts related to the Civilian Retiree card:

1. This card does not guarantee civilian retirees access to DoD bases or facilities within the United States nor its territories or possessions.
2. The installation commander retains the authority to restrict access to MWR facilities for reasons such as local demand, facility capacity, and security concerns.
3. Pay Grade status is an optional field that may be displayed on the card. Retirees must show proof of their pay grade at retirement, if they want that information displayed on their card.

In order to fulfill this requirement, modifications to business processes, cardstock management, and RAPIDS software must occur that will allow civilian retirees to be issued a chipless, plastic ID card. Specific guidelines and procedures for retiree status verification, card topology, and policy constraints are being coordinated with the PIPS division and DHRA.

DMDC has developed a Civilian Retiree Card Communications Plan that conveys the availability of the card to the retiree populations most apt to reap its limited benefit, yet not overwhelm the RAPIDS sites. The issuance of Civilian Retiree cards is scheduled to begin by the end of calendar year 2008.

The key challenge for DMDC is to manage the expectations of the use of this new ID. Since there is no benefit with the card, only an established affiliation to the Department of Defense, not every DoD civilian retiree will benefit from having the card.

Questions about the plan should be emailed to CACsupport@osd.pentagon.mil.