



COAST GUARD MUTUAL ASSISTANCE

1005 N. Glebe Road, Suite 220, Arlington VA 22201

April 12, 2016

Board of Control

ADM Paul F. Zukunft
Chairman

RADM Cari B. Thomas
President

CWO John C. Baker (Ret.)
Retired Military Member
Vice President

Ms. Shay Cook
Work-Life Specialist
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Mr. Barry Boisvere
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Commissioned Officer

LCDR Brandy N. Parker
Commissioned Officer

LT James A. Crockett
Commissioned Officer

MCPOCG Steven W. Cantrell
Master Chief Petty Officer of
the Coast Guard

CWO Shawn Wichelns
Chief Warrant Officer

CPO Eric P. Lowe
MCPOCG Alternate

CPO John M. Saxon
Enlisted E-7 or Above

MCPO Mark H. Allen
E-7 or Above Alternate

PO1 David Nava
Enlisted Member

PO1 Anika Doehl
Enlisted Member

PO1 Carey M. Jones
Enlisted Alternate

AUX Bruce A. White
Auxiliary Member

Mr. Frank Tatu
Civilian

LT Mark M. Sanchez
Reserve Member

CWO Shannon P. Reck
Medical/TRICARE Specialist

Mrs. Bethany Klein
Commissioned Officer's
Spouse

Mrs. Debbie Brandt
Enlisted Member's Spouse

MINUTES OF THE 2016 COAST GUARD MUTUAL ASSISTANCE ANNUAL MEETING CONVENED APRIL 12, 2016, AT COAST GUARD HEADQUARTERS, WASHINGTON, DC

BOARD MEMBERS PRESENT: (11)

Officers of the Corporation:

RADM Cari B. Thomas, President
CWO (Ret.) John C. Baker, Vice President
Ms. Shay Cook, Treasurer
Mr. Barry M. Boisvere, Secretary

Members of the Board of Control:

MCPO Mark H. Allen	PO1 Carey M. Jones	CPO John M. Saxon
LT James A. Crockett	LCDR Brandy N. Parker	Mr. Frank Tatu
Mrs. Debbie Brandt	CWO Shannon Paul Reck	

Call to Order:

RADM Thomas called the meeting to order at 0906 and welcomed those attending.

President's Remarks:

RADM Thomas gave a brief overview of CGMA activities. She noted that on an average workday, CGMA provides more than \$13,000 in assistance to 17 recipients. One in 11 active duty members, 1 in 19 civilian employees and 1 in 36 Reserve members received some type of loan or grant from CGMA in 2015. Over 73% of all assistance went to individuals in pay grades E-6/GS-7 and below. She noted that CGMA serves as a vital financial safety net, promotes financial stability and general well-being, and ultimately enhances operational readiness. CGMA clients include active duty, retirees, SELRES, retirement-eligible members of the IRR, permanent and term civilian employees, Auxiliary members, PHS officers serving with the Coast Guard, their spouses and dependent children. She made special reference to the diligent day-in and day-out efforts of hundreds of dedicated volunteer representatives at field units, members of the Board of Control and the CGMA staff. And she stated that CGMA remains strong and healthy and is prepared to meet whatever challenges the future holds. In closing, she made note of the upcoming vacancies on the Board of Control and encouraged qualifying individuals to consider serving on the Board.

Committee Reports:

Audit Committee

MCPO Allen presented the Audit Committee report on behalf of the committee Chair, CDR Beth Naff. In January the firm of Murray, Jonson, White & Associates conducted an audit at CGMA-HQ. The final report was issued and presented to the Audit Committee, and the Audit Committee

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presented the findings to the Board of Control. It was the opinion of the firm that the financial statements presented fairly, in all material respects, the financial position of Coast Guard Mutual Assistance, as of December 31, 2015 and 2014.

He noted that the auditors were very pleased with the responsiveness and professionalism of CGMA staff during the audit. The audit team encountered no difficulties with the records or staff, and the fieldwork was completed in just over a day. Despite moving office locations at the end of 2015, CGMA remained organized and all accounting records and corresponding documents were easily retrieved on request. The audit team conducted tests to confirm CGMA Representatives are receiving the proper applications and paperwork before issuing assistance and that assistance is entered correctly for reporting purposes. Every site selected passed with flying colors. The auditors also examined the investment portfolio to ensure that CGMA remains in compliance with the current investment policy, holding the reserve funds in low-risk, diversified, high-quality institutions. The auditors were able to complete the audit and all corresponding reports in February, and briefed the audit committee at the beginning of March.

Excerpts from the audited financial report will be published in the 2015 Annual Report. Anyone wishing to obtain the complete audit report may do so by contacting the CGMA Director of Finance.

Management Committee

LCDR Brandy Parker gave the Management Committee report. The Committee developed an Action Plan to address goals presented in the approved 2015 Strategic Plan. Pursuant to those goals, the Committee, in coordination with other committees as appropriate, developed a number of proposals that were subsequently approved by the Board of Control and ordered implemented.

Several goals focused on increasing or enhancing the assistance available to the Coast Guard community. New or modified programs include:

Replacement of Non-Serviceable Work Uniforms –This program is for E-3 and below heading to A School

Adoption Home Study Fee Reimbursement – the maximum reimbursement has been increased from \$1,000 to \$3,000.

Quick Loan Program – the maximum allowed has been increased from \$500 to \$1,000 and the program has been expanded to include active duty and civilian personnel

Respite Care Program – the reimbursable hourly rate has been increased from \$10 per hour to \$20 per hour.

Tutor Services – A new program to cover the cost of tutoring services at Tutor.Com for active duty personnel – The Committee will review this one in a year to see if it can be expand to serve clients in other categories.

The Management Committee continues to work with the other committees and CGMA staff to explore and support new initiatives to meet the needs of its customers.

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Education Committee

CWO Paul Reck gave the Education Committee Report. He noted that CGMA operates three primary education assistance programs: the Supplemental Education Grant, the CGMA Education Loan, and the Stafford/PLUS loan fee reimbursement program.

Of the three, the Supplemental Education Grant reaches the most Coast Guard families. It currently offers up to \$350 a year in reimbursement for textbooks, fees and school supplies. Last year, CGMA provided over 2,500 SEG's totaling more than \$575,000.

The CGMA Education Loan Program offers loans of up to \$3,000 for tuition or other educational expenses not covered by funds from other sources. CGMA issued 112 education loans in 2015 totaling over to \$221,000.

Under the third program, CGMA offers to reimburse the amount of the loan origination fee on Stafford federal student loans and the Federal Parent Loan for Undergraduate Students. CGMA provided more than \$22,000 in such reimbursements in 2015.

The Education Committee reviews CGMA's Education Assistance programs and recommends changes when appropriate. This past year, the Committee took a look at the possibility of CGMA funding Student Tutor Services from Tutor.com. DOD had funded these services for DOD military personnel and their family members for some time. The program did not extend to active duty Coast Guard personnel, though it did extend to selected members of the Guard and Reserve (including Coast Guard Reserve). Upon review, the Committee recommended that CGMA fund student tutor services for active duty Coast Guard military members, their spouses and their dependent children. The Board approved the recommendation and funding was provided beginning in October. Eligible Individuals may create and use their own account at www.tutor.com/military. Questions about the Tutor.com for Military Families Program may be referred to local Coast Guard Education Services Officers.

Mutual Assistance Committee

Mr. Frank Tatu gave the Mutual Assistance Committee report. Assistance requests are forwarded for Board consideration when they exceed \$6,000, or when the request is contentious, precedent setting, or deviates from CGMA policy. Last year, only two loan and grant requests had come in for Board consideration. Upon the Committee's recommendation, the Board approved assistance in both cases.

The Committee also reviews existing CGMA loan and grant policies, and recommends changes where appropriate. Last year, the Committee studied two proposed program changes:

One was to increase the maximum hourly rate for approved care under the CGMA Respite Care Program. Upon due consideration, the Committee recommended approving the increase, and the Board agreed. The rate was raised from \$10 to \$20 per hour.

The other proposal was to expand the Quick Loan Program. The Committee recommended increasing the maximum loan amount from \$500 to \$1,000 and expanding eligibility to include

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Coast Guard civilian employees, as well as Regular Coast Guard military members and Coast Guard Reserve members on active duty. Both actions were approved by the Board. The Mutual Assistance Committee will continue to give thorough and timely attention to the assistance requests that come in and will continue to work with CGMA Staff and the other committees to seek further program improvements in 2016.

Finance Committee

Mrs. Shay Cook gave the Finance Committee Report. During 2015, CGMA received \$2 million in contributions. This allowed it to easily provide \$3.4 million in direct assistance (loans and grants) to over 4,400 clients.

The investment portfolio reflected \$25.6 million at the end of 2015. The investment funds remain in place to help those in need when demand exceeds what is in the operating account. The portfolio holdings also give the ability to expand current CGMA loans and programs to further help the Coast Guard community.

Through one of CGMA's most popular programs, the layette program, CGMA distributed \$32,000 in baby supplies and educational parenting material to 475 Coast Guard families.

CGMA provided \$30,000 in grants to families with special needs and families going through the adoption process. In 2015, CGMA introduced the special needs grant which provides families with up to \$3000 for certain expenses related to dependents with special needs. CGMA also expanded the maximum amount of the adoption grant to \$3000, to reimburse home study costs that clients incur when adopting a child.

CGMA also supported the Coast Guard community by funding the financial planning seminar portion of the Transition Assistance Program (TAP) for Coast Guard members approaching retirement. Last year, CGMA funded 30 financial trainings around the country.

Going forward, CGMA is in an excellent financial position to address the future needs of our clients and expand programs to accommodate the ever changing lives of the Coast Guard family.

Executive Director

Mr. Barry Boisvere introduced the CGMA Headquarters staff and presented the Executive Director's Report. He noted that this is CGMA's 92nd year of existence and this is his 20th Annual Meeting. The year 2015 was a very interesting one for CGMA Headquarters. With the Coast Guard moving out of the Ballston Office building, CGMA was forced to find a new office. After a few months of looking, a new location was found just ½ mile from Ballston, at the Fairgate building, 1005 N Glebe Road, in Arlington.

The year 2016 will see the next big project—replacing the aging Loan Management System. The Board has given the go-ahead to establish contracts with the various companies involved. Projections are to have the new loan management system in place early in 2017.

Mr. Boisvere presented a letter of appreciation to RADM Thomas, signed by the Commandant (and Chairman of CGMA), ADM Zukunft, along with a CGMA challenge coin.

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He then opened the floor to questions. One question related to the small number of assistance requests that rise to the Board of Control level for review. Mr. Boisvere noted that the desire of CGMA is to manage assistance requests at the local or Executive Director level as much as possible. Very few requests are denied, and those that are may be appealed to the next higher level, whether the Executive Director or the Board of Control. Another question was whether CGMA had a budgetary goal as to how much assistance can be provided. Mr. Boisvere responded that the CGMA budget places no limits on need-based financial assistance. The overall thrust of CGMA is to get funds into the hands of those who need them. He cited as an example CGMA's response to Hurricane Katrina, when CGMA put \$3 million into the hands of those affected.

MCPO Allen took the opportunity to note that CGMA is broadening its social media presence with a CGMA Face book page and a mobile Web site.

Adjournment: Mr. Boisvere adjourned the meeting at 0941.



Submitted by: R. C. WOLF
Director of Administration



B. M. Boisvere
Secretary