

COAST GUARD MUTUAL ASSISTANCE



Operating Manual
July 2010



COAST GUARD MUTUAL ASSISTANCE

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July 1, 2010

LETTER OF PROMULGATION

Purpose: This manual consolidates and presents Coast Guard Mutual Assistance (CGMA) operating guidelines, policies and procedures. All personnel associated with the administration of CGMA should familiarize themselves with the contents of this Manual.

Cancellation: This edition of the CGMA Manual cancels all previous dated editions.

Changes: Amendments to this Manual will be promulgated by consecutively numbered changes.

Reference to this Manual: References to material contained in this Manual will be made to specific chapter, section, paragraph and subparagraph.

Feedback: Comments, suggestions and recommendations concerning this Manual should be directed to the CGMA-HQ Director of Administration or the CGMA-HQ Executive Director. (See paragraph 2-D-2 for CGMA-HQ contact information.)

Barry M. Boisvere

Barry M. Boisvere
Executive Director

Purpose

This Manual provides policies, procedures, requirements and responsibilities necessary for conducting Coast Guard Mutual Assistance activities. To ensure uniform, consistent customer service to our clients, everyone involved with Coast Guard Mutual Assistance is to follow these policies and procedures when assisting our clients.

These policies and procedures become effective upon receipt and supersede any previously published information.

Manual Organization

Material in this manual is organized by chapter, section, paragraph and subparagraph.

Reference to information contained in 3-C-2.a would indicate:

Chapter 3
Section C
Paragraph 2
Subparagraph a

Distribution

This Manual is prepared and distributed by Coast Guard Mutual Assistance.

Contacting CGMA Headquarters (CGMA-HQ)

Representatives are encouraged to contact CGMA Headquarters for guidance or assistance needed regarding the content of this manual, other CGMA instructions, or when providing assistance. Information concerning CGMA-HQ is contained in paragraph 2-D-2 of this manual.



“We Look After Our Own”

Chapter	Subject	Page
1.	Background	1-i
	A. Introduction	1-1
	B. History	1-1
	C. Purpose	1-2
	D. Mission	1-2
	E. Vision	1-2
	F. Goals	1-2
	G. Guiding Principles	1-3
	H. Confidentiality	1-3
	I. Additional Information	1-4
2.	Organization	2-i
	A. Introduction	2-1
	B. Relationship with U.S. Coast Guard	2-1
	C. Board of Control	2-2
	D. CGMA-HQ	2-4
	E. Executive Director	2-7
	F. Representatives and Assistant Representatives	2-9
	G. CGMA Locations	2-16
	H. Additional Information	2-17
3.	Assistance Policies	3-i
	A. Introduction	3-1
	B. Eligibility for Assistance	3-2
	C. Categories of Assistance	3-11
	D. Applying for Assistance	3-72
	E. Quick Loan Program	3-81
	F. Additional Information	3-82
4.	Case Management	4-i
	A. Introduction	4-1
	B. Processing a Request for Assistance	4-1
	C. Loan/Grant Approval Authority Guidelines	4-19
	D. Cooperation with Other Military Aid Societies	4-24
	E. Exceptions to Policy	4-28
	F. Additional Information	4-29

Chapter	Subject	Page
5.	Loan Repayments	5-i
	A. Introduction	5-1
	B. Repayment Policies	5-1
	C. Lost Checks/Stop Payments	5-9
	D. Delinquent and Uncollectible Accounts	5-11
	E. Bankruptcy	5-14
	F. Converting a Loan into a Grant	5-16
	G. Outstanding Loan Balance at Time of Separation	5-19
	H. Deceased Members	5-19
	I. Loan Underpayments, Overpayments and Refunds	5-19
	J. Additional Information	5-20
6.	Administrative Operations	6-i
	A. Record Keeping Requirements	6-1
	B. Audits	6-4
	C. CGMA Forms	6-5
	D. CGMA Reports	6-8
	E. Credit Reports	6-11
	F. Additional Information	6-12
7.	Fundraising	7-i
	A. Introduction	7-1
	B. Sources of Funds	7-1
	C. Annual Fundraising Campaign	7-2
	D. Other Individual Contributions	7-3
	E. Corporate Contributions and Sponsorship	7-5
	F. Publicizing CGMA (POWs, Websites)	7-6
	G. Additional Information	7-6
	Appendixes	
	A. Articles of Incorporation	
	B. Bylaws	
	C. Forms	
	D. Locations of Representatives	
	E. Case Management Program	
	F. Disaster Response	

The following is a list of the effective pages of the CGMA Manual released in July 2010. This Manual was last updated in January 2012.

List of Effective Pages 6 pages

Page	Last Change	Page	Last Change	Page	Last Change
1	01/12 _____	3	10/11 _____	5	01/12 _____
2	01/12 _____	4	07/10 _____	6	07/10 _____

Full Table of Contents 2 pages

Page	Last Change	Page	Last Change	Page	Last Change
i	03/11 _____	ii	07/10 _____		

Chapter 1 Background 5 pages

Page	Last Change	Page	Last Change	Page	Last Change
1-i	07/10 _____	1-02	03/11 _____	1-04	07/10 _____
1-01	07/10 _____	1-03	07/10 _____		

Chapter 2 Organization 20 pages

Page	Last Change	Page	Last Change	Page	Last Change
2-i	07/10 _____	2-06	07/10 _____	2-12	07/10 _____
2-ii	07/10 _____	2-07	07/10 _____	2-13	07/10 _____
2-01	07/10 _____	2-08	07/10 _____	2-14	07/10 _____
2-02	07/10 _____	2-09	07/10 _____	2-15	07/10 _____
2-03	07/10 _____	2-10	07/10 _____	2-16	07/10 _____
2-04	07/10 _____	2-11	07/10 _____	2-17	07/10 _____
2-05	07/10 _____				

Figure Last Change
 2-F.2 07/10 _____

Chapter 3 Assistance Policies 93 pages

Page	Last Change	Page	Last Change	Page	Last Change
3-i	03/11	3-26	01/12	3-55	07/11
3-ii	07/11	3-27	01/12	3-56	07/11
3-iii	07/11	3-28	07/10	3-57	07/11
3-iv	03/11	3-29	07/10	3-58	07/11
3-01	07/10	3-30	07/10	3-59	07/11
3-02	07/10	3-31	07/10	3-60	07/11
3-03	07/10	3-32	07/10	3-61	07/11
3-04	07/10	3-33	03/11	3-62	07/11
3-05	07/10	3-34	03/11	3-63	07/11
3-06	07/10	3-35	03/11	3-64	07/11
3-07	03/11	3-36	03/11	3-65	07/11
3-08	03/11	3-37	03/11	3-66	11/11
3-09	03/11	3-38	03/11	3-67	11/11
3-10	03/11	3-39	03/11	3-68	11/11
3-11	07/10	3-40	03/11	3-69	11/11
3-12	07/10	3-41	03/11	3-70	07/11
3-13	07/10	3-42	03/11	3-71	10/11
3-14	07/10	3-43	07/11	3-72	03/11
3-15	07/10	3-44	07/11	3-73	03/11
3-16	07/10	3-45	07/11	3-74	03/11
3-17	07/10	3-46	07/11	3-75	03/11
3-18	07/10	3-47	07/11	3-76	03/11
3-19	07/10	3-48	07/11	3-77	03/11
3-20	07/10	3-49	07/11	3-78	03/11
3-21	07/10	3-50	07/11	3-79	03/11
3-22	07/10	3-51	07/11	3-80	03/11
3-23	07/10	3-52	07/11	3-81	03/11
3-24	07/10	3-53	07/11	3-82	03/11
3-25	07/10	3-54	07/11		

Chapter 4 Case Management 31 pages

Page	Last Change	Page	Last Change	Page	Last Change
4-i	10/11 _____	4-10	07/10 _____	4-21	07/11 _____
4-ii	07/10 _____	4-11	07/10 _____	4-22	07/11 _____
4-01	07/10 _____	4-12	07/10 _____	4-23	07/10 _____
4-02	07/10 _____	4-13	07/10 _____	4-24	10/11 _____
4-03	07/10 _____	4-14	07/10 _____	4-25	10/11 _____
4-04	07/10 _____	4-15	07/10 _____	4-26	10/11 _____
4-05	07/10 _____	4-16	07/10 _____	4-27	12/10 _____
4-06	07/10 _____	4-17	07/10 _____	4-28	07/10 _____
4-07	07/10 _____	4-18	07/10 _____	4-29	07/10 _____
4-08	07/10 _____	4-19	07/10 _____		
4-09	07/10 _____	4-20	07/10 _____		

Chapter 5 Loan Repayments 23 pages

Page	Last Change	Page	Last Change	Page	Last Change
5-i	07/10 _____	5-06	07/10 _____	5-14	07/10 _____
5-ii	07/10 _____	5-07	07/10 _____	5-15	07/10 _____
5-iii	07/10 _____	5-08	07/10 _____	5-16	07/10 _____
5-01	07/10 _____	5-09	07/10 _____	5-17	07/10 _____
5-02	07/10 _____	5-10	07/10 _____	5-18	07/10 _____
5-03	07/10 _____	5-11	07/10 _____	5-19	07/10 _____
5-04	07/10 _____	5-12	07/10 _____	5-20	07/10 _____
5-05	07/11 _____	5-13	07/10 _____		

Chapter 6 Administrative Operations 13 pages

Page	Last Change	Page	Last Change	Page	Last Change
6-i	07/10 _____	6-05	03/11 _____	6-09	07/10 _____
6-01	07/10 _____	6-06	07/10 _____	6-10	07/10 _____
6-02	07/10 _____	6-07	07/10 _____	6-11	07/10 _____
6-03	07/10 _____	6-08	07/10 _____	6-12	07/10 _____
6-04	07/10 _____				

Chapter 7 Fundraising 7 pages

Page	Last Change	Page	Last Change	Page	Last Change
7-i	07/10 _____	7-03	07/10 _____	7-06	07/10 _____
7-01	07/10 _____	7-04	07/10 _____		
7-02	07/10 _____	7-05	07/10 _____		

Appendix A Articles of Incorporation 4 pages

Page	Last Change	Page	Last Change	Page	Last Change
A-i	08/02 _____	A-2	08/02 _____	A-3	08/02 _____
A-1	08/02 _____				

Appendix B Bylaws 18 pages

Page	Last Change	Page	Last Change	Page	Last Change
B-i	07/09 _____	B-06	07/09 _____	B-12	07/09 _____
B-01	09/06 _____	B-07	07/09 _____	B-13	07/09 _____
B-02	09/06 _____	B-08	07/09 _____	B-14	07/09 _____
B-03	07/09 _____	B-09	07/09 _____	B-15	07/09 _____
B-04	07/09 _____	B-10	07/09 _____	B-16	07/09 _____
B-05	07/09 _____	B-11	07/09 _____	B-17	07/09 _____

Appendix C Forms 27 pages

Page Last Change

C-01 03/11 _____

Form #	Revised	Form #	Revised	Form #	Revised
CGMA 1	04/09 _____	CGMA 15	02/08 _____	CGMA 22b	04/08 _____
CGMA 5	03/10 _____	CGMA 16	02/08 _____	CGMA 41	01/10 _____
CGMA 6	02/08 _____	CGMA 17	01/10 _____	CGMA 42	01/10 _____
CGMA 6a	02/08 _____	CGMA 20	03/10 _____	CGMA 43	01/10 _____
CGMA 7	11/11 _____	CGMA 20a	03/10 _____	CGMA 44	01/10 _____
CGMA 8	12/10 _____	CGMA 21	01/10 _____	CGMA 45	01/10 _____
CGMA 10	01/09 _____	CGMA 22	04/08 _____	CGMA 47	01/10 _____
CGMA 11	03/11 _____	CGMA 22a	04/08 _____	CGMA 52	01/00 _____

Form #	Revised
CGMA-AAFMAA	03/11 _____
HUD-1	03/86 _____
00-35-2653NSBW	06/08 _____

Appendix D Location of Representatives 5 pages

Page	Last Change	Page	Last Change	Page	Last Change
D-01	01/12 _____	D-03	11/11 _____	D-04	03/11 _____
D-02	01/12 _____				

Appendix E Case Management Program 34 page

Page	Last Change	Page	Last Change	Page	Last Change
Cover	07/10 _____	E-10	07/10 _____	E-22	07/10 _____
E-i	07/10 _____	E-11	07/10 _____	E-23	07/10 _____
E-ii	07/10 _____	E-12	07/10 _____	E-24	07/10 _____
E-01	07/10 _____	E-13	07/10 _____	E-25	07/10 _____
E-02	07/10 _____	E-14	07/10 _____	E-26	07/10 _____
E-03	07/10 _____	E-15	07/10 _____	E-27	07/10 _____
E-04	07/10 _____	E-16	07/10 _____	E-28	07/10 _____
E-05	07/10 _____	E-17	07/10 _____	E-29	07/10 _____
E-06	07/10 _____	E-18	07/10 _____	E-30	07/10 _____
E-07	07/10 _____	E-19	07/10 _____	E-31	07/10 _____
E-08	07/10 _____	E-20	07/10 _____		
E-09	07/10 _____	E-21	07/10 _____		

Appendix F Disaster Response

5 pages

Page	Last Change	Page	Last Change	Page	Last Change
Cover	07/10 _____	F-01	07/10 _____	F-03	07/10 _____
F-i	07/10 _____	F-02	07/10 _____	F-04	07/10 _____