MINUTES OF THE 2018 COAST GUARD MUTUAL ASSISTANCE ANNUAL MEETING
CONVENE ON APRIL 10, 2018, AT COAST GUARD HEADQUARTERS, WASHINGTON, DC

MEMBERS PRESENT: (9)

Officers of the Corporation:

RDML William G. Kelly, President
CWO (Ret.) John C. Baker, Vice President
Ms. Shay Cook, Treasurer
Mr. Barry M. Boisvere, Secretary

Members of the Board of Control:

CDR Kevin A. Crecy
CWO Frank D. Williams
CPO John M. Saxon
Mr. Bruce White

Mr. Frank Tatu
CWO Matthew G. Burtch
PO1 Carey M. Jones
LCDR Daniel McQuate
LT Mark M. Sanchez
SCPO Christopher Mullins
PO1 Jennifer O. Thompson
LT Shannon P. Reck

Call to Order: Mr. Boisvere called the meeting to order at 1035 and introduced the Board members.

President’s Remarks:

Prior to his official remarks, RDML Kelly spoke briefly about the pending change in the mantle of leadership from Mr. Barry Boisvere to RADM (Ret) Cari B. Thomas. He noted that Barry has served the Coast Guard as a member of the CGMA team since 1996. He also welcomed RADM Thomas to the CGMA Family. He remarked that he had the privilege of working with Cari in the past and assured that CGMA is in very good hands. He stated that the team in Arlington and the dedicated volunteers around the country are ready to help her get up to speed and that they look forward to her leadership.

RDML Kelly announced that it was his pleasure, as President of Coast Guard Mutual Assistance to kick off today’s annual meeting with a brief overview of who we are and highlight what we have accomplished over the past year.

RDML Kelly noted that in CGMA has been working on behalf of the Coast Guard family for over 94 years. He noted that on an average workday, CGMA provides more than $16,000 in assistance to 21 recipients; 1 in 8 active duty members, 1 in 3 civilian employees and 1 in 33 reserve members. CGMA continues to serve as a vital financial safety net, promotes financial stability and general well-being, and ultimately enhance operational readiness. He noted the exemplary service provided in the response to the hurricanes Harvey, Irma and Maria.

He reflected that CGMA promotes the Commandant’s guiding principal of “Duty to People”, as it reaches out to the entire Coast Guard family, providing us a practical way to help each other in times of need. CGMA remains strong and healthy and is prepared to meet whatever challenges the future hold.
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He reported this year’s campaign motto, ‘Coasties for Life, reflects the extended reach of CGMA throughout a Coast Guard career. CGMA programs provide touchstones in many of the common events that occur to many of us over a period of 30 years or more. CGMA exists from the very earliest days of a career to the absolute final day and beyond for families.

RDML Kelly noted that CGMA is an effective and efficiently run organization. That is due 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, all of whom deserve our recognition and thanks.

Committee Reports:

Audit Committee

CDR Crecy gave the Audit Committee Report, noting that in January 2018 the firm of Tate & Tryon conducted an audit at CGMA headquarters. He noted that when completed the final report will be presented to the Audit Committee, who will in turn present it to the Board of Control. He noted that it is taking longer than normal because this is the first time CGMA has hired this agency and there was an extensive learning curve on both sides. Based on initial feedback from the auditors and CGMA staff, no problems or surprises are anticipated. Excerpts from the reports will be published in the 2017 Annual Report. Once completed, anyone may obtain a copy of the audit results from the Director of Finance.

Management Committee

CWO Frank Williams provided the Management Committee Report noting the following:

Implementation of PCS Child Care Reimbursement program: CGMA now reimburses junior personnel for child care expenses incurred in conjunction with a PCS relocation. The maximum of $450 per family is available to E6 and below, and O1 and O2 members on active duty or reservist on ADOS orders. It was fully implemented in early March, just in time for this year’s PCS season.

As always, the Management Committee will continue working with the other committees and CGMA staff to explore and support new initiatives to help CGMA meet the needs of our customers.

Education Committee

LT Reck gave the Education Committee Report, noting that CGMA currently funds four education assistance programs:

Supplemental Education Grant (SEG)
CGMA Education Loan
Stafford/PLUS Loan Fee Reimbursement
Tutor.Com for Coast Guard military families
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Of the four programs, the Supplemental Education Grant (or SEG) reaches the most Coast Guard families. The SEG reimburses the cost of textbooks, college fees and certain other school costs. CGMA provided over 3,000 SEG’s totaling more than $780,000 in 2017.

The Stafford/PLUS Loan Fee Reimbursement program is designed to reimburse the amount of the loan origination fee for Stafford Federal Student Loans and the Federal Parent Loan for Undergraduate Students. These reimbursements came to a little over $21,000 in 2017.

Last year was CGMA’s second year funding Tutor.com services. Expenditures for this program came to a little over $89,000, and increase of just over $27,000 (38% increase.)

The Education Committee continues to look for ways to adjust CGMA’s education assistance programs to best meet the needs of Coast Guard families. If you have suggestions for improvement, please let us know.

Mutual Assistance Committee

Mr. Tatu gave the Mutual Assistance Committee report, noting that one of the committee’s responsibilities was to review assistance requests that have been forwarded to the Board for consideration. Generally speaking, assistance requests are forwarded for Board consideration when they exceed $6,000, or when they deviate from CGMA policy, are contentious, or might set new precedent. The Board also decides in cases where a client appeals a decision made at the Executive Director level. The board upheld the Executive Director’s decision in the one case that was appealed in 2017. There were eleven cases concluded at the board level in 2017:

-Five were approved.
-Five were disapproved.
-One was partially approved. (Loan approved, vice a loan and grant.)

Mr. Tatu commended all the committee members for their insightful and timely review of these requests and for actively participating in the decision making process.

The 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 identify program improvements.

Finance Committee

Ms. Cook gave the Finance Committee Report. The Finance Committee is responsible for making recommendations to the Board of Control concerning all financial matters, including investment actions, the annual budget, and changes to assistance parameters.

During 2017:

CGMA received over $2.1 million in contributions. This allowed us to easily provide over $6.3 million in assistance between loans and grants to 6,100 clients.
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Our investment portfolio reflected $26.2 million at the end of 2017. 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 us the ability to expand current CGMA loans and programs to further help the Coast Guard community.

Over $190k was provided to our clients in 4 programs that accommodate the changing needs of the Coast Guard family. CGMA provided $34,000 to families with dependents enrolled in the special needs program through a grant that offers families up to $3000 for particular expenses that are not covered by insurance. In addition, CGMA disbursed $37,000 in interest free loans and grants to families going through the adoption process. Through one of CGMA’s most popular programs, the layette program, CGMA distributed $33,000 in baby supplies and educational parenting material to Coast Guard families. CGMA also funded one-on-one tutoring services to Active Duty and Reserve members and their families through tutor.com, and was able to provide over $89,000 in these services in 2017.

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. Boisveré introduced the CGMA Headquarters staff and presented the Executive Director’s Report. He noted the following for the record regarding 2017:

- Transition to netFORUM for case management is 100% completed, replacing the Loan Management System. It was fully activated on 8 June 2017, on time and under budget.
- Mr. Ronald Wolf, Director of Administration retired on June 30, 2017, after 17 years of service to Coast Guard Mutual Assistance.
- This was the final Annual Meeting for Ms. Nickole Sciortino, Director of Finance. She is departing the week after the meeting.
- With the approval of the Board of Control in September 2017, the CGMA Disaster Assistance policy was updated. Individual maximums were increased for losses related to Food ($500/$1,000), Personal Property ($3,000), Vehicle (loss or damage) ($3,000 each), and Home damage ($5,000). By 31 December 2017, CGMA had disbursed $2,416,569.00 in assistance in response to Harvey, Irma, Maria.

Mr. Boisveré introduced RADM (Ret) Cari B. Thomas and offered her the podium and announced himself relieved as Executive Director.

RADM (Ret) Cari B. Thomas relieved Mr. Barry Boisveré as Executive Director, Coast Guard Mutual Assistance at 1125, 10 April 2018.

RADM Thomas made brief remarks, thanking the Executive Committee for bringing her onboard CGMA. She was proud and honored to have been selected for this job. She looks forward to working with the Board of Control.

RADM Kelly and RADM Thomas conducted a formal recognition of Mr. Boisveré’s service to CGMA. They congratulated him on his dedication and service and presented him with a shadowbox and plaque. RADM Kelly reminded everyone that Mr. Boisveré’s farewell luncheon was being held on 25 April and that all were encouraged to attend.
Questions and Answers

ADJOURNMENT: RADM Thomas adjourned the meeting at 1145.

Submitted by: Sean P. Fennell
Director of Administration

Cari B. Thomas
Secretary