

CoDA 4th-Quarter Service Report for 2015

Co-Dependents Anonymous, Inc. *Hereinafter "CoDA, Inc." or simply "CoDA"*

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www.coda.org

Please Note:

2016 1st Quarter Service Reports (QSR), (including activities for the dates 1/1/2016 through 3/31/2016) will be due to your board liaison and to the board QSR liaison on April 15, 2016.

Board of Trustees

We hope you all had a great holiday season!

The board had a face to face meeting in November. The website was discussed at length, and many changes are in the works. The search engine will be made more user friendly, with a selection from a map of the USA, with a separate tab for the international meetings. It is already in process and we should be asking the chairs to test it before going live soon. We believe this will correct many of the issues. We are also in process of updating the data base, to correct inconsistencies in it that have created several issues. We also discovered that the mileage search of the surrounding area has major problems, as it will not search across state lines and misses many meetings that are in the data base with errors. We have improved and streamlined the communication process with the web developer also.

Included at the face to face was discussion about ways to get our committees a virtual meeting place and emails that can be sent from the actual email address (for instance, secretary@coda.org will be the secretary's email address for both receiving and sending of emails). This will make communication easier, allow for transition from one chair email to the new chair, and give a free place to have virtual meetings. We tested one possible solution on our December call, and after a few minutes we were visible to one another and it worked very well. Testing of another possibility will happen in February, with hope of going live with this by conference.

December was most active in two areas – the website continued to be a focus: and the treasurer, along with the finance chair and bookkeeper, made improvements to our current methodology, allowing for a clearer picture of 7th Tradition donations. They continue to work on making the financials more transparent, and one of the things the board has decided to do is to post our profit & loss each quarter, and it is included in this QSR. Another result of the work in the financial area was the release to each

committee a report of it's spending vs. budget. This release will happen on a regular basis from now on. Just a reminder, the budget is based on the calendar year.

We continue to struggle with a small board. We are looking for volunteers who would like to join the board and help with the various responsibilities. With a full board we could get so much accomplished; with the small board, we are limited with the work we can accomplish. Please consider joining the board as an alternate. It is a great introduction to the work we do on the board, without the 3 year commitment.

In recovery,

The CoDA Board of Trustees

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Communications

Current Members: Jen L., Chair, Christine C., Jack L., Kaga G, John R.

The Communications Committee (Comm) had only one teleconference during the quarter but considerable work took place through phone conversations and email polling.

We were not successful adding to our ranks through an appeal on CoDA Announcements.

We recycled a Gratitude Month Announcement for November from one composed several years ago.

We appointed a liaison to CoDA Announcements to assemble and develop content for Announcements. The first Announcement produced has been published, reporting on the availability of phone and online meetings.

We established a list of topics to be covered in future Announcements as below:

- 13th stepping
- How to start new meetings
- How to find meetings
- What does attractions vs. promotion mean?
- Seeking input for further topics

Considerable discussion took place from that last topic, about establishing communication between the general fellowship and World Service, exploring many technologies. Finally, we realized a solution already existed and is ready for use at onlinecoda.net, the hosting site for CoDA online meetings. The site provides a forum or

message board format being used constantly by CoDA members working out their recovery.

The site has also always designated a place where discussion of CoDA service can take place, but this has been little used. So we developed a plan to report on CoDA Announcements and provide a link to onlinecoda.net where members will be able to comment and add personal Experience, Strength and Hope for all of us. This plan will begin to be implemented early in the 1st quarter of 2016

Cphone Subcommittee

Cphone, the subcommittee charged with responding to phone communications with World Service, reports that our association management company receives all calls coming in from 8:30-4:30 Arizona time. Since the vast majority of calls are about finding meetings and other routine matters, this works well. Cphone volunteers receive all calls coming in at other times and calls referred by the management company because they are recovery related.

All this work is done by only one or two people and, although they do not operate as a crisis line, the contact they provide can be very helpful to callers. This can be rewarding service work for grateful members who are comfortable doing phone work.

CoDA Email Team (CET)

The CoDA Email Team, (CET) is the subcommittee charged with responding to emails sent to World Service. They have for years been responding to dozens of emails every month, usually within a day or so, sometimes even more quickly. They continue this work and welcome others who would like to join them.

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Co-NNections

Members:

Lisa B., Nevada – Chair, Weekly Readings
 Geff R., Washington – Co-Chair, Weekly Readings
 Nancy, New York – Secretary, Meeting in Print
 Deborah, California – Meeting in Print
 Samar, Dubai – Weekly Readings
 Andreas, Switzerland – Meeting in Print
 Laurel, Utah – Meeting in Print

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CoRe

Email List Coordinator

A reminder to all CoDA committees: the Email Lists are here for YOU! If you would like information or an announcement sent out to the CoDA Fellowship, please email it in plain text if possible, to codalist@codalists.org.

It would be wonderful if those reading this would share about the lists with your home meeting, so we can continue to grow our number of subscribers! Members can sign up here: <http://www.codependents.org>

You can view all past email “blasts” here:
<http://codependents.org/cgi-bin/dada/mail.cgi>

Numbers for subscriptions as of 1/10/16 are as follows:

- Announcements – 4917 (Q3’s number was 4801),
- Hospitals & Institutions - 1946 (Q3’s number was 1950),
- Quarterly Service Report - 2662 (Q3’s number was 2592),
- Co-NNections - 7565 (Q3’s number was 7279)

Our software has had a major update. While much of it has to do with the internal software coding, the main thing most people will notice is an improved appearance of the archives. You can always view the archives at www.codependents.org. So far the update has been bug free.

Since the last QSR was written (10/11/15) we have sent out 23 announcements on the Main Announcements list.

We continue to have some issues with 2 large spam filters used by many smaller email providers. At this moment, the only known solutions are for you to add the names of any lists you want to receive to your address book / contacts / white list on your email provider’s email web page. An explanation of how to do this can be seen here: <http://codalists.org/index.cfm/emailsignup/> on the bottom right of the page. You would need a separate contact added for each list you subscribe to. You can also ask your email provider to “Whitelist” “codependents.org”. Most providers will understand that request.

With the board’s guidance we have implemented a new policy: any subscriber who’s email address bounces as spam twice will be unsubscribed from the list(s) for CoDA’s protection. An email crafted by myself & edited by a board member with the conscious intent to avoid keywords that tend to trigger these filters so the members in question

would receive it was sent to all members who's email address has been bouncing informing them of this policy & suggesting several solutions.

We are once again longer sending the board of trustee's Minutes Summary by email. The full minutes can be downloaded from the coda.org website as .pdf files here: <http://coda.org/index.cfm/service-info/board-calendar-copy>

Lastly, the Communications Committee has GC'd John R as liaison to the General Announcements Email list. We are hoping that will increase the frequency & usefulness of new communications from CoDA to you.

In Service,
Geff R
CoDA Email List Coordinator
codalist@coda.org

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Events

There are nine officers and three back up members on the Events Committee. James F stepped down as Chair and Yvonne R. will be the new Chair. The Vice Chair is Addie M. Early registration for International CoDA Convention has been extended to February 1, 2016. AnCoR has sent out requests to the Arizona Fellowship for theme and logo ideas. The deadline for ideas is February 29, 2016. Hotels are being reviewed.

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Finance

During the 4th quarter the committee met 3 times by Teleconference. The bulk of our attention has been spent on getting ERRs (Expense Reimbursement Requests) processed and how can we do that better. We established some standardized communication forms to deal with ERRs and Meeting Information Sheets (MIS). By using the information on the MIS, we are setting up systems to remind chairs that ERRs are due and warn them of the 60 day (becomes taxable income) and 120 day (no longer reimbursable) deadlines. In an effort to be able to serve our trusted servants in a timely manner, the Finance Committee has instituted some new policies so that ERRs will not be held up for extended periods because trusted servants fail to respond to requests for information, additional receipts, or other questions about their ERRs. We will ask for information twice and allow 17 days for a response before we notify the trusted servant that we have disallowed the expense in question and proceed with processing an ERR.

We have also put an 80% limit on the amount of an advance to a trusted servant who is awarded a CoDA Service Conference Travel Reimbursement Opportunity (TRO). We are looking into ways to help process ERRs at the end of the CoDA Service Conference & International CoDA Convention for TROs, Chairs, and other trusted servants who submit ERRs to CoDA, Inc.

The chair and treasurer are helping the new bookkeeper with the online bookkeeping software. We have been able to reconcile many Advance payments with ERRs and hope to have all outstanding advances reconciled before the close of the year 2015. A first attempt to send financial reports to chairs was attempted in November, but needs to be revised. We will send preliminary reports to committee chairs mid-January to aid in closing out the financial records for 2105.

We have processed all ERRs that were received in 2015 and checks have been issued in 2015. We worked hard with the bookkeeper and treasurer to get this accomplished. To process an ERR requires an hour or two of volunteer time if all the receipts are present and the instructions have been followed. If things are missing or unclear, it takes more time to process as well as waiting for more information such as needed receipts to support expense claims. Our tracking system has helped us know how many ERRs are not processed (0) and what is the holdup. (We have 8 potential ERRs yet to be received – names were on Meeting Information Sheets that were submitted.)

In December we bid farewell to Addie M for three years of faithful service on the finance committee.

Respectfully submitted by the Finance Committee
Lou L Chair, Barbara D, Jack S, Loretta D, and Vince B.

Board Liaison and Treasurer of CoDA, Inc.
Denny H,

2015-16 (revised 12/9/15)

Finance Liaison assignments,	Primary	Backups.
Board:	Lou	Jack
Communications (Comm):	Lou	
Co-NNections:	Jack	Loretta
Events:	Barb	
Finance:	Lou	Vince
Hospitals & Institutions (H&I):	Loretta	Jack
Issues Mediation (IMC):	Vince	Loretta
Literature (CLC):	Lou	Jack
Outreach:	Barb	Vince
Service Structure (SSC):	Vince	

Spanish Outreach (SPO):	Loretta	Barb	
Translation Management (TMC):	Loretta	Vince	
World Connections Committee (WCC):		Barb	Lou
TROs	Barb	Lou	

We would like to remind people of the Recovery Celebration Plan and encourage members of the CoDA Fellowship to make donations (financial and/or service) to CoDA, Inc. as they celebrate their anniversary in CoDA recovery. (Donations may be made on the CoDA website using the donate button at the bottom of the page or by sending a check to CoDA, Inc., P.O. Box 33577, Phoenix, AZ, 85067-3577)

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Hospitals & Institutions (H & I)

Committee members:

Kathy L.	IL-Chairwoman, snail mail corresponding secretary
Lou L.	IL-Email corresponding secretary
Darlene H.	CA-Literature distribution coordinator
Jim B.	CA-Institutional information provider

Board Liaison

Lorraine O. WA,

This committee had two teleconferences this quarter.

We had 102 requests for information or literature. Eleven were email requests and the rest were via US Mail. All of these needing a response have been answered. These requests came from 29 different facilities (11 facilities that we have no record of ever having heard from).

Literature sent this quarter			
Piece of literature	English	Spanish	Total
Co-Dependence Anonymous Book	85	3	88
12 Steps & 12 Traditions Workbook	28	2	30
Standard Packet (a set of pamphlets and booklets CoRe donates)	8	2	10
Institutional Meeting Handbook	5	0	5

Total	126	7	133
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One In This Moment and 2 “libraries” were sent as well.

The Books for Inmates and Institutions has received \$878.23 in donations this quarter.

Since the Institutional Meeting Handbook was approved at CSC 2015, we still send this from the committee. CoRe has agreed to ship this out for us, but we are waiting for CoRe to list it among the items which may be ordered by assigning it an item number for ordering on the e-Store site. The Spanish translation of this item has been completed, but some formatting needs to be done. We would still send a CoDA Meeting Handbook to someone institutionalized who wants to start a meeting on the “outside” on their release.

There have been 5 new inquiries from institutions regarding information about CoDA, obtaining CoDA literature, or having CoDA meetings started in them. All have been responded to. We know that two of these have resulted in new meetings.

Inmate sponsorship: Six applicants (two men and four women) requesting sponsors have been approved. Three female sponsor applications have been approved, and one female sponsor has been provisionally approved. Since we have no one willing/able to help with coordinating this program, nothing more has been done as far as checking with assigned sponsors-sponsees or making new assignments. We are desperate for help here. If you are interested, please write to us at inmatesponsorship@codas.org.

Great progress has been made on paying our bills for shipping literature such that all of our expenses for 2015 have been paid. Thank you to our CoDA Treasurer, Finance Committee, and new bookkeeper (SOS) for all your help to make this possible.

We requested and the CoDA Board approved that the Spanish version of the CoDA Book (Pocket edition) be included as part of the Books for Inmates and Institutions Program (BFII). This would mean that donations to this program (BFII) can be used to purchase CoDA Books, workbooks in English and Spanish, and now, the Spanish CoDA Book (Pocket Edition). These books are purchased using matched funds from donations and from CoDA and are sent to inmates and institutionalized individuals without charge upon their request.

We have made some more progress on finalizing revisions (updating) our Operations (Policies & Procedures) Manual.

Our Committee has sent a survey to those subscribed to the Hospitals and Institutions email list. Evaluation of the responses is pending.

There are many opportunities to reach the institutionalized codependent who still suffers, but we need help. If you are interested in serving with us, please contact us at: hosp@codas.org.

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Issues Mediation Committee (IMC)

Current Members:

Kevin M. New York - Chair
Addie M. California
Gail S. Nevada
Nancy O. Connecticut
Natasha K. Arizona

The Issues Mediation Committee (IMC) lost 3 members in the fourth quarter. Two had to resign for personal reasons (Cara S., Sharon F.) and one passing away (Kay H.). The IMC is now 5 members strong.

The IMC has broken up into several smaller sub-committees to work on our goals for 2015-2016.

One sub-committee is working on the IMC's Policies and Procedures Manual. This is a living document and the committee periodically review it to ensure it reflects how the IMC is performing its duty. Changes are made through the group conscience process. Another subcommittee is working on updating the Voting Entities Issues list with the VEI's from the 2015 CSC.

The Voting Entity Liaison (VEL) sub-committee had a face-to-face meeting in Phoenix, AZ in December 2015. They worked on the update of the Travel Reimbursement Opportunity application (an interactive form so applicants can use the form online) and selection criteria. Members looked at various locations on CoDA's website to place the application for users to find the application. Members also are updating CoDA's Intergroup and Voting Entity contact website list by emailing and calling various individuals and CoDA local organizations throughout the U.S. There were 2 requests for mediations. Response teams were formed to reply to the requests.

IMC continues to meet monthly on the third Thursday.

Respectfully Submitted,

Kevin M., Chair

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Literature (CLC)

The Literature Committee recently finished editing the CoDA Blue Book (not including the stories in the back) for errors, and sent the changes to CORE to be incorporated in the next printing. We have also completed some smaller editing projects of existing CoDA literature. The new group inventory that was accepted at the CoDA conference in 2014 is now available to the fellowship at <http://coda.org/default/assets/File/Group%20Inventory%20-%202014%20final%20%20approved%20version.pdf>.

We are close to finishing a service piece about Working the Steps in a Group, which will also be available on the website in the future. The Literature Policies and Procedure Manual is also in its final stages. Furthermore, we are currently beginning a few new projects, one of which will involve gathering recovery stories, hopefully from many members of the Fellowship. We are considering ways to support the Fellowship in writing their own stories.

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Outreach

Outreach Web Pages:

We continue our work in updating the Outreach web page which is greater than 40 pages at this time and will continue to grow. We have a Google Doc that the committee shares to offer edits and also meet in small groups. We also meet with the Web Liaison from the Board. In addition, we have a volunteer who is also a professional editor to help us create user friendly web pages as well as edit our warehouse of information tailored for our needs to carry the message to the Fellowship. The volunteer has offered her services without charge however the committee voted to give her the money allocated for creation of our website in the amount of \$400 for completion of the edits. We are in the process of putting in this request to the Board of Trustees.

We have considered several disclaimers to include on our pages which we will ask input from the Board and Legal before publishing.

Meetings:

We continue to meet monthly and in small groups in between meetings. We struggled with using Skype for our meetings and have switched to the free conference call service in conjunction with Google Docs.

Sponsorship service:

We keep a list of potential sponsors for members who write to us in need of sponsorship. Our committee member who was taking the lead in this effort has prepared an annual report. If anyone is interested in helping out with responding to inquiries or becoming a sponsor yourself please contact Outreach.

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Service Structure Committee (SSC)

The Service Structure Committee holds monthly teleconferences to conduct our business.

Not much happened through the 4th quarter this year. For many reasons, we couldn't seem to get started. Work on the FSM will begin this month. I will start taking it apart and creating the other manuals that are needed. I will also submit to the board our recommendations for the two Voting Entity (VE) Issues that were assigned to us.

I hope that we can more work done in the coming months.

Respectfully submitted,

The Service Structure Committee

Leo C, Dave S, John R, Michelle D

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SOS Association Management Company

QUARTERLY REPORT
From October - December, 2015
As of January 29, 2016

This quarter was busy with several projects, including continuing work on website, policies and procedures, and website updates.

Accounting: Worked with the Treasurer and Finance Committee Chair to clean up 2015 and start running committee budget reports. We made huge progress in this area this quarter.

Board: Face 2 Face in November included a Strategic Plan update component. Created a timeline for the Board to help accomplish the Strategic Plan Initiatives. Work included prep, minutes and follow-up work.

CSC: Worked with Events Committee Chair on hotel choices for the 2016 CSC, including a site visit at the hotel the Board stayed at for the Face to Face in November.

ERRS: Inputting all ERRs in Smart sheet as they come in, assign them a number and send an email with the number to use for tracking. Finalized ERRs for 2015.

Phone Calls: Ongoing phone calls for CoDA weekly, including follow-up with Communications Chair. The volume of calls is increasing daily. We track each call in SmartSheet and share information regularly with the Communications Chair.

Policies and Procedures: This is an ongoing project. This quarter we worked on updating the Board Policies and Procedures

Website: Updating of alias lists as new positions and committee members are added. Big project is working with developer to revamp the meeting locator. Significant progress was made and continues.

We have been very interactive with our Web, Communications, Accounting and Board liaisons and welcome the opportunity to continue to assist in ongoing projects. Thank you for the opportunity.

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Spanish Outreach (SPO)

Members: Vicki C/Spain, Eilyn P/Costa Rica; Maru R/MN; José R/Guatemala, Linda A/SoCal

Emails: We read 345 emails; answering 57 from codependents looking for a meeting and 288 from within CoDA, be those exchanges between Spanish Outreach members or communications between Spanish Outreach and other parts of CoDA.

Proofreading continues. The translation of Building CoDA Community was proofed and submitted to CoRe. The *Twelve Steps Handbook* is nearly ready to send to CoRe and proofing of *In This Moment, Daily* Meditations is well underway.

Spanish CoDA web page: No Spanish Outreach committee member has elected to take over administration of the Spanish side of the website as of the year's end.

Teleconference Meetings: This committee met using the Voice Over Internet Protocol (VOIP) program WebEx every two weeks most months, meeting 9 times. Some of those meetings were editorial: to go over proofing questions.

Espcoda, the Spanish subscription message list, is now administered by Eilyn of Costa Rica. This quarter 17 new members subscribed and three committee members wrote seven posts.

Ecphone: Calls to the CoDA Toll Free Spanish Line (888 444 2379) numbered 39. Spanish Outreach needs new volunteers to answer these phone calls.

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Translation Management Committee (TMC)

Members

Crystal Z – Massachusetts - co-chair

Madeline R – Florida – co-chair

Dana D - Oregon

Pacia D - NorCal – inactive

Sandra - NorCal – inactive

Lucia – SoCal – inactive

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Board Liaison

Lorraine O

Report – 4th Quarter

The draft of procedures to be followed when TMC is contacted by a group of people wishing to translate and/or publish & distribute CoDA Materials has been completed. The policies and sequential procedures are now in spreadsheet format with links to the appropriate documents to be used and filled out in committee work.

The subcommittee made up of two members each from TMC and the Board will need to be reconstituted as there are still some questions concerning the overlap of functions and responsibilities between the Board and TMC which need to be answered.

Work continues on the document repository and access to electronic files of CoDA materials for translators and publishers. TMC also looks forward to getting information on Translation and Publishing & Distribution onto the coda.org website.

Report – 3rd Quarter

Following CoDA's Service Conference TMC had several resignations and some new members joined. This quarter has been a rebuilding as we acquaint the new members with the legal paperwork and procedures necessary for CoDA, Inc. to maintain its legal copyright and intellectual property interests.

TMC presented two motions at CoDA's July Conference and both passed.

Motion 1: was a change to the Fellowship Service Manual (FSM) to bring the description of the committee into line with its current functions and duties.

Motion 2: was "...that translators and publishers of each country or community shall, through their own Group Conscience, be the final arbiter of the translation for their country and community. Certain documentation is required to support CoDA, Inc's mission to safeguard CoDA unity through Intellectual Property law. CoDA, Inc. retains all copyrights. ..."

Motion 2 raised some misunderstanding which was hopefully resolved in a cross-committee and board attended meeting:

"All Translations anywhere and Publication & Distribution of CoDA materials outside the United States of America require legal agreements which must be signed by both Translators and Publishers and Officers of the CoDA, Inc. Board before Translation and/or Publication & Distribution may take place. If groups have already begun any Translations or are already Publishing any literature TMC requests that TMC be contacted so that the appropriate paperwork may be filled out and signed."

Work continues on setting down in writing the procedures to be followed when TMC is contacted by a group of people wishing to translate and/or publish & distribute CoDA Materials. Evie S. with the committee is finishing the task of pulling together the policies and procedures in spreadsheet format with links to the appropriate documents to be used and filled out in committee work. We would like to thank Evie S for the time and energy that she put into this immense task.

TMC is currently working with groups from Spain, Colombia, The Netherlands, Greece, and Iceland. TMC is also working with several groups who have old Publication and Distribution Agreements to bring their Agreements current with the ones we are now using which protect our copyrights more securely as well as securing renewals on those contracts that have been signed within the last few years.

We welcome any people interested in translating CoDA literature to contact us at tmc@codas.org. We also welcome anyone interested in joining our committee to help spread the CoDA word throughout the world to contact us at the same address.

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World Connections Committee

There has been lesser activity with World Connections Committee (WCC) during the last while, however, with the start of the New Year, WCC will host another teleconference focus meeting. Panels of experienced members are invited to share their experience, strength and hope on various topics based on concerns from worldwide members. The format includes time for sharing from attending members. Audio recordings of these focus meetings have been made.

On January 30, 2016 at 11:00 AM PST, the next focus meeting topic will be on "Beginning and Maintaining Service at the Local, Intergroup, National and World Levels." After 25 members indicate interest, a waiting list will be created to fill last minute cancellations, as the teleconferencing service holds up to 25 members at a time. Feel free to email interest on this or other concerns at: wcc@coda.org

WCC is actively seeking to add members to the committee to further develop the goals and objectives.

Respectfully Submitted,

Deborah R. - Canada, Estelle G. - South Africa, Florence F. - USA, Geraldine H. - United Kingdom, Marcela G. - Costa Rica, Meg T.- Zambia, Veridiana R.- Brazil, Yvonne P.- Australia

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