

CoDA Second-Quarter Service Report for 2012

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

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www.coda.org

Please Note:

2012 Third Quarter Service Reports, (including activities for the dates July 1, 2012 through September 30, 2012) will be due to your board liaison and to the board QSR liaison on October 31, 2012.

Board of Trustees

Our primary focus during the past few months has been on preparing for the upcoming CoDA Service Conference (CSC) scheduled for July 10-13. We have 6 motions, all of which were submitted before the 60 day cutoff. We submitted 4 motions related to the revised By Laws. One of the other motions proposes improvements to the process for developing the Quarterly Service Report (QSR) and the other clarifies the timeframes for submission of the various documents for CSC and ensures that all documentation on these timeframes is consistent and correct. The complete proposed new By Laws were submitted to the board secretary at least 75 days before the start of CSC, as required.

The new board inherited all but one of the Voting Entity Issues (VEIs) presented at CSC 2011 and unfortunately we did not get to address some of them until recently. A report on the status of all these VEIs has been submitted as part of the delegate package and is posted on the website. We plan to handle this year's VEIs in a much more timely manner.

Another focus recently has been on the final resolution of the two disputes that were forwarded to the board by the Issues Mediation Committee (IMC) because they were brought against former board members for actions taken while they were on the board. Unfortunately, none of these former board members cooperated at all with IMC, so no resolution was reached. IMC did extensive research and turned their completed reports, including recommendations, over to the board. The board reviewed all submitted material and, in the case of one of the disputes, the key parties were contacted once again and given one more chance to cooperate, unfortunately again with no real results. The board voted on each dispute, ensuring the recusal of any members of the board or members of any impacted committee at the time of the event. In each case we voted to uphold the IMC recommendations and we implemented a notification process that ensured that anyone involved plus any current member of any world level committee were directly notified. The reports that IMC produced will be made available to interested people once all the names of interviewees have been removed to protect their anonymity.

Julie B, our board member from NorCal, will be completing her 3 year term on the board at the upcoming CSC and we thank her for her service. Although many of us only had the opportunity to serve with Julie for this past year, we have come to truly appreciate her commitment to working her CoDA recovery program in a conscientious and unfailing manner while doing service work. We will miss her and wish her all the best for the future. We hope to see her back doing service work at the world level real soon!

In Service,
The CoDA Board of Trustees
board@coda.org

Evie S, So Cal (Chair)
Lisa B, NV (Vice-Chair)
Florence F, MD (Secretary)
Barbara D, NorCal (Treasurer)

Dagmar M, UK
Julie B, Nor Cal
Jutta E, Germany
Mercedes M, México

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Co-NNections

The Co-NNections Committee continues to review and post member articles. To share CoDA recovery experience, find the link “Want to submit an article?” near the bottom left of the Co-NNections webpage, in the blue section. Our editing policy can be found at: <http://coda.org/service/connections.htm>.

We’re working with our web-master, Leo C., to simplify the process of submitting material by CoDA members to Co-NNections.

“Weekly Reading,” is a member submission chosen from our collection and posted weekly. Subscribers receive an email reminder that a CoDA member creation has been posted. The email contains a link to the latest post. A direct link to the present “Weekly Reading” webpage is: <http://coda.org/week-read.php>

Co-NNections copyright policy does not allow others outside of Co-NNections to republish or reprint a Co-NNections article. We want to work with this policy and are teleconferencing to develop a process for others to use articles.

To see the creative works submitted by our membership or subscribe to “Weekly Reading”, visit: <http://coda.org/co-nnections.php>

Submitted by: Chuck J. (Chairman,) Karen G., Gary R., Stu S.

EVENTS

A prime concern addressed by the committee was the problems we continued to have with PayPal. Events, also, would like the ability to use credit cards through a Merchant Account. Finance Committee and the Board are being consulted on this. A suggestion was made that we consider Eventbrite who provides online registration for events, and we made the decision to go with Eventbrite after being assured there would be no ads connected with registering for CSC and or Convention. We believe the costs for using the service are reasonable, and we decided at least for this year, to eat the cost of credit card charges. Next year, we will probably add that cost to the cost of registration. We believe that using Eventbrite for early registrations will also avoid glitches for those who take advantage of the reduced early registration cost. Another part of our attempt to streamline the registration process that we think will allow for better accounting is that there will be totally separate registrations for CSC and Convention.

This year was the first year it was mandatory to have motions and proposed bylaw changes in ahead of CSC. While there was some confusion about the deadlines, everything seemed to work pretty well, and before June 1, everything was posted to online delegate packet. The hope is that this will allow for wider input from the CoDA fellowship.

In the QSR, we asked that folks consider hosting the 2013 CSC and Convention. As this is written no one has responded. For the hesitant, I would point out that local groups no longer have to do the heavy lifting. The Events Committee is getting the process down pretty well. It does help Events to have a committed group of CoDA volunteers with whom to work. Considerations for future sites must include transportation costs as airfares have risen significantly, and we don't anticipate a major reversal of that. Also, in some large metropolitan areas hotels are becoming very pricey. Hosting CSC and Convention offers a community a chance to raise the profile of Co-Dependents Anonymous in an area. One of the benefits of hosting the CSC/Convention is that the host Voting Entity receives TRO for two delegates to the following year CSC, not to exceed \$1,000 per delegate.

Finally, a word about the excellent work of my fellow committee members. While we lost Petra because of an employment change, Scott promptly picked up the spot on the committee. Jeri, again, has done a great job of putting together the program for the Convention, overcoming crash of her computer and an illness. Michelle lives near Asheville and enabled us to get hotel problems that cropped up resolved quickly. Chris has been relentless in handling registrations and working with Eventbrite. She has also been our Treasurer. Nancy has done an excellent job of making sure we have equipment we need for successful events. Also, while Judi T. was not a committee member, I don't think she missed a teleconference, and her connection as our Finance liaison insured that we had the information we needed. For myself, this is my last rodeo, and happy to have signed up Allison F. to be CSC Facilitator, and prepared

election procedure that is being presented as a motion. I attempted to include some of the suggestions of the Ad Hoc committee in preparing the agenda that were passed along to Board for approval.

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Spanish Outreach

MEMBERSHIP

Madeline (FL) Colon (FL) Rosario (SoCal)

Mission:

Spanish Outreach primary mission is to uphold Tradition Five of Co-Dependents Anonymous, and carry the message of recovery to Spanish-speaking codependents throughout the World.

Vision:

Spanish Outreach envisions itself as one group of recovery codependents, working cooperatively to fulfill our mission.

Our Work:

We provide information to Spanish speaking codependents seeking assistance in finding CoDA meeting groups, literature, and information on the process to open a new group or a new Intergroup in their Country.

Number of inquiries:

Seeking information and assistance from Spanish Outreach. (108)

Others. (134) Total: (242)

We provided assistance to open and register new groups in countries or cities where there is no CoDA meetings listed:

Argentina; Dallas, Texas; Santiago de Chile; Toluca, Mexico

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Finance

SEEKING NEW MEMBERS!

If you know someone who might be willing to serve on our committee, or if you are willing to serve, please contact us at: finance@codaa.org

You don't need particular expertise, although we welcome accounting or bookkeeping skills. We seek these qualities: An interest in the financial viability of our Fellowship and stability in your personal financial life.

Over the last couple of quarters, we have worked with the Board to write two new documents, an Expense Policy and an Expense Reimbursement Procedure. A great deal of time and thought went into this project. We studied the policies of other non-profits as well as IRS rules.

Each section was group-conscienced by the Board and Finance. We'll be presenting this to the July Service Conference for endorsement.

The Finance Committee's main goals for the next quarter are:

- Recruit new members to the Committee.
- Improve the flow of Expense Reimbursements, after the Service Conference, as a result of new Expense Reimbursement Policy and Procedures.

In Service to the Fellowship,

The Finance Committee

Judi T., MA and Leo C., SoCal

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Literature

The Literature Committee plans to work on two projects this year.

One is to work on a submission from Nevada, tentatively titled "Reparenting Our Inner-Child." We will review, edit as necessary, and come to a group conscience decision about recommending it to CSC for endorsement in 2013.

There is a short inventory for meetings in the 12 Steps and 12 Traditions Workbook, which is based on our Traditions. Our second project is to write an expanded inventory for groups. We think it will include suggestions and questions. Not only have we received a number of requests for an expanded inventory, but also some suggestions from a CoDA old-timer. We hope to have this ready for a vote at the 2013 Conference.

A couple of years ago, we started collecting submissions from members on the topic of grief. We received only a small number, many of which were not useable. We therefore tabled the grief project indefinitely.

We are grateful to serve the Fellowship by carrying the message of recovery from codependency, by producing literature and service items.

Thank you for your support.

The CoDA Literature Committee

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Service Structure Committee

Members

Eric S. Colorado, Karen G, Dave, Judi T.

Discussion Items:

1. Discussed SoCal VE motion tabled to us regarding recommended qualifications for committee chairs. Recommended against.
2. After a long period of inactivity, we changed chairs and updated FSM and MSP per CSC 2011.
3. Judi T. introduced a motion for CSC 2012 to simplify section 1C of the MSP tax & banking information

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Translation Management

Board Liaisons

Julie B – board liaison

Lisa B – board liaison

Members

Fernando C - CA

Gerald B – Canada

Claudia - SC

Committee Goals:

1. Continue to respond to Countries' requests for Translation and Publication agreements
2. Gain greater participation in this committee's work
3. Encourage new coda members to join TMC committee.

Committee Action Plan to meet Goals:

1. Work closely with Board of Trustees to develop policy and procedures to effectively work with other countries to translate materials.
2. Reconnect with all CoDA contacts around the world to determine their current translated materials and future needs.
3. Meet Face to Face after conference.

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Webmaster

Members: Leo C

Discussion Items:

1. Spam is down. I have stopped keeping numbers, but there are typically only one or two items that get through on a daily basis. Very few items are called spam which are not.
2. Activity is usually manageable, except for the months leading up to conference.
3. Website manageability is poor. The site is a mess. It was not well set up to start and things have been placed in some strange areas and ways. It is difficult to find things. There is a menu program that has been used to set up most pages. This program is crude and difficult and doesn't always do what you want it to or what you might think it's going to do. As a result, some updates take 3 or 4 times longer than they might otherwise. The menus also account for the sitemaps, so if the menu program errs, the sitemap is wrong. Several sitemaps are currently incorrect and may never get straightened out again. I spend far too much time working on things like menus instead of actually updating items.
4. Website Re-Design Proposal: I sent a proposal to the Board to re-write the site in html. I have posted several pages using the new template that I suggest implementing. Many of you have seen this page, as the delegate package uses it. The goal of using a template like this and of my web designs is that the main page and many of the other pages do not require any scrolling. The delegate package, being as large as it is did require that scrolling occur, but that is not the main page. I proposed that I could re-write the site at my current rate of pay as a fellowship services worker. I estimate that I could do this in about 6 months, at 30 hours per month for a total expense to CoDA of about \$3600. I have received no response from the Board.

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Outreach

Committee Members:

Allan B. - SoCal

John R. - PA

Ann S. - MA

Lynne H. - PA

Karen G. - TX

Wayne - NorCal

Michelle - SoCal

General Information

Outreach members continue to work toward healing from the difficult situation we experienced last year. Two long term members left the committee as they were elected to the CoDA Board after Conference 2011, bringing our number down to three members. This was barely enough people to answer the e-mail let alone do any other projects and some of us felt emotionally drained after Conference. At this time, Outreach does not have a chair; the committee chair resigned by mutual agreement. The committee elected Annie S. to attend Conference as acting chair.

Outreach responded to over a 1000 e-mails since July 2011 through the first week of May 2012 (~9 months). Two new volunteers joined the committee after CSC, but due to time and energy constraints were unable to take rotations or do other work. One ended up resigning from the Committee in April. A third new volunteer has been able to do limited rotations. One of the members who joined the committee after the 2011 Conference plans to work on a manual for committee procedures. Overall, we have increased members throughout the year and we currently have seven members.

The committee sent an e-mail blast in April asking for more volunteers. Approximately 25 people responded to the request for new volunteers. One person had the skill sets and interest to join the rotation group. Several people expressed interest in helping with outreach to professionals, one ended up joining the committee. We recognize that the quantity of communication (especially volume of emails) involved with the Outreach committee can be daunting and even impractical for many potential volunteers. The creation of the "bizoutreach@coda.com" alias has helped some members to manage the quantity of emails. Thanks to the webcoordinator for assistance in maintaining this support.

Despite the small number of volunteers on the committee, we were able to respond to an offer from a professional mental health organization to have a free table for CoDA literature and/or volunteers at their upcoming conference. We contacted area volunteers in Washington (state) who agreed this was a great opportunity to carry the message. They found volunteers to staff a table. Outreach provided \$100 from our budget to purchase CoDA literature. Thanks to the Finance committee for approving and moving the money to CoRe. We hope to continue to be able to respond to this type of, so far, rare request. Thanks to the Washington CoDA members who volunteered to attend and hand out literature.

The third Outreach goal expresses our long experience that we have not been able to engage very much in other outreach efforts beyond answering emails because that

work is unrelenting, of very high value to the Fellowship, and therefore should not be neglected. Nonetheless, we also recognize the importance of other outreach efforts so we feel obligated to report to Conference our inability to attend to them to the extent that they deserve. We have crafted a proposal for consideration by CSC that a separate committee be formed to focus exclusively on those efforts.

Meanwhile, inspired by the experience with the Washington State group and stimulated by proposals by new members, we will be investigating having a CoDA table at AA and other 12 step conferences at the regional level since these are often available at no cost. We are hoping to experience ourselves and through local members how to do this effectively and then communicate that ESH so the same can be done more widely. The same presentations would be suitable for regional conferences of mental health professionals and perhaps eventually at national conferences when the \$2000-3000 booth cost at such an event would be justified by the solidity of the experience gained through the prior less ambitious efforts. If a PI Committee is developed at CSC, such initiatives could be facilitated through that committee.

We continue to receive a large number of e-mails asking about meeting info because the meeting database does not work with Internet Explorer 9.0. Work is being done outside of this committee to update/fix the database.

	Goal	Actions Planned
1	Continue answering emails.	-Continue currently successful procedures.
2	Increase the number of rotation members.	-Maintain current appeals on website, support and encourage present personnel.
3	Respond to opportunities for other forms of outreach and even initiate them as committee personnel and focus permits.	Develop and implement plans under discussion for presence at AA and other 12 Step conferences; research regional professional conferences as time permits.
4	Write a procedure manual.	Begin with documentation of current procedures (Currently in process.)

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Hospitals & Institutions

Yumi M., (chair) Northern CA

Kathy L., Central IL
Lou L., Central IL
Lesia G., Southern CA

H&I 2011-12 Goals

1. Expand H&I Service Manual.
2. Clarify and re-launch the Books for Inmates Process as the Books for Inmates and Institutions Program.
3. Launch a project to encourage local meetings and Intergroups to support their local institutions.
4. Create a section of the H&I segment on the CoDA website that provides “How To” information for local meetings on how they can start meetings at hospitals and institutions and assist in providing service and tools of the program such as literature, speaker lists, workshops, correspondence, sponsorship information or donations.
5. Utilize H&I Contact Database and develop specific service areas for volunteer work
6. Improve response time to inmate mail requests
7. Update H&I section of CoDA website

H&I 2011-12 Accomplishments

1. Re-launch the Books for Inmates and Institutions Program to including new donation form, highlight the new price point of \$8 a book
2. We continue to improve relationship within fellowship, which has reduced response time to inmate mail requests
3. Modified “The CoDA Basic Meeting Format” to create “The CoDA H&I Meeting Format”
4. Updated H&I information on CoDA.org
 - Deleted outdated information
 - Added H&I Lights, The CoDA H&I Meeting Format, Books for Inmates and Institutions donations form
5. Regular Meetings
 - Monthly conference calls
 - Face to Face
6. Serve as a resource to institutions
 - 190 Letters answered
 - 152 CoDA Big Books sent to Institutions
 - 19 CoDA 12 Step workbooks sent to Institutions

H&I 2012-13 Goals

1. Create New H&I Main Page to include: welcome, opportunities to serve, goals and accomplishments, recourses, FAQ
2. Develop a pilot Inmate Sponsorship Program

3. Communicate H&I purpose to fellowship as a resource to the fellowship
4. Update and maintain current H&I Contact Databases in order educate and to develop specific opportunities of service
5. Develop an "H&I Donation Can"
6. Support CoDA newsletter with an H&I section
7. Expand H&I Operations Service Manuel
8. Develop an H&I Panel format and guidelines
9. Launch a project to encourage local meetings and Intergroups to support their local libraries (both public and educational)

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CoRe Publications

	Jan - Dec 2 011	Jan - Dec 2010	% Change
Ordinary Income/Expense			
Income			
Book Sales	182,205.00	159,633.00	14.14%
Non Book Sales	97,571.47	97,517.44	0.06%
Other Income Items	399.49	3,481.74	-88.53%
S and H Charges	34,287.89	32,636.13	5.06%
Total Income	314,463.85	293,268.31	7.23%
Cost of Goods Sold			
Cost of Books	38,614.54	33,064.01	16.79%
Cost of Literature	25,502.77	24,892.38	2.45%
Other Cost of Sales	3,316.03	-309.49	-1,171.45%
Purchase Discounts	0.00	574.53	-100.0%
Total COGS	67,433.34	58,221.43	15.82%
Gross Profit	247,030.51	235,046.88	5.1%
Expense			
Distribution Center Costs	73,515.63	70,010.59	5.01%
Order Processing Center Costs	14,866.60	12,461.90	19.3%
Royalty to CoDA, Inc.	83,858.73	75,195.04	11.52%
Various Administrative Expenses	23,356.80	25,553.07	-8.6%
Total Expense	195,597.76	183,220.60	6.76%
Net Ordinary Income	51,432.75	51,826.28	-0.76%
Other Income/Expense			
Other Income			
Dedicated Funds from CODA	15,000.00	0.00	100.0%
Interest Income	254.14	9.49	2,577.98%
Total Other Income	15,254.14	9.49	160,639.09%
Net Other Income	15,254.14	9.49	160,639.09%

66,686.89 51,385.35 29.78%

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Issues Mediation Committee

Members: Natasha K. (AZ), Chair, Cathy D. (AZ), Loretta D.(WA), Anita F. (UT)
{Previous members Leslie (Nor CA); Heather (HI); Evie S. (ejs8808@gmail.com, Board
IMC Liaison)}

Prepared by: Natasha K. (AZ), Chair

Accomplishments & Progress

The IMC continued to meet monthly (and whenever necessary) by teleconference call and go over our many issues. Handling disputes are our primary function. But, we are actively involved in other issues as well as listed below.

1. The IMC closed a dispute back East with resolution. *COMPLETION.*
2. Although one primary party did not cooperate in a dispute, the IMC went forward gathering information, working with others obtaining facts, and finalizing a report for the Board. Since the case was partially irresolvable, the IMC made recommendations to the Board per policy. This was a very complex dispute & took a very long time given that cooperation was limited. *COMPLETED.*
3. The IMC finished another dispute that also had the primary party unwilling to participate/cooperate & who excessively violated our 12 Traditions and CoDA principles. The IMC also completed their part of the dispute by gathering data by remaining impartial (documentation is included at the end of the report); working with relevant CoDA trusted servants; and sending GC recommendations to the Board. This was also a very complex dispute and took a very long time given that cooperation was limited. *COMPLETION.*
4. Currently in process with an out of country dispute. Takes a little longer since we need correspondence translation. *IN PROCESS.*
5. Completed 2-3 day F2F meeting in Phoenix, AZ in late February 2012. A large amount of work was accomplished in this type of forum. *COMPLETED.*
6. Created & distributed Agendas and Minutes for multiple meetings throughout year and copied Board liaison. *COMPLETED*
7. We worked on a new internal IMC "Procedures, Policies and Practices" document on "how we handle disputes." This will not only assist us on providing a standard quality to follow within IMC, but will provide newcomers into the IMC with valuable training and information. This has become a long-term project. But, we were delayed with other projects throughout the year (QSRs; reports; meetings, etc.). *IN PROGRESS*
8. Continued to work with various standing committees for various purposes (*i.e., Finance, Events, SSC, etc.*). *COMPLETED & IN PROGRESS.*
9. Created& proposed (5) motions for CSC 2012 approval to make some slight updates on our FSM documents ("CoDA's FSM "Disagreement, Mediation

and Resolution” Process & IMC’s description page). Also, worked on new name for IMC since mediation is only a part of our overall process. The Issues Resolution Committee is more reflective of what we do as a whole and all parties should participate with the overall process even if mediation is involved or not. *IN PROGRESS.*

10. Assisted the SSC with providing them with updated approved IMC’s description and CoDA’s “Disagreement, Mediation and Resolution” process documents and motion numbers from CSC 2011. *COMPLETED.*
11. Considered and will continue to work on new procedures to monitor and track CoDA’s VEI’s (Voting Entity Issues). *IN PROGRESS.*
12. Worked with other committees on closing outstanding past VEI’s. *COMPLETED & IN PROCESS.*
13. Will work on finding any needed IMC placement and/or updates issues on coda.org’s website (long-term project). *IN PROCESS.*
14. The IMC Chair volunteered and continued to work with the Chairs Forum on a monthly basis through teleconference calls; created and distributed agendas and minutes and working together on committee issues and communication. The forum has brought about more transparency within the committee community. *COMPLETED.*
15. The IMC Chair served as Facilitator to the Chairs Forum. *COMPLETED.*
16. IMC members made all efforts to follow CoDA’s 12 Traditions; 12 Service Concepts and CoDA principles in all our disputes and dealings with the Fellowship. This includes treating all disputing parties equally and fair with individual rights. The IMC members also, through CoDA’s group conscience decision making process, ensured that we were objective, impartial and used the recusal process whenever it was necessary in any disputes we handled. *COMPLETED.*

Thank you for listening to our completed & partially completed work this year!

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Communications

During the last quarter several items were written and posted to the email list. Geff continues to maintain this list and is doing an excellent job of that. Here are the current numbers for subscriptions: Main - 3828, H&I - 1026, QSR - 1969, Co-NNections - 4312.

cPhone (the process where CoDA volunteers will handle the incoming calls currently going to our answering service) had a good response to the email seeking volunteers. Unfortunately, on the one hand, after the dust settled, only one volunteer remained. The good news is that we did get another volunteer and I would like to welcome Nancy P to our group. We will be requesting volunteers again with the planned email concerning all committees needing volunteers.

We have completed our Policy and Procedures manual and it was sent to the Board some time ago, and it needs to be updated already. This activity will commence next quarter. We need to add some guidelines around recruiting and vetting volunteers.

Other items on our list of goals include reviewing the Communication and Recovery pamphlet, finding ways to reach those who do not use computers or the internet, and notifications of VE & intergroups about meeting changes.

One of our members is working on a more formal process involving the information we regularly send out (FSM sections, responsibility guidelines for chairs and delegates, information on what committees are doing and help wanted). This will help us to get more regular in our announcements.

Our board liaison has been Julie B. This is her last term on the board and so we will get a new liaison. We're going to miss you, Julie. Thanks for your service and maybe we can solicit you to become a member of our committee?

I have been on the Communication Committee for a few years now and have been its chair for the last year. I am ready to give up the chair and maybe even look for another committee to serve on (or take a little break). So far, none of the members has expressed an interest in becoming chair. We also need members who are interested in improving the communications within and without CoDA to make it more inclusive.

The Communication Committee continues to have monthly conference calls. Current members of the committee are Allan (SoCal), Doug (FL), Geff (WA), Leo (SoCal), and Liz (PA). On the cPhone subcommittee we have Joan (AZ), Allan (SoCal), Doug (FL), Linda A (SoCal), Barbara B (SoCal), Nancy P (NJ) and Dan D (CO). Our board liaison is Julie. If you are interested in joining us, please send an email to comm@coda.org.

Respectfully submitted,

Leo C, Committee Chair

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Ad Hoc Committee

Membership: Anita F. (UT), Dagmar M. (UNITED KINGDOM), Deborah R. (CANADA), Teresa (KS), CoDA World Liaison: Barbara D. (CA)

Accomplishments

1. Continued to engage in conference call meetings to compile findings of questionnaires and make complete recommendations on the basis of past year's work.

2. Compiled findings and recommendations within Ad Hoc Report which has been submitted to CSC.

3. Constructing a PowerPoint presentation of the summary of findings to be presented at CSC

Goals

1. Pending upon CSC review and possible motions, the Ad Hoc Committee seeks direction on next steps

Serenity,
Deborah R.
Chairperson