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**CoDA Service Conference 2020**

**Committee Annual Report**

**Committee: Board of Trustees Date: July 25, 2020**

**Board Members:** Nancy O, NB, Canada, Chair, Don B, SoCal, Vice-Chair, Salle, NorCal, Treasurer, Linda A, SoCal, Secretary, Matt, TX, Gail S, NV and Yaniv S, Israel, Members-at-large

**Discussion Items:**

*Acknowledging that we are all here for our personal recovery, the mission of the CoDA Board of Trustees is to ensure the longevity and fiscal health of the organization, to support the Fellowship’s ongoing service work, to promote CoDA unity, and to reach the still suffering codependent.*

To support and live the mission of the Board of Trustees, during the business year of July 2019 to June 2020, the Board has diligently concentrated on three areas: the WEBSITE, FINANCE and EFFICIENCY.

**WEBSITE**

Delegate Packages from previous years were successfully moved to the codependent.org website, with links to the new coda.org site.

Based on feedback from Committee members regarding the website adjustments were made and the new website went on-line in February 2020. The Board continues to work with the developers to further improve the website. The biggest part of that is to ensure the best results when searching for meeting information. Some of the issues that we are currently working on include: clarifying meeting time zones and how they correspond to one’s own local time; searches that employ different filters, such as the meeting day, language and time; and eventually the ability to print out meeting lists. This conversation with the website developers is being coordinated between the Board, a consultant, a volunteer database expert and the FSW who enters changes to meeting information. We can see light at the end of this tunnel.

Meetings have switched to phone or virtual platforms due to the pandemic. It has been time consuming to address these changes in the meeting data base and to explain them to members. Another aspect of the pandemic involves explaining how to make online Seventh Tradition donations at all levels of the CoDA structure. Please see this page of the website for more detail: <https://coda.org/guidelines-to-coda-digital-donations/>.

**FINANCIAL CONCERNS OF THE FELLOWSHIP**

Three important points were addressed for the financial health of the Fellowship:

1. Working with the Finance Committee, a new Expense Reporting Process was set up. Documents were created for Trusted Servants to use when they are doing Fellowship business.
2. A process was set up for international Members to use when travelling for CoDA business. A beta test proved that it works well: as a result, travelers from outside the United States may learn what to do, and what not to do, when using the international travel agent, with the Treasurer making the payments.
3. Returned to using PayPal on the Seventh Tradition Donations page to facilitate global donations

**EFFICIENCY**

The Board hired two new Fellowship Service Workers (FSWs), one to support the Finance Committee’s processing of reimbursement requests and another to work as Webmaster. The webmaster maintains and tweaks the site after it has been debugged by the developers to be more user friendly.

Because of Covid-19 travel restrictions and health concerns, the Board agreed with the Events committee to postpone the Ottawa, July 2020 CoDA Service Conference until August 2021. Consequently, the Events committee is busy creating, with the support of the Board, the first virtual CoDA Service Conference for August 2020.

The Board had a Winter Face-to-Face meeting in January in Las Vegas. We met with local members for a successful Saturday lunch, as has been our practice for a couple of years. The Board decided against having a Spring Face-to-Face. The money saved thereby went to hire the Webmaster, even before limitations on travel were set in March. Instead, our Face-to-Face meetings occurred via Zoom seven times: April 25th, May 16th, May 30th, June 13th, June 20th, June 27th.and July 25th. The Board Secretary took the minutes for these online meetings. Hiring the two Fellowship Service Workers and conducting our Face-to-Face meetings without staff support reduced the monthly use of staff by nearly 50%.

During these Face-to-Face meetings, we

1. created the Board motions for the CoDA Service Conference,
2. evaluated and assigned Voting Entity Issues,
3. continued work on develop and problem solve issues with the website,
4. made decisions about historical documents,
5. negotiated and signed a new contract with CoRe,
6. reported as liaisons and guest members of different committees,
7. supported translation of many pieces of literature into Spanish, and
8. supported the use of the Public Service Announcement created by the Board in 2019 to continue to attract the still suffering codependent.

**SOS-Association Management Solutions
Annual Report for Co-Dependents Anonymous**From 2019 CSC – 2020 CSC | As of July 22, 2020

SOS Association Management provides a broad range of support to Co-Dependents Anonymous. We serve in an administrative capacity to help further the strategic plan and goals of the organization while supporting the board and committees with different operational tasks. Many of the tasks that SOS staff complete are instructed or directed by the CoDA Board of Directors to ensure the success of technology, event support, and policies and procedures. Additional administrative tasks include monthly financial reports and bank reconciliations, call center operations, and keeping up to date with different platforms that are used by CoDA (PayPal, Constant Contact, Google Analytics, Flywheel, GoDaddy, etc.).

In this past year, SOS Association Management has spent a lot of time learning how to adapt to the new “norm,” while taking the initiative to attend webinars and trainings on how to best support our clients during this pandemic. These webinars and trainings have truly supported CoDA in the area of virtual event planning. Through this we have supported CoDA with the research and planning of hosting a virtual CSC 2020.

***Detailed Outline of SOS Activities***

**Accounting:** Work with the Treasurer and the Finance Committee Chair for ongoing accounting tasks including daily entries and bank reconciliations. Worked on banking issues and updates in Smartsheet. The staff bookkeeper is responsible for:

1. Cash Disbursements & Receipts
	1. Review expense reports for accuracy, obtain signature approvals per CoDA Policies, send to Treasurer for payment, record transactions in online accounting system, and record progress in tracking system
	2. Compile documentation for paid invoices and contract payments
	3. Ensure that all invoices/expenses/deposits are coded to the appropriate G/L account and uses the appropriate tracking number
	4. Verify vendor account balances and statements, handle vendor inquiries and account discrepancies
	5. Prepare Payables – assisting to pay all CoDA bills in a timely manner.
	6. Maintain an up-to-date account balance of all cash disbursements and cash receipts.
2. Independent Contractors
	1. Obtain copy of signed contract
	2. Obtain tax IDs and current addresses for yearly 1099 tax preparation
	3. Reconcile and prepare annual 1099 tax statements to be sent to contractors by end of January
	4. Prepare submission of the 1096 and work with the Treasurer and CPA to sign and submit by end of February. Copies to be sent to the Treasurer and the Finance Committee.
3. Financial Statements & Audit
	1. Prepare preliminary Financial Statements, retrieve financial records, generate financial summaries and provide backup documentation as needed by the CPA in order to prepare annual 990 and other returns as necessary. Copies to be sent to the Board Treasurer and the Finance Committee.
	2. Prepare monthly Financial Statements.
4. General Tasks
	1. Alert Treasurer of any irregularities or errors on bank accounts, merchant accounts and other credit card charges
	2. Maintain historical records, i.e., scanned legal, invoices, contracts, etc. by scanning and filling documents
	3. Provide input and follow accounting policies and procedures
	4. Provide input and follow workflow as provided by CoDA, Inc.
	5. Perform other duties as assigned from time to time by the Board.

**Board:** Assist the Board of Trustees in different ways including Board meeting attendance, prep, minutes and follow-up work. Respond to requests as needed. Keep in the loop on all Board issues. Regularly assist with support of technology platforms including Zoom, GoDaddy domain hosting, and donation platform. Keep up with requested alias changes using Microsoft365. Assist in providing a basic quarterly financial dashboard that includes a financial trend report and income and expense breakdowns. Assist in the changeover of the donation platform from Payment Brands to PayPal. Responsible for keeping the motions database updated with monthly board motions.

**CSC:** Assist members of the Events Committee in using Zoom to encourage international involvement from Delegates at the 2019 CSC. Working with the Events Committee to find and test alternative virtual 2020 CSC options due to the current COVID-19 pandemic.

**Legal:** Assist with tracking of all agreements, including countries and individuals. Prepare documents to be signed through DocHub, posting legal documents, receiving, and storing documents. Assisting TMC with storing of translation agreements and copyright assignments.

**Office Location and Communications:** Organize and store the CoDA archived material for future use. Ongoing phone headquarter support – answering multiple calls per month to support CoDA members with finding meetings and providing reports of these calls to the appropriate committee.

**Strategic Planning**: Working with the Board to track progress and provide support with moving forward with the strategic plan.

**Policies and Procedures:** Ongoing maintenance and updates to Board Policies and Procedures Manual as appropriate.

**Website:** Support in the transition to the use of FSW as the webmaster. Provide backup support to the technology platforms behind the website – Google Analytics, Flywheel, etc.

**CODA Annual Report 2020**

**Fellowship Service Worker /**

**Email List Coordinator**

**Independent Contractor. Date: 7/11/20**

**Member: Geff R. (WA)**

**Discussion Items:**

**Please let your meetings know about our lists**, it is one of our most effective methods to communicate with the fellowship!

If everyone in this room could go back to your home group & let that meeting know about the email lists; our subscriber base would likely grow dramatically!

To sign up for any of our email lists, please go here:
https://www.codependents.org/ or here <https://coda.org/> (bottom right of any page)

To make sure your subscription doesn’t fail:

* Please check the spelling of your email address carefully.
* Use our whitelisting techniques! The spam filters on members’ email providers (not CoDA’s). are a never-ending problem. These filters have blocked a number of subscription attempts. To avoid this, read the “[Email Whitelist Instructions](http://coda.org/index.cfm/emailsignup/#collapseFive)” before subscribing:

<https://www.codependents.org/whitelist.htm>

and then use the suggestions for your email provider, as they will likely solve the issue.

* Subscribing via one email provider and then forwarding CoDA emails to your phone or another email address can cause problems. Successful receipt of CoDA emails is more likely if you subscribe using the address where you will actually read them.

You can view all past announcements from all 7 public lists in our archives here: <https://www.codependents.org/coda_email_lists.htm> . Please click on the list of interest, & then you can either browse or search past emailings.

In collaboration with my CoDA Board Liaisonthe “Meeting Contact List” will be renamed to “Group Representative List” to alleviate some confusion.

This year’s highlights for your Email List Coordinator include:

1. The growth of the Events & Co-NNections Lists
2. We are continuing to work with the CSC Prep Workgroup which I facilitate. We are slowly but surely getting issues worked out, to make your CSC/ICC experience as smooth as possible moving forward. Moving the 2020 CSC 100% to the internet has been a major (& unexpected) undertaking. Our #1 goal for the 2021 CSC is to have a Timeline (what needs to be done & when) in place before the end of 2020. The group consists of the Events chair, the IMC-VEL, a board liaison & myself.
3. <https://www.codependents.org/> has had a significant redesign. Including past CSC summaries, a very large & successful archive of the Spanish Language fellowship forums, the English language fellowship forums and more.
4. I also continue to compile the Quarterly Service Report for CoDA
5. I am taking on miscellaneous tech-oriented tasks as CoDA requires.

**Other highlights:**

1. We’ve continued to have absolutely no confirmed hacks or break-ins**.**
2. CoDA purchased lifetime upgrades and customer support for our email program. Other than web hosting and the FSW’s time, there are now absolutely no costs to maintaining this service.
3. Please see the “**Goals” report for a detailed look** at priorities moving forward. The main goals for the email list coordinator position are to significantly grow our subscriber base, & grow the CSC Prep Workgroup.

At this time, my biggest challenges are spam filter issues & educating the fellowship on how to optimize receiving our emails, and educating members not to push the spam or remove me buttons provided by your email provider, as that already has harmed CoDA’s ability to get emails you request in your inbox. **Every email we send has an unsubscribe button on the bottom right; clicking on those will automatically unsubscribe you from the list & will not harm CoDA.** We also recommend not forwarding to a 2nd email address & unsubscribing by writing us from there, as I likely will not be able to figure out which email address you subscribed with.

**We have 7 main public lists:**

1. General CoDA Announcements

2. Co-NNections Weekly Reading

3. Events

4. Hospital & Institutions

5. Group Representatives (Was previously called Meeting Contacts)

6. Quarterly Service Report (QSR)

7. Fellowship Forum Reminder List

8. A pointer to The Spanish Email List Archives

I also maintain yearly CSC Delegate & International CoDA Convention (ICC) lists, do some of the admin work for CSC under the board’s direction, function somewhat as an “email switchboard” (many members reply directly to the lists rather than to the links or our website “Contact us” link; so I forward to the appropriate CoDA entities), encourage committees to communicate with the fellowship, send out quarterly “local events” emails, & re-use older still relevant announcements in collaboration with the Communications Committee’s Friday Fellowship Sub Committee and the board per the board’s request on weeks where there is nothing new.

I make sure we are in compliance with USA email law & etiquette, attempt to maximize subscriptions & deliverability, am vigilant regarding security issues & insure we are in compliance with our web host’s terms of service.

Between the cut-off for last year’s CSC report (8/10/19) to the cutoff used for this report (7/11/20) we have sent 83 Emails on the main CoDA Announcements list.

When the email lists started in 2009, our total subscriber base was 135 members receiving the QSR.

Currently the #’s on the 7 main lists are as follows as of the afternoon of 7/11/20:

CoDA Announcements List: 6122 (was 5718 on 8/1/19)

Co-NNections Weekly Reading List: 11,371 (was 10,465 on 8/1/19)

QSR List: 3280 (was 3090 on 8/1/19)

H&I List: 2848 (was 2647 on 8/1/19)

Group Representative List (Was “Meeting Contact List”): 2374 (was 1533 on 8/1/19)

Events 3196 (was 2176 on 8/1/19)

Fellowship Forum Reminder 153 (was not in this format last year)

We also are hosting the archives of an interactive email list for the Spanish CoDA community on codependents.org using different software called Mailman. And finally, we have several closed limited lists for internal use, including 3 CSC lists, an ICC list & a list for all committees & volunteer service workers.

To all CoDA committees: The email lists are there for you to communicate with the CoDA fellowship. While Communications & the Board have primary responsibility for the content of the General Announcements list (along with what the board has assigned to the independent contractor), all other committees are also strongly encouraged to make use of it! Please send any submissions either directly to me at codalist@coda.org or codalist@codependents.org

 In Service,

 Geff R

 CoDA Fellowship Service Worker/Email List Coordinator

 Board Liaison, Linda A. (SoCal)

**CoDA Annual Report for 2019 - 2020**

**Fellowship Services Worker / Administrative Assistant**

I am Joan, a recovering codependent, and one of CoDA’s “special workers” referenced in Tradition Eight. As our office is virtual, I work by myself but I stay in communication with my board liaison, our other two special workers, our standing committees when opportunities arise, and happily with many of our Fellowship members far and wide.

My liaison tells me that most members are unfamiliar with my position and all it involves. This is the first time since 2007, when then Trustees, Roy L. and Jay F., asked me to take this position, that I’ve been invited to make a report for the Delegate Packet. I am honored.

I spend several days a week registering, updating, and deactivating meeting listings. I retrieve and process our mail, make bank deposits, and send letters back to groups/individuals who send in 7th Tradition contributions and answer other miscellaneous letters. I keep spreadsheets detailing 7th Tradition contributions. I do my best to keep up with the many emails that come to meetings@coda.org and also field many that come to info@coda.org.

There is a lot of commonality among the email our Fellowship receives. Here are some of the oft-repeated questions: *what are the meetings like, how do I register meetings, please look up a meeting for me, do I have to do anything prior to attending a meeting, my relative needs your meetings, what can I do*. By far the most common message all through the years is asking for help finding a meeting.

For the last several years, I have acted as a support to a few of our committees. I usually have one or two email communications with each of the committees throughout a year but have much more contact with the CoDA Email Team (CET), c-phone (both associated with the Communications Committee), and with Hospitals and Institutions.

You may not know that for some years in CoDA history, we contracted with an answering service to take our calls. It was not ideal, but once our bricks and mortar office had been done away with and tasks were distributed to members throughout the country, an answering service became a necessity. However, as years went by that service got more and more expensive and there was uneasiness about non-CoDA members answering our phone. At that time, we had only one line. Now we have that original line, and two toll-free numbers (English and Spanish.) I think it was at the CoDA Service Conference in 2007 or so that the idea of Trusted Servants taking over answering calls was broached. Eventually, we contracted with [phone.com](http://phone.com) to have a virtual office phone system. Now, the c-phone team, which goes up and down in membership, receives emails forwarded from [phone.com](http://phone.com). Those emails contain the recorded message left by the caller and the Trusted Servants return those calls. I take care of adding and removing members to the menus on the virtual service. The three original members who took calls did so for the first three years. I was one of them, and did that as part of my CoDA service, not as a special worker. We had a set of guidelines that I wrote and that we three group conscienced. Those guidelines are still in use today. Some years back, we had five or six members fielding calls. I set-up and administer the menus on the internet platform of this virtual phone service.

I answer many of the emails that come in to info@coda.org as a support to the email team associated with our Communications Committee.

I assist the Hospitals and Institutions Committee in various ways. In part, I enter data into an H&I spreadsheet, I forward letters, I used to do quite a bit of scanning, I send thank you/acknowledgement letters to our members who make contributions to the Books for Inmates and Institutions Program, and I am in communication with the chair. H&I spends many hours a year administering the program which connects CoDA members who are willing to sponsor with folks who are incarcerated or in treatment centers and request sponsors. H&I also answers the many letters they receive requesting CoDA literature.

This has been a busy year for our Fellowship. A great many of our face-to-face meetings have opted to meet on various virtual platforms or by teleconference, and so updates have come in by the droves. It was wonderful that so many of you sized things up promptly and researched Zoom, etc. so that you could make sure that members could still meet and share together. Meetings are always important but maybe especially so during the health crisis. This process is ongoing. I have given priority to noting those conversions on the F2F records, as well as registering online/phone groups. Folks who have been sending in these updates may have noticed that there are some changes to the update form.

Now there is a set of “Focus” options to choose from which let people know a bit more about your meeting. You can choose among these categories: Step/Tradition, Speaker, Discussion, CoDA Literature, LGBTQQIAA, Women only, Men only.

Another change is that the first person listed as a contact must provide both a phone number and an email address. It is a great advantage to the group you serve to have contact information displayed, and to have two members listed is the best practice!

While the topic of email addresses is up, the strong suggestion is that members use an email address for doing service that does not include their names, and for sure not full names. An address that references the group name is used by some meetings. For instance, step-by-step@gmail.com. Another interesting point is that at a prior CoDA Service Conference some years ago, the Delegates passed a motion specifying that groups are encouraged not to include the name of the facility from which they rent as part of the group’s name.

The online and phone registration/update forms now require that you designate a time zone. For Zoom/Skype, etc. the exact URL is required. If these items are not delineated, the registration or update will not process.

Speaking of the phone and online listings, I want to acknowledge the understandable frustration experienced when searching these listings. The developers are aware that great improvements are required.

From time-to-time, I am asked to do a special project. This year’s project involved our archives. I spent many hours reviewing scads of the thousands of pages and did write a report after the first couple of months. Ultimately after some more months of grappling with these records, I suggested that this was a project better approached by a group of members.

I am grateful to be one of CoDA’s special workers.

With respect,

Joan

**Goals/Objectives:**

I want to have a document on our website referencing our policies and suggestions for registering and updating meetings.

My ongoing objective remains from day-to-day to support our Fellowship.