CoDA First Quarter Service Report for 2010

Co-Dependents Anonymous, Inc. *Hereinafter "CoDA, Inc." or simply "CoDA"*
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Board of Trustees Report for 2010 Q1

In the next eighteen months, five of six board positions will become vacant. It's time to look inside and ask if now is the time for you to make the three-year commitment to the Fellowship as a trusted servant. Running this corporation continues to assure a place for others to recover from codependency. CoDA needs your talents and expertise!

At twenty-three years of age, CoDA is a young adult enjoying regular income from publication sales and money in savings. As our organization matures, so have the requirements of operations, financial management, technology and website. Now is a good time to review our past performance.

CoDA does many things very, very well. A good example is Section 13 of the FSM that explains how CoDA came to use community problem-solving and how to do it. Since 1995, we've successfully implemented that method. It's something we do well.

Long before Sarbanes-Oxley, CoDA utilized a one-over-one signature procedure for reimbursement of expenses. It may be annoying to follow reimbursement instructions, but by consistently following this procedure, we demonstrate sound fiscal practice. The Finance Committee obtains the signatures, confirms that the expenditure is within the committee's budget and stated goals. It is the corporate treasurer who is responsible for writing the checks for all of the CoDA payables.

Something we haven't learned how to do very well is clear and timely communication being passed, or not passed, from one volunteer to the next. Our system of verbal communication is hit or miss. To rectify this, we are writing up Board processes and procedures and properly storing relevant documents. This includes a prior history, the reasoning for current action and the plans set in motion. By so doing, we hope CoDA's institutional memory will remain intact. Several committees have begun committing their knowledge to written documents. Every committee has a WIKI section standing ready and available to assist.

Our website is our virtual office and currently has several challenges. The volume of emails exceeds the specifications of our current hosting provider and the space to

house records is unstructured. Like an office without file cabinets, information is stored in a non-standard manner. We'd like to say a word of thanks to our webmaster, Roy, who has kept our web system afloat despite these obstacles.

A web service task force is currently working to address the problems in a holistic manner – to provide adequate email service, a system for managing documents that includes security and password protection, adequate storage, the ability to send large numbers of emails on a daily basis and, hopefully, some interesting graphics on the home page.

A word about the nuts-and-bolts that run any organization – "budgets." It is only due to frugal spending in prior years that we have a prudent reserve. At CSC2009, some of us realized that the approved budget required 37% be drawn from savings. Of that 37%, what was each committee's share?

Healthy organizations save money; they do not regularly spend from their savings. At CSC2010, we'd like this information to be up-front and for everyone to be very aware of expenses. It is our opportunity to work creatively within the level of our annual income.

The Finance Committee has provided each Committee Chair with a report of the prior year's spending. Liaisons will follow up by providing a "minimum allotted budget," an amount that will be a number within next year's expected income. To that number, committees may add the amount they would like to request from reserves/savings along with a clear rationale for the extra expenditures. These budgets will be submitted to Finance at least one month prior to CSC. The total requested amount will be presented at CSC along with the Committee's goals for final approval.

We hope that this additional line-item in the budget will serve as a reminder to plan spending for the best possible results. We all look forward to the time when our income exceeds our expenses.

Something that remains unchanged is our need to connect with newcomers regarding the service process. If you are someone with skills and local CoDA service experience, we'd welcome the opportunity to chat with you about the opportunities for service at the world level.

JudiAnn,
Board Chair

Events Committee Report for 2010 Q1

2010 CoDA Service Conference (CSC)

Dates: Jul 13-16, 2010, Location: Culver City, California

By the time you receive this QSR the registration form for both is on the website at www.coda.org on the home page.

2010 International CoDA Convention

Dates: Jul 16-18, 2010, Location: Culver City, California Theme: "*12 Promises: The Yellow Brick Road to Recovery*"

Events Committee had a wonderful f2f the weekend of March 13th at the Radisson Hotel. It's a beautiful space and I think we are in for a great time. We were able to attend LACoDA's business meeting and a local CoDA meeting on the beach on Sunday morning. Some members of LACoDA were able to join us to go over details about the Conference and Convention. Thanks for coming; we enjoyed all the great input.

The Event will be held at The Radisson Westside-Culver City. There are two Radissons near LAX. Be sure to specify "Westside in Culver City" when getting the hotel shuttle from LAX.
The room cost is $99 for both single and double (+tax etc.).
Make reservations @ **http://www.radisson.com/culvercityca.com** .
Mention CoDependents Anonymous when booking a room for group rate. Shuttle to/from LAX and Hotel parking for guests is free.

CoDA Service Conference (CSC) starts Tuesday, July 13. The registration fee for Delegates, Alternate Delegates, Committee Chairs, and Board members is $75.00. Observers and non-voting committee members will not have a registration fee for CSC. You can register online at **www.CoDA.org** or there is a printable registration for mail-in registrations.

Four Grants have been awarded for assistance in attending the 2010 CSC. They were awarded to Ghana, Africa; Japan; United Kingdom; and Mexico. We have one alternate in case one of those members awarded ends up not attending – that will go to Quebec, Canada. How exciting is that for international participation! We can't wait to meet you all.

The CoDA International Convention starts Friday evening on July 16 and will end on Sunday at noon. Registration will be $45. There is no early registration discount nor is there a one-day discount. Additional costs for dance and banquets will be outlined on the registration form.

Speakers include Ken & Mary R., CoDA's founders, on Friday night. Melody B on Saturday night, and the Sunday morning speaker is Anita F. There are also 15

workshops being offered. Three of those are Spanish speaking. All English speaking workshops will have translation available.

There are plans for a Marina Del Rey harbor dinner cruise on Thursday evening being developed and hosted by LACoDA. Details will be forthcoming on the CoDA website.

Delegate Packets

Once you register, you may view the Delegate Packets online, when the items are ready and posted. If you do not have access to the internet and need a package mailed to you please email us at **events@Coda.org**.

Voting Entity Issues should be submitted to the Events Committee ASAP. They can be emailed to **events@Coda.org** .This year we are hoping to get the packets on the website in time for delegates to get them back out to their communities for a Group Conscience by the general fellowship, so that the delegate is representing the GC of his/her VE appropriately. If you would like your information in the first release of the delegate packet on April 30th, you should have had it to us by April 15th.

By-Law changes must be submitted to the Board of Trustees by May 13th which is 60 days before conference. This allows two weeks to send changes to the Events Committee for final changes to delegate packets by the 45-day deadline of May 27th. All changes or new VEIs will be added to Delegate Package on the website as they come in.

Denver, Colorado will be the venue for the 2011 International CoDA Convention. Early bird registration will be available in LA at this year's ICC. Planning is well on its way as one of our goals was to have this event planned out two years in advance.

We are looking for communities interested in helping the Events Committee with hosting the International CoDA Convention in 2012. The process of hosting has been simplified with the formation of the Events Committee. Voting Entities that step up to help will receive funding for two Delegates and one Alternate for the following year to the CSC (2013) If you are interested or have questions please contact us at **events@Coda.org** .

Members of Events Committee
Chair - Christine H, Vice-Chair – Thom F
Members: David L, Diane O, Michelle E, Nancy M, Petra P

Events Board Liaison: Steve R

Finance Liaison: Judi T

Communication Committee Report for 2010 Q1

We have continued to look at ways to allow enough time for wide fellowship review of CSC motions prior to voting on them at the CSC. This has turned out to be a much more complicated issue than originally thought, and will require a multi-step improvement process. Our plan is to have a proposed motion ready for review before the end of April, and to have it posted on the **coda.org** website, to simulate how we would like a portion of the process to work in the future. When that motion is posted on the website, an email will be sent out via the email list notifying people of its availability for fellowship review.

Our committee has continued to work with the Fellowship Services Worker to iron out procedural questions related to the new phone answering process. Two CoDA volunteers plus our fellowship service worker are currently handling calls. The 800 number has been operational for some time now and is working successfully. A second 800 number is available for use by Spanish speaking people, but isn't yet operational, although people are working on the process to make it so.

One of our responsibilities is to look for ways to improve the flow of information from the CoDA Board out to the fellowship. As a result of our discussions, and a resulting request to the board, draft board minutes will be distributed via the email list, and will posted on the coda.org website once they are approved.

The email list process has now been in use for several months, and has been very successful. Initially, all committee aliases were added to the main list. However, this resulted in some people receiving multiple copies of emails. We decided to remove all aliases other than the **chairs@coda.org** alias, which reaches all committee chairs, and the **board@coda.org** alias at their request. All members of those aliases were notified prior to the change to give them time to add their individual email addresses.

 We now have 826 email addresses for the main list. In addition, 3 other lists have been established: the QSR mailing, with 185 email addresses; the Spanish List, with 36 email addresses; and Co-NNections, with 145 email addresses. As a result of the large number of people on the main list, a problem developed because of a limit that exists with our current web-host. This has resulted in several members of the Communications Committee working with Roy, our web coordinator, to develop a long-term web-hosting solution.

All CoDA members, committees and geographic service communities are encouraged to send content for the email lists, using the following email addresses:

> codalist@coda.org
> qsrsend@coda.org
> co-nnectionreadings@coda.org
> espanollist@coda.org

People can subscribe to one of more lists on the main **coda.org** web page. As new people sign up for these lists, it's important to remember to add list email address to your address books so that the emails won't be treated as spam.

A CoDA founder's email alias has been created. This was done to facilitate direct contact with our founders when communities want to invite them to speak at events. In the past, an indirect method had to be used to reach them.

The Communication Committee continues to have monthly conference calls, usually the 3rd Sunday of the month. Current members of the Communication Committee are Allan (SoCal), Doug (FL), Eric (CO), Evie (SoCal), Florence (MD), Geff (WA), Jeri (NorCal) and Leo (SoCal).

Respectfully submitted,
Evie S, Committee Chair

Finance Committee Report for 2010 Q1

Jay F. has stepped back from working on Finance. He was a valuable member; we miss his service.

Finance has been inundated with emails about the allowable reimbursements for the 2010 CoDA Service Conference (CSC). We understand your need to make plans.

CoDA won't reimburse anyone for the Convention costs. This is a personal recovery event, not business.

These CSC guidelines are definite:
The CSC business starts on Tuesday morning. Therefore Monday will be a travel day. The Monday night hotel room will be covered.

The usual guidelines remain:
Board members and Committee Chairs may be reimbursed for a shared hotel room; airfare; $30 per diem for meals; mileage @ .42 per mile. Also covered: Parking at the airport, baggage fees, and other miscellaneous items. Receipts are required for everything except meals.

We are currently GCing whether or not we'll cover the Friday night hotel, since CSC ends Friday morning. We'll get those additional guidelines to the chairs by May 1st, at the latest.

We need and welcome additional members on the Finance Committee. Please join us if you have an interest! Even if you are just thinking about joining, send us an email: **Finance@coda.org**

In Service,
CoDA Finance Committee
Curtis, Della, Shirley & Judi

Issues Mediation Committee Report for 2010 Q1

Business Accomplishments & Progress

1. *IMC* closed the Nevada dispute. The complainant never responded to our numerous emails (the member was difficult to get a hold of; recently moved and mail was disconnected; it has been almost a year now). They were aware that we were trying to get a hold of them. *COMPLETED*

2. March 31-April 3rd, 2010 F2F meeting, Phoenix, AZ. *COMPLETED* Agenda items were:

    a. Search the **www.coda.org** website for missing IMC locations/descriptions by a subjective determination (vs. an objective criteria). IMC identified three locations where IMC is either not listed or does not have contents. *COMPLETED*

    b. Determine/create appropriate descriptions for the missing IMC locations on CoDA's website. IMC created the descriptions for each of the three locations identified. *COMPLETED*

    c. Continue to monitor and track CoDA's VEI's (Voting Entity Issues). *PENDING*

    d. Create a summary page for improved viewing and usage of the VEI table for the CoDA website. *COMPLETED*

    e. Discuss IMC's responsibilities assigned in the CoDA By-Laws and Fellowship Service Manual related to recognizing Voting Entities, being the "keeper" of the VE list and coordinating subdividing of Voting Entities. *COMPLETED*

    f. Establish a guide of items to consider when applying for division of a VE. *PENDING*

    g. Formalize a list of recognized VEs (call them registered). *PENDING*

    h. Discuss whether or not IMC will hold its usual monthly teleconference this April 4th. Moved to April 18th. *COMPLETED*

    i. Suggest a "help tutorial" for users of the VEI table. *PENDING*

    j. Further discuss Massachusetts Dispute. Consensus reached on next actions to take to gather information from other parties. *COMPLETED*

    k. Send a request to the website coordinator that a reference to IMC be added in the three locations. *PENDING*

    l. Submit revised IMC Description to the Service Structure Committee (SSC) and prepare a motion for conference approval. *PENDING*

3. Contact SSC regarding past "open" VEIs & identify those that are closed or can be closed. *PENDING*

4. The VE list and IMC's possible involvement with Events Committee's grant process for CSC. This issue was initially brought up by the Events Committee by inviting IMC to participate with April 11th Board conference call. This issue is unresolved. *PENDING*

New Business and continuing items – Goals

1. Complete IMC's report to, web coordinator, with IMC web updates. Also, include suggestion for a "help tutorial" for users of the VEI table.
2. Continue discussion regarding the VE list issue. Seek input from Board and SSC.
3. Continue to track & monitor VEIs.
4. Establish a guide of items to consider when applying for division of a VE.
5. Formalize a list of recognized VEs (call them registered).
6. Continue to mediate ongoing disputes from CoDA entities as outlined in the FSM.
7. IMC may consider another F2F for 2010.
8. Follow-up on the Massachusetts dispute.
9. Improve upon our inter-communication methods to problem-solve issues assigned to IMC.

Members: Natasha K. (AZ), Chair, Curtis F. (MO), Loretta D. (WA),
Martha R. (TX)
Report Prepared by: Natasha K. (AZ)
Cc: Julie B. & Diane B. & IMC

Translation Management Committee Report for 2010 Q1

TMC continues to feed historical data to Leo C. as our administrative appointment from the Board to record and manage TMC actions. Leo is ready to start to follow-up with TMC on various actions that we have not completed.

TMC continues to work with countries to move forward the progress of translating and publishing literature.

The Spanish proofing sub-committee has now tripled to three separate sub-committees. Each has an assignment of Spanish material. The first sub-committee has submitted several more documents for final review and forwarding to CoRe.

TMC still has on its plate to determine the "minimum publishing quality." We are hoping to have at least a draft to present at this year's CSC. If you would like to share your ideas, drop us an email at **tmc@coda.org**.

We currently update documents on the main website under "Status of CoDA Activities" called Literature Status. These pages contain more than just those things that have been translated; it includes news on publication of new/modified English literature. The pages also contain those items that are available in other languages from other approved CoDA publishing arms.

Respectively Submitted;
Roy L. – Chair
Leo C. – TMC Fellowship Services Worker

Fernando
Judi
Lena
Gerald B

Hospitals and Institutions Report for 2010 Q1

<u>Letters</u>
- received: 13
- returned undeliverable: 2
- responded to: 11

<u>Books</u>

A book request from ORW has been halted to establish correct procedural operation with their *replaced* Recovery Services Coordinator.

<u>Invoices/CoRe</u>

Transition has been slow and incomplete. Invoices have not been received since the official move to Denver, NC. A few attempts to contact by leaving messages and a fax sent have not awarded a response.

<u>Committee Conference Call:</u>

Due to conflicts of time and schedules this has not been accomplished.

Respectfully submitted by:
Chair, Sandra

Outreach Committee Report for 2010 Q1

Incoming E-mail Numbers, 2010

er	Outreach	Espanol
Jan-March)	284	65
nd (Apr-June)	---	--
(July-Sept)	---	--
h (Oct-Dec)	---	--
Totals	**284**	**65**

Old Business

QSR Scheduling

Outreach is grateful for the adjustment to a fiscal quarterly schedule for the QSR. The disparity between the periods of the Quarterly Service Report and standard fiscal quarters had been jarring.

New Business

Recruit Outreach members, especially in Spanish

Discuss ways to attract people to Outreach service. The Outreach experience is helpful on the CoDA phone line.

Español (Spanish Outreach) Committee News

Español celebrates the connection achieved between CoDA Mexico and this Committee, informing us of their recent Third National Conference and also of multiple regional Workshops, Round Tables and other events designed to get the message out. This Committee has also learned of a nascent effort in Madrid to organize a CoDA retreat there and of the need for a previously unheard-of meeting in Santiago, Chile (Alameda) to relocate in the wake of the catastrophic quake there and the ensuing damage to its meeting place. The continuing work of many Spanish-speaking CoDA groups to translate the CoDA literature deserves to be recognized and encouraged.

Professional Outreach News

Professional Outreach sub-committee had two conference calls during reporting period, received a new sample of an outreach flyer, and is developing an action plan. Suggestions and volunteers are invited. Contact prooutreach@coda.org**?**.

Update Meeting Outreach News

People are hesitant to provide their phone numbers to list in the CoDA website meeting database because they are concerned about their anonymity (especially Spanish speaking members of the Fellowship) and other issues. One of Outreach's goals is to update meeting information. It would be helpful to Outreach and the Fellowship to have expanded search capabilities within the CoDA Meeting Database. A few examples include: getting a list of meetings for a city for every state with that city name; or the name of a group, absent any country or city data; or to find out if Dover, ME has a wheelchair accessible meeting place; or if there are any women-only meetings in Poughkeepsie, NY. This involves different degrees of analysis of the existing database, which is a more complicated search system, but one that would provide a better service to the Fellowship.

Membership

Outreach: Allan B. (**SoCal**), Debi M. (**NorCal**), Florence F. (MD), Karen G. (TX), Lisa (NV) and Wayne M. (**NorCal**).
Español (Spanish Outreach): Linda A. (**SoCal**), Madeline (FL), Maggie (Nicaragua), Marilia (Mexico) and Tracey (IL).
Professional Outreach: Allan B. (**SoCal**), Cindy (NC), Donna (NC), Florence F. (MD) and Lou (IL).
Update Outreach Meetings: Allan B. (**SoCal**)

Literature Committee Report for 2010 Q1

The Literature Committee has been focusing on what we plan to present at the Conference. Our work is completed, and will be submitted for the online Delegate Package by the end of April. We have a tri-fold pamphlet covering changes to the *Patterns and Characteristics of Codependence*, and a paper showing the history and progression of this topic.

The Literature Committee is also awaiting word on the status of the booklet, "Sponsorship: What's in it for me?" The booklet was Conference endorsed for publishing at Conference 2009, but has not been submitted to the publisher by CoRe. The Literature Committee is recommending that it be published in time to have it available at the Conference and the Convention.

Additionally, we are looking at projects done by local CoDA members or groups that might be appropriate to revise and edit for the whole of CoDA.

Respectfully submitted,

Janet C., Committee Chair

Co-NNections Report for 2010 Q1

During this past quarter, committee members have continued to review and post CoDA member submissions to the CoDA.org Co-NNections collection and to the Co-

NNections "Weekly Readings" service. We have also continued to fine-tune the Co-NNections web area on CoDA.org.

Co-NNections web area statistics for March are:
- Weekly Readings webpage – 2123 visits
- Co-NNections archive webpage – 1180 visits.

As of April 5, the new Weekly Readings Reminder service had 157 subscribers. This statistic continues to increase on a weekly basis.

Co-NNections Committee Members: Chuck J., Claudia F., Richard B., and Stu S.
Gary R. - Chairperson

Fellowship Services Worker {Office} Report for 2010 Q1

I am Joan, a recovering codependent, and the Fellowship Services Worker in our virtual office. I am so pleased to do this work for CoDA. Though it is a part-time position and I am not always at the computer everyday, I check the e-mails and phone voice-mails frequently.

As our office is virtual, I work by myself. In mid-March I met with some of our trustees, and it was so great to have the chance to talk about office matters and some general CoDA issues with them. One of the ideas that came out of that meeting was that I will now have the opportunity to contribute to the Quarterly Service Reports from time-to-time. I am jazzed about this!

For instance, it allows me the opportunity to ask for your help with making the registration and updating process as efficient as it can be so that the listings are up-to-date and correct. My principal responsibilities in this are registering, updating, or deactivating meetings in the database, so here are a few key features I'd like to mention.   Making sure you include a zip code is really important when first registering a group, or in the event of a meeting changing locations. If that information is missing or in error on a record, that meeting will not show up in the results when people use the proximity search. Also, I sometimes make mistakes, yes, it's true! For example, I might transpose numbers in the phone listed for one of the contacts.   You can help here by just shooting an e-mail back and alerting me to my error.

Another thing to be aware of is that it is most efficient when the listed contacts of the meeting send in the updates. This is how I know that the changes are desired by the group in question. If a member who is not already listed on the record makes the request, or if he or she does not indicate that they are an area meeting coordinator, group service representative, or voting entity delegate, I send a letter back explaining the updating policies, and that slows down the process for you. Also, in order for me to abide by these policies, I cannot take updates over the phone.

Another part of my job is processing the 7th Tradition contributions you send. Our banking institution does not accept cash. If your group does not have a checking account, and you do not choose to send a personal check (though that is the most common way 7th Traditions come in to me), money orders are an option. It is very helpful for you to mark your CoDA group ID# on the check or money order your group sends.

I'm glad to have this opportunity to introduce myself to you and say a bit about some office matters. Please let me know if you have any questions that I may be able to answer. Send them to **meetings@coda.org**

Respectfully,
Joan

Web Coordinator Report for 2010 Q1

Your web coordinator has been very busy this quarter.

Web Updates:
Current Last number: 2108
Current backlog: 60
Items worked since 1 Jan 10: 152

Meeting Updates: Your Fellowship Services Worker has also been very busy. She has updated in some form (deactivated, re-activated, updated, added) 542 meetings and handled over 83 pieces of mail (either emails or regular postal mail to committees from the Phoenix address) since the first of January. An update of world-wide CoDA meetings is available at: **http://www.coda.org/status/CoDAMeetingStatus.xls**. It is interesting to note that there has been no postal mail to update meetings so far this year.

SPAM patrol:
SPAM that committees see: averaged 11% of their emails since January 1.
SPAM that is caught, but not seen by committees: 3,302 per week
Email treated as SPAM, but actually good (resent to committees): 12 per week.

Backups & other duties: Backups have been changed. CoDA purchased two external hard drives. A person in Florida and I, in Georgia, do monthly backups to these hard drives (one in the middle of the month and one at the end of the month.) Reports for the Backups and other reports are in the new Committee Work Area (CWA) of the website (**www.coda.org/cwa/index.php**). You need to have a logon to the CWA to view these.

Special: A group of four is looking for a new hosting company. We have had several problems with the current host and the new mailing lists are growing beyond the email-per-hour limit that our current host, Bluehost, allows us to send. To obtain unlimited emails per hour, we are looking at more expensive hosting companies. Once the committee selects a prospect, we will

send our choice(s) to the CoDA board for a decision. We may be able to make this move before CSC. We are also looking at a plan whereas service will not be interrupted but for a short period during one week-night. We may even leave some web-pages on the old host under **www.codependents.org** to better address newcomers with only on-page links and no menus.

Respectively Submitted;
Roy L.
Web Coordinator