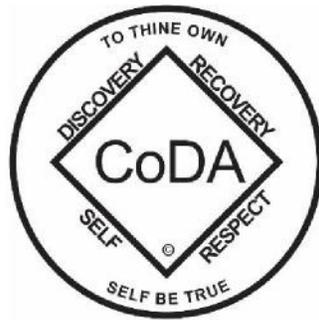




HOSPITAL AND INSTITUTIONS COMMITTEE (H&I) POLICIES AND PROCEDURES MANUAL

Mission Section 1

The purpose of the Hospital and Institutions Committee (H&I) is to carry the message of CoDA to codependents through medical, penal, educational and social services institutions. This includes hospitals, prisons, jails, rehabilitation centers, schools and the libraries that serve these institutions. It is this committee's goal to act as a resource and support to the local H&I trusted servants.



Purpose of Policies and Procedures Section 2

- To standardize and provide the H&I Committee with internal operating procedures and practices.
- To guide the committee members through the duties and responsibilities they will have as a member of the H&I Committee.
- To record the H&I Committee's part of CoDA's history by providing and documenting the H&I Committee's policies and procedures.
- To sets guidelines for H&I Committee members.



Committee Purpose, Goals & Duties Section 3

3.1 Committee Purpose

The purpose of the Hospital and Institutions Committee (H&I) is to carry the message of CoDA to codependents through medical, penal, educational and social services institutions. This includes hospitals, jails, rehabilitation centers, schools and the libraries that serve these institutions. It is this committee's goal to act as a resource and support to the local H&I trusted servants.

(FSM 2018) We aspire to develop ongoing and growing support to hospitals and institutions. We wish to support starting meetings at hospitals and institutions and/or assist in providing service and tools of the program such as literature, speaker lists, workshops, correspondence, or sponsorship information.

3.2 Goals and Duties

1. Respond to inmates and professionals via email or US mail requesting literature, sponsorship, & other information:
 - a. We respond to direct correspondence: providing information, resources and literature.
 - b. We track and document contact and literature requests, striving to provide prompt and helpful information.
2. Reach out to delegates, Intergroups, Voting Entities and individual group members to share best practices regarding H&I outreach:
 - a. We encourage the creation of H&I service positions at Intergroup, VE & group levels.
 - b. We communicate to these H&I contacts to reach the larger fellowship.
 - c. We strive to develop awareness within the Fellowship for the needs of the codependents who still suffer confined to institutions.
3. Facilitate outreach programs within the Fellowship to hospitals and institutions:
 - a. We continue to develop and maintain the "Books for Inmates and Institutions" Program which provides CoDA literature and books to codependents confined to institutions.
 - b. We promote the knowledge of the "Books for Inmates and Institutions" Program to those in the Fellowship, including information on how groups or individuals can make donations to the program.



Committee Membership Section 4

4.1 Membership Qualifications

1. Follows the Twelve Steps, Twelve Traditions, and Twelve Service Concepts
2. Knowledgeable in the group conscience decision making process
3. Desires to help the codependent who still suffers
4. Actively attending CoDA meetings
5. Willing to commit to committee responsibilities

4.2 New Committee Members

New Committee members may join the H&I Committee at the annual CSC. If new members are interested throughout the year, they may contact the chairperson via the hosp@codas.org email address or the website. The chairperson would then have a discussion with the interested CoDA member to determine whether they will become a committee member. Announcements may be made as needed for new members through methods endorsed by CoDA, Inc. (such as the listserve or at CSC, ICC).

4.3 Committee Meetings

1. Face to Face Meetings: The committee has the opportunity to meet together in person periodically. Currently each committee may meet in this way at least once every 3 years. We have the opportunity to meet informally at the CSC when members who are attending in other capacities (delegates, alternates, etc.) get together. Expenses for the formal face to face meeting are paid by CoDA, as per CoDA guidelines and as feasible within the H&I budget.
2. Monthly Meetings: Once per month, the committee members meet in a telephone or internet-based conference call. Regular meeting dates: Generally the third Thursday of the month. Regular meeting times: 6 pm Pacific Time, 9 pm Eastern Time
3. Additional Meetings: As needed, the committee members may choose to have additional meeting times for specific projects, goals or deadlines. Also, ad-hoc groups may choose to meet or communicate via phone or Internet regarding specific issues that they are working on separately from the committee meeting. These are usually determined at the committee meeting so all members can agree and choose to participate.

4.4 Role & Responsibilities

All members

The Twelve Traditions are the “spiritual guidelines for the provision of service work” (p.93, Co-Dependents Anonymous Third Edition). It is the responsibility of all committee members to participate on the committee in accordance to the principles of CoDA, to the best of their ability. We value the group conscience process in all our procedures and individual responsibilities. We strive to put principles before personalities in all our affairs, including our service work.

4.4.1 Chair Responsibilities

1. Meeting Chair: The chairperson is responsible for setting the agenda for each regular or face to face meeting prior to the meeting, chairing the meetings, and making sure that the meetings are run equitably and with CoDA traditions in mind, whenever possible.
2. Communicate with CoDA: The chairperson is responsible for communication within CoDA, Inc. such as communicating with the Board of Trustees, other committees, or the wider CoDA fellowship (via announcements) as needed.
3. Reports and Formal Notices: Any reports to the Fellowship or within CoDA are the responsibility of the chairperson, although portions or whole reports may be written by committee members. Drafts of reports are submitted to the committee for each member’s input and the final draft is submitted to CoDA, Inc. or the appropriate committee. The chairperson is responsible for the timely and accurate submission of reports. Reports include (but are not limited to) ...
 - a. Quarterly Service Reports (QSRs) which are made 4 times a year (4th quarter due in January, 1st quarter due in April, 2nd quarter due in June , & 3rd quarter due in October). Currently these are due to be submitted by the 15th of the respective months.
 - b. Motions for CSC (75 days before CSC)
 - c. Annual Report and Committee goals for the next year for CSC (30 days before CSC)
 - d. Budget for CSC due to Finance Committee 30 days before CSC
4. Budget: The chairperson is responsible for drafting the annual H&I budget, with participation from the committee members, and submitting the final draft of the budget to CSC for approval or modifications. The chairperson acts as the treasurer of the committee, being the person to approve of regular expenditures. New or additional expenditures need to be approved by the committee and be within the approved budget.
5. Conflict Resolution: If any conflict arises within the committee or between any CoDA service members or committees, it is the chairperson’s responsibility to assist in the resolution of the conflict or to refer to support within CoDA. The guidelines stated in the Fellowship Service Manual (FSM) for conflict resolution are to be used, whenever possible, or assistance by other committees may be sought (such as the Issues Mediation Committee).

4.4.2 Recording Secretary Responsibilities

1. Minutes: The secretary takes minutes at all the committee meetings. The minutes are then typed and emailed to all committee members prior to the next meeting (ideally within 2 weeks after the meeting).
2. Additional Documentation: The secretary may write additional reports if needed and agreed upon.

4.4.3 Corresponding Secretary Responsibilities

1. Mail Inquiries:

- a. Log and track all incoming mail (excel spreadsheet). As of spring 2014, a CoDA Fellowship Service Worker has assisted in the electronic logging in of incoming mail and forwards all mail on to the secretary by scanning and emailing initially. The original letters are mailed in bulk to the secretary periodically.
- b. Determine responses and list on the “Master Responses” spreadsheet the response(s) needed.
- c. The name, ID number (if an inmate), address to which item is to be shipped (if different from the recipient’s address), CoRe item (name or name and number), and quantity. It is important that this information is conveyed accurately to reduce items being returned.
- d. Respond to all inmates’ first letters with an “Initial Letter”. Include “What is CoDA” pamphlet, “Recovery from Codependence: A Brief Introduction” and a book response form.
- e. Forward all book and literature requests to Literature Distribution Coordinator (done by listing on spreadsheet).
- f. Answer all other requests as required.
- g. Ask committee members to review responses to requests (email or inmate) that require unusual or compound answers. The reason behind this is to assure the questions are answered to the best of our knowledge and in the healthiest way.
- h. Received mail that is more than 2 years old will be shredded annually. It is kept by the corresponding secretary until that time.

2. Email Inquiries:

- a. Answer all Email inquiries.
- b. Respond with information as requested.
- c. Forward to appropriate committee members as needed.

4.4.4 Literature Distribution Coordinator Responsibilities (LDC)

1. Order requested literature.

- a. Check the Master responses spreadsheet regularly for new requests.
- b. Place orders as often as needed using the “H&I Instructions for ordering literature from CoRe e-store 2015 07” document which explains the process. Our goal is that orders be placed within two weeks of the date the request is placed on the spreadsheet.

2. Prepare a Purchase Order each month which includes:

- a. The name, ID number (if an inmate), address to which item is to be shipped (if different from the recipient's address), CoRe item (name or name and number), and quantity. It is important that this information is conveyed accurately to reduce items being returned.
 - b. The invoice number provided by CoRe for each order placed.
 - c. The total price for each order placed. Usually this is the amount of the postage cost.
 - d. The total number of each literature piece ordered. This means that the total number of CoDA Books, Workbooks, Spanish Pocket CoDA Books, Spanish Workbooks, Standard Packets English, Standard Packets Spanish, Institutional Meeting Handbooks, and "other".
3. Check the invoices provided by CoRe (CoRe Statement) against the Purchase Order information to see that the orders were accurately filled, and that all the orders are invoiced, including invoices for "postage due" on returned literature . These invoices may need to be requested from the CoRe agent.
- a. Prepare and send a "Check Request Form" with the purchase order to ap@coda.org.
 - b. Tally the number of each of the books that H&I purchases from CoRe
 - c. Note when any literature is returned to add it back into the inventory.
 - d. Provide a regular report of the total number of each book/piece of literature ordered to the committee/chairperson monthly.
 - e. If several orders at a time are being requested from a new facility, try to find a staff person in that facility willing to receive and distribute the literature being requested or ask the Institutional Information Research person (section 4.4.5) to help with this. It is less expensive to ship several books in one package than each book individually.

See section 6 Literature Management.

4.4.5 Institutional Information Research Responsibilities

Provide the research our committee needs to prepare mailings to institutions to ensure they will not be returned and will be delivered to those requesting items. Generally this is done by visiting the websites of any institution that is new to us and alerting those with correspondence to unusual requirements (limits on book size, no stamps, postcards only, etc.). Aid the Literature Distribution Coordinator with finding a staff person to receive books when multiple books go to the same facility.

4.4.6 Inmate Sponsorship Coordinator Responsibilities

Provides coordination of the Inmate Sponsorship Program by:

1. Sending applications and program information to and receiving applications from potential sponsors and sponsees.
2. Entering basic data about sponsors and sponsees into spreadsheet.

3. Working with the H&I subcommittee to approve sponsors and matching sponsees to sponsors.
4. Verifying (by email or US Mail) with prospective sponsor that he/she has no knowledge of the prospective sponsee.
5. Sending notification to both sponsor and sponsee of matches.
6. Informing fellowship service worker (FSW) of the sponsor/sponsee pair #, name, email, and address of sponsor, and the sponsee name, number, and institution address for FSW's records.
7. With the subcommittee vetting the sponsor's initial letter to sponsee for adherence to guidelines.
8. Being the contact person for sponsors and sponsees when questions/problems arise.
9. Encourage and support sponsors through a mail list or some other group communication system.
10. Creating a report for H&I committee for insertion into QSR and annual report.
11. Anything else that will help the process run smoothly, like offer a return envelope doc to sponsor, verify preference of forwarding email vs US mail of sponsee letters from FSW, etc.

4.4.7 Outreach Coordinator Responsibilities

Maintain a list of local contacts serving as H&I contacts for meetings, intergroups, and voting entities. See Section 7.



Correspondence Section 5

5.1 Inquiries

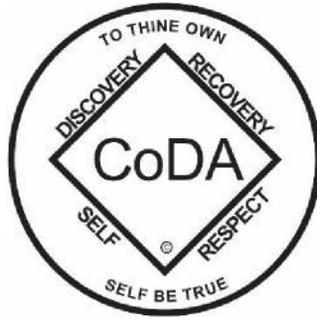
1. Means of Correspondence: There are many ways in which the Fellowship communicates with the H&I committee including...
 - a. Written correspondence (this is the primary way that those who are incarcerated communicate due to their lack of access to the internet)
 - b. Email
 - c. Telephone (after primary contact through one of the above means)
 - d. Web Inquiries (currently in development)
2. Efficiency: It is the responsibility of the H&I Committee to respond to any correspondence in the timeliest manner possible. It is our ongoing goal to increase efficiency of responses, resulting in a swift response time. At H&I, this is of the utmost importance especially due to the nature of our purpose. We primarily serve those who are incarcerated or in hospitals. People in these institutions tend to move locations often and, therefore, our chance of communications reaching them increases as our response time decreases.
3. Types of Inquiries and Responses: We generally receive the following types of inquiries and provide the corresponding service...
 - a. Request for general information about CoDA or codependence or literature
 - b. Request for information on how to start a meeting (see Appendices- H&I Meeting format and Institutional Meeting Handbook).
 - c. Specific requests for locations of registered CoDA meetings.
 - d. Request for a sponsor
 - e. Inquiries into how members can be involved with H&I service work on a group, regional or international level.
4. People we serve: The following people often correspond with us for more information. Those who are...
 - a. incarcerated (jail or prison)
 - b. in a hospital
 - c. in a rehabilitation facility
 - d. in a shelter
 - e. a therapist in an institution
 - f. a CoDA member looking to start a meeting in an institution
 - g. a CoDA member looking to do CoDA H&I service work

h. a friend of a person who they feel could benefit from CoDA.*

**Regarding requests, although we will respond to all requests, we will not send literature out to people who are requesting it for others. Requests for literature must come directly from the person seeking the information.*

5.2 Literature

Literature requests are a primary way that the H&I Committee shares information with those we serve, as described in detail in the next section. We may include pamphlets in our initial correspondence such as “What Is CoDA”, a book response form, and A Brief Introduction.



Literature Management Section 6

6.1 Literature Requests

1. Processing of Literature Requests:

- a. The Corresponding Secretary receives all requests for literature and puts them into a spreadsheet. Currently, this work is shared with a CoDA Fellowship Service Worker (FSW) who logs in the identifying data-names, numbers, addresses, facility name, and address. The corresponding secretary determines and logs in the requests and then responds to requests/questions. The spreadsheet is confidential to these committee members and the FSW only, as it contains confidential personal information.
- b. LDC orders the books at the CoRe e-store according to the process recorded in "H&I instructions for ordering literature from CoRe e-store." Books going to the same facility are grouped if that facility has one central distribution point. In our response letter we include an order form to be mailed back to us.

2. Literature:

- a. CoRe processes the orders sending books to individuals and/or institutions. CoRe charges H&I for the purchase only of: Co-Dependents Anonymous (a.k.a. CoDA Books) in English and Spanish pocket edition, The Twelve Steps and Twelve Traditions Workbook (a.k.a. Workbooks) in English and Spanish.
- b. The pamphlets, booklets, and other materials may be distributed in the following ways:
Standard Packet (usually includes the Newcomer's Handbook, the Twelve Step Handbook, Making Choices pamphlet, the Affirmations booklet, the Communications pamphlet, and Establishing Boundaries pamphlet). This packet and all other CoRE publications are provided by CoRe at no cost to H&I.
- c. PDFs from the website sent (usually electronically) to individuals from institutions (in staff positions), like the Recovery Patterns or the Patterns and Characteristics.
- d. Occasionally- whole library of CoDA literature for an institution.

Most of these requests are paid for through the Books for Inmates and Institutions Program.

6.2 Literature Payment Procedures

CoRe processes invoices for books and shipping and sends them to CoDA bookkeeper and the LDC for approval via e-mail. Most invoices are for postage and the purchase of CoDA Books and Workbooks. These books are purchased at a reduced price from CoRe. The price to H&I contains no mark-up for royalties. LDC submits a check request to pay for the invoice(s) received after verifying it (them) according to CoDA reimbursement procedures.

The B4II dollar for dollar match is expended at that time from H&I's Budget (i.e. half the cost of CoDA Blue Books and Twelve Steps and Twelve Traditions Workbook and the shipping fees come from the H&I budget).

6.3 Book Donations

Currently, there are two ways in which H&I purchases books for distribution to residential facilities only:

1. From H&I's budget-
CoRe website allows H&I to purchase books at the reduced cost as we order them.
2. Donations of books- Individuals or groups may donate money specifically to H&I for CoDA books (Co-Dependents Anonymous and 12 Steps and 12 Traditions Workbook) through the Books for Inmates and Institutions(B4II) program. The donor may designate the institutional recipient(s) of the books. If the donor designates a recipient, the donor is responsible to provide sufficient instructions/address information to assure that the package meets any security requirements and can be delivered to the recipient. This is done by filling out a B4II donation form (found on the H&I page of the CoDA web site) and mailing it to CoDA at the Phoenix address. (Online giving is an option without the option of designating a recipient.) These donations are used to buy CoDA books and Workbooks in English and Spanish and ship literature. These funds are matched by CoDA through the H&I budget dollar for dollar.



Outreach Section 7

7.1 H&I Contacts

1. H&I Contact People: . . We hope to have a contact email from every Intergroup/ VE with whom we can share information. We encourage all of these contacts to subscribe to our email subscription list (below).
2. Email Subscription List (listserve): A CoDA member may subscribe to this list on the coda.org or codependents.org website. CoDA members may subscribe to this list to receive announcements from H&I. This list is self-maintained as people subscribe or unsubscribe themselves. Only the committee chair can post emails to the list. The procedure for new posts is to submit the posting to the Service Worker who maintains the list (current contact is geff@dandylionrecords.com). Announcements are to be in plain text files and links can be used but not attachments.
3. H&I Email: The H&I email address is hosp@coda.org. Emails sent to this address are received by all committee members, as listed in the CoDA committee list.

7.2 Regular Correspondence

1. Welcome letter: All new members to the email subscription list receive a welcome email from H&I. This is an automatic feature. Each new subscriber has the opportunity to complete a survey to find out his/her specific interest in H&I service. The welcome letter may be updated yearly after the CSC when new members are on the committee.
2. "H&I Lights" Newsletter: (**currently inactive 4/2018**) This is the H&I periodic newsletter that is sent out via the email list. Our goal is 4 times a year. The newsletter is a format that shares information about H&I services and resources...
 - a. Connecting CoDA members who have indicated an interest in service in H&I
 - b. Announcing H&I achievements or areas of need
 - c. Printing/distributing of the newsletter so that the information can be shared through Intergroups, GSRs and individual members with their local groups.

7.3 Website

1. Website Updates: It is the responsibility of the committee to update the H&I page on the CoDA website, in coordination with the Webmaster and Webliasion. A major update was done in 2018.

2. Committee Work Area: The Committee Work area is available within the Trusted Servants' Area of the CoDA website for Committee members to work on projects together. The password is given to committee members by the chair.
3. CoDA OneDrive files: The committee can use a folders in this area to develop documents and keep them until transferred to the CoDA website.

7.4 Service Opportunities

1. Types of Service: There are many ways that people can be of service for H&I on local, regional and national/ international levels.
 - a. Being a contact person at a group or intergroup level
 - b. H&I committee member.
 - c. Information on starting meetings in hospitals and /or other institutions
 - d. Getting the word out on our programs and resources
 - e. Speaker lists
 - f. Outreach to institutions
 - g. Snail Mail sponsorship.
 - h. Blog for H&I service or Sponsors
2. H&I Outreach Expansion: Our goal is to continue to strive for sharing information about H&I service through developing materials and communication.



Policies and Procedures Manual Section 8

8.1 Updates and Changes

The H&I Policies and Procedures Manual (PPM) needs to be updated upon changes to the policies and procedures. These changes should be made immediately, for example a meeting changes its format. An annual review of this manual will be conducted and the new draft submitted to the committee for approval.

8.2 Submission to CoDA, Inc.

Prior to the CSC of each year, a copy of this PPM should be submitted to CoDA Inc. Board of Trustees. Additionally, the PPM will be posted on the CoDA website in areas, as deemed appropriate by the Webmaster, Webliasion, and the H&I Committee.



Responsibilities Calendar and Timeline Section 9

9.1 Annual Responsibilities

<u>Month-</u>	<u>Responsibilities-</u>
October	CSC: Report at CSC <members come together and meet>, Update P&P Manual
November	Update welcome letter, H&I Lights scheduled
December	
January	QSR#4
February	H&I Lights scheduled
March	
April	QSR#1
May	<In person meeting at location determined by committee>
June	H&I Lights scheduled
July	QSR#2
August	Motions submitted, CSC report due
September	QSR#3, H&I Lights scheduled

9.2 Ongoing Responsibilities

Monthly meetings, maintenance of individual service area.

APPENDICES

1. *H&I Meeting Format*
2. *H&I – Books for Inmates & Institutions Programs, Program Procedures & Accounting*
3. *CoDA Institutional Meeting Handbook*
4. *H&I Instructions for ordering literature from CoRe e-store (to be revised)*
5. *H&I Service Handbook (in development 4/2018)*