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**CoDA Service Conference 2021**

**Committee Annual Report**

**Committee: Board of Trustees Date: June 27, 2021**

**Board Members:** Nancy O, NB, Canada, Chair; Gail S, NV, Vice-Chair; Barbara D, NorCal, Treasurer; Joe R, Guatemala, Secretary; Don B, SoCal, Matt, TX, Yaniv, Israel, Faith J, ON, Canada, 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 August 2020 to June 2021, the Board has diligently concentrated on four areas: ADMINISTRATION, WEBSITE, FINANCE and EFFICIENCY.

**ADMINISTRATION**

In November 2020, the Board learned of the unexpected passing of the owner and CEO of our Associated Management Company (AMC), SOS Solutions. At the same time, our assigned account executive left the company, leaving the CoDA Board without administrative management of all our accounts. Although the son of the AMC owner provided some transitionary assistance, including bookkeeping services, the CoDA Board members had to take responsibility for all the administrative duties of the account executive almost immediately with minimal training. The next four months required many additional hours of volunteer service from Board members which were focused on the following:

* Securing our finances by arranging to hire our current bookkeeper with SOS as an independent contractor.
* Moving CoDA, Inc. bank accounts to the full care of the CoDA Treasurer, with the Vice-Chair as backup signatory.
* Locating and hiring a new Associated Management Company, Meetings & Concierges Solutions (MCS) – hired in Feb. 2021.
* Reconfiguring all electronic accounts to the care of the CoDA Board.
* Moving all CoDA documents (electronic and physical) and historical and legal items previously held by the AMC, to
	+ the electronic care of the CoDA Board (G Drive and/or Dropbox)
	+ to a storage unit (organized and arranged for by our Fellowship Service Worker, Joan)
	+ to the CoDA attorney, Mr. John Gilbert
* Learning how to use and maintain MS Office 365, the Motions Database, Zoom accounts, PayPal accounts, Website hosting accounts, G Drive account and files, Dropbox account and files, Google Cloud NonProfit account, Phone accounts, etc.
* Change our legal address to that of our attorney, Mr. John Gilbert
* Reconfigure our telephone answering services, with the help of our Fellowship Service Worker and the Communications Committee
* Train the new AMC Account Executive to take over day to day maintenance for all our accounts, the motions database, and our legal and administrative files and documents

**WEBSITE**

In 2020-2021, the Board has continued to work on, develop and problem solve issues with the website as follows:

* **Phase II –** During the past year, feedback was requested from the the Fellowship that helped to improve the new meeting search filtering options. Much of the feedback received was for enhancements to the meeting time zones. People have been confused about what the time zone is when looking for meetings. This issue was outside of the scope of Phase II, but was earmarked as a top priority once Phase II was completed.
* **Security – Cloudflare App –** To further strengthen our website security against hackers, the Board authorized our website developers to install the free Cloudflare App at a cost of 1-2 hours installation/setup time.
* **Google Cloud Maps API** – Following the transition from our Associated Management Company (SOS), the Board had to correct a mistake made with the initial setup of Google Maps API (an account used to provide Google Maps for CoDA meetings via the coda.org website) as a regular account rather than as a nonprofit. This was required after automated charges were discovered by the new treasurer. A new non-profit account was set up and as a result, costs for this service have been significantly reduced.
* **Website Hosting –** In March 2021 the Board decided to move to a new website host provider at a cost of $599.88/year. This was necessary due to increased charges with the previous website host from $60/month to $400/month, which they claimed was due to increased demand. The Board also authorizedthe website developer to assist with the migration at a cost not to exceed their quote of Feb. 20, 2021 (i.e. $550-$740, plus an hourly rate of $70/h after that as needed to tune and stabilize the site.) This change resulted in saving of just over $4,000/year. The migration to the new website host was completed in March 2021.
* **New Banner for Meeting Searches –** A new page on the website was created for a Meeting Search help guide. A new sliding banner was also added to the Home Page pointing people to the new printable help guide.
* **Phase III** - In April 2021, when Phase II was nearing completion, the Board agreed to commence a Phase III website improvement project to address the issues with Time Zone confusion, to address meeting search printing needs, and to transition the Spanish.coda.org website from Mura to WordPress.
* **Spanish Website** – In March 2021 the Spanish.coda.CoDA.org went down unexpectedly due to issues with the software which was still running on Mura. The problems with the software could not be resolved and as a temporary solution, the Spanish website was temporarily moved to a new domain www.divulgacioncoda.org and a new website host. Plans for a more permanent solution are in the planning stages.
* **Google Translate Widget** – The Board set up the nonprofit version of the Google Translate widget on the CoDA.org website. This feature allows the Fellowship to translate the entire English version of the website into over 100 languages.
* **Location of Previous Years Committee Minutes** – All of the standing committee minutes were moved from the CoDA.org website to the codependents.org website. Standing committees still forward their Committee Minutes to the Web Liaison (webliaison@coda.org) for posting on the codependents.org website.
* **Historical Documents –** Numerous historical documents, including past CSC (CoDA Service Conference) documents, were saved to the codependents.org website that are now easily accessible to the Fellowship. In addition, many historical documents have been saved to the CoDA Board Dropbox.

**FINANCE**

The Board continues to be prudent in monitoring expenditures and finding ways to save money. For example:

* The switch to a new Administrative Management Company (AMC), Meetings & Concierge Solutions Inc (MCS) and an independent contractor Bookkeeper, reduced administrative and financial costs from $3,240/month to $2,100/month – a saving of $13,680 per year.
* The Board continues to hold all meetings via Zoom and to produce all of their Minutes of Meetings without administrative assistance from the AMC.
* Overall, CoDA funds on hand increased approximately 16% from the beginning of 2020 to the end of 2020, and from $454,153.48 at the end of Q4 2020 to $503,719.06 at the end of Q2 2021, an approximately 11% increase.
* During 2020, CoDA received\* $136,551.49 in royalties from CoDA Resource Publishing, Inc. (CoRE). In Q1-Q2 2021, CoDA received\* $62,595.65.

\*Due to the potential time lag between when CoRE sends royalties and when CoDA receives and deposits them, CoDA’s figures may not align with CoRE’s exactly.

* During 2020, CoDA received $46,718.23 in 7th Tradition donations. In Q1-Q2 2021, CoDA received $34,479 in 7th Tradition donations, including approximately $3000 received from attendees at the 2021 Virtual End of Winter Retreat.

**EFFICIENCY**

* **CoDA** **Board Bylaw Revisions –** Revised Version of CoDA ByLaws 2020 CSC dated 08/26/2020.
* **Board Policies and Procedures (P&P) –** Added a new section 2.9.4 Post CoDA Service Conference that is website related, and updated sections 2.8 Changing of the Guard, 3.4 Board Liaisons to Standing CoDA Committees, Ad Hoc and Task Forces, 3.5 Board Liaisons To Contractors Job Descriptions and Duties, and 6.1 Legal Liaison Description.
* **CoDA Service Conference (CSC) 2021 –** Due to the pandemic the Board cancelled the previously held contract with the Ottawa Delta Hotel for the 2021 Conference and forfeited the previously paid 2020 deposit of $5,200.00 U.S. **Note**: The Hotel would not move the Conference to a subsequent year but did waive cancellation penalties. As a result, the 2021 CSC is being held virtually.
* **Fellowship Service Worker (FSW) –** Approved the “Fellowship Service Worker as an Independent Contractor Agreement” as the TEMPLATE to use with our Fellowship Service Workers. This TEMPLATE includes the current $24/hr rate of pay and has been placed in the CoDA Dropbox for use with all FSWs. The Board has also replaced the Independent Contractor Agreement SAMPLE in Section 8 of the P&P on pages 180-186 with the similar revised document, without “Fellowship Service Worker” in the title and without the rate of pay.
* **Spanish Outreach Fellowship Service Worker (FSW)** – A contract was signed with a new Spanish Outreach FSW responsible for the maintenance of the Spanish Website and Spanish Email Announcements. The Spanish FSW also updates the Spanish pages on codependents.org.
* **CoDA Trademark (TM) Registration Renewals –** Several CoDA Trademarks that are renewable every 10 years came due in 2021, but had not been budgeted for. The Board decided to pay the TM Registrations due in 2021 and modify the 2021-2022 budget to add a line for TM Registration costs due every 10 years.
* **Events Winter Retreat Zoom Needs and Spanish Outreach (SPO) Needs for Conferences –** TheBoard has agreed to a policy where Events and SPO can increase their Zoom capacity, as needed, for the purpose of a conference or convention for one month at a cost not to exceed $100/month.
* **AMC –** SOS terminated its contract with CoDA Inc. effective December 31, 2020. The Board did a lot of work to deal with this unexpected change in several areas:
	+ **Financial –** Bank account changes with appropriate Board members and removing the CEO of our prior management company are completed.
	+ **Financial** - The Board renegotiated provision for some financial services with SOS until February 28, 2021. Following this, the Board contracted with the SOS bookkeeper to continue to provide Financial Services to CoDA, Inc. as an Independent Contractor known as Stellar Pro Advisors, LLC starting March 1, 2021.
	+ **Phones** –Board reviewed the current phone call system and had discussions with both the FSW and Communications.  It was decided to remove the responsibility for phones from the current and future AMCs. The Board authorized the FSW Joan to make the necessary changes to phone.com to stop directing calls to SOS and have them directed to Communications Committee.
* **CoDA Address** – The official CoDA address has been changed from SOS to the address of the CoDA attorney Mr. John Gilbert. The Post Office box where our mail goes does not need to change as it is picked up by the Fellowship Service Worker.The Secretary of State has been notified of the change of address.
* **CoDA Historical Storage** **–** A Storage facility in Scottsdale, Arizona has been rented at a cost $65/Month to store the CoDA Historical documents and items previously stored at the SOS offices.
	+ **Translations Management Committee** (**TMC) Physical Documents** **–** The physical copies of legal documents of Translation and P&D Agreements documents were successfully delivered to our attorney Mr. John Gilbert.
	+ **Document Signing Software –** TheBoard purchased a DocHub subscription at cost of $59.88/yr to be used for e-signatures.
	+ **G Drive storage –** A new folder was created in the CoDA G Drive where all new files are to be saved. The Chair, Vice Chair and Treasurer and the new AMC account manager have access to the CoDA G Drive account.
	+ **Alternate AMC Companies** **–** The Board contracted with Meetings & Concierges Source (MCS) as our new AMC.
* **AMC Account Manager Training –** The majority of the basic training has been completed, however, the Chair who is the AMC Liaison, continues to oversee any new training issues as they arise.

**BOARD STRATEGIC PLAN AND GOALS AND OBJECTIVES**

The current CoDA Board Strategic Plan can be reviewed on the Board Main Page on the coda.org website at this link https://coda.org/service-info/board-main-page/. The current plan was last updated in June 2019 and a new Strategic Planning session to update the current plan will be held in the near future. The 2021-2022 CoDA Board Goals and Objectives have been submitted separately and can be viewed in the 2021 Delegate Package under Reports.

**CODA Annual Report 2021**

**Fellowship Service Worker /**

**Email List Coordinator**

**Independent Contractor.  Date: 6/06/21**

**Member:   Geff R. (WA)**

**Discussion Items:**

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

If everyone participating and watching today 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/sub.htm> 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. While preparing this report, I discovered that over 500 members have tried to sign up for the Fellowship Forum email list & did not receive and respond to the legally required automatically sent confirmation emails to join the list. The issue seems to be the most significant with the internet’s largest free email provider. To avoid this, please read the “[Email Whitelist Instructions](http://coda.org/index.cfm/emailsignup/)” 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 scroll down to browse or enter a key word in the search box to find past emails.

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

1. The growth of the Events & Co-NNections lists continues at a fast pace; and the Fellowship Forum reminder list has also shown significant growth. Co-NNections Weekly Readings now has over 12,000 subscribers!

2. We are continuing to work with the CSC Prep Workgroup which I facilitate. So far 2021 has been much smoother than 2020; though we are just starting to set up the virtual video component for 2021. The group consists of the Events chair, the IMC-VEL, a board liaison & myself.

3. <https://www.codependents.org/> has continued to have a significant expansion & has become a major source of CoDA history and both CSC and recovery audio.  It includes past CSC summaries, an archive of both the English and Spanish Language fellowship forums, CSC history and audio, a history of the CoDAFellowship Service Manuals, and more.

4. I also continue to compile the Quarterly Service Report (QSR) 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. 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 & continue to move towards a repeatable standardized process for the CSC Prep Workgroup.

3. We continue to have a 25-30% email open rate, which I have been told by several commercial companies is industry standard. The Events list mailings for online recovery virtual events has been around 70% for the last couple of emails!

My biggest challenges continue to be 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 harms 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 2ndemail 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

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, Observer, and trusted servant lists; + email lists for the recovery events. I 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, & re-use older still relevant announcements per the board’s request on weeks where there is nothing new.

I make sure we are in compliance with USA (and hopefully EU) 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 (7/11/20) to the cutoff used for this report (6/6/21) we have sent 85emails 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 6/6/21:

CoDA Announcements List:  6,518 (was 6,122 on 7/11/20)

Co-NNections Weekly Reading List:  12,462 (was 11,371on 7/11/20)

QSR List: 3,415 (was 3,280 on 7/11/20)

H&I List: 2,932 (was 2,848 on 7/11/20)

Group Representative List 2,536 (was 2,374 on 7/11/20)

Events 4,176 (was 3,196 on 7/11/20)

Fellowship Forum Reminder 1,207 (was 153 on 7/11/20)

We also are hosting the archives of an interactive email list for the Spanish CoDA community on codependents.org. And finally, we have several closed limited lists for internal use, including 3 CSC related 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, Gail S. (NV)

 **CoDA Annual Report for 2020 - 2021**

           **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 special workers, our standing committees, when opportunities arise, and happily with many of our Fellowship members far and wide.

Since the last yearly report, things have been a ***bit*** less hectic, but still proceeding at a pretty brisk pace given all the changes with meetings, keeping up with the website changes, and day-to-day tasks.  I spend several days a week registering, updating, and deactivating meeting listings.  I retrieve and process the mail we receive in our Post Office Box, make bank deposits and send letters back to groups/individuals who send in 7th Tradition contributions and answer many other miscellaneous communications. {*Oh, may I ask a favor—please note somewhere in your meeting binders that checks and money orders need to be made payable to CoDA, Inc. or to Co-Dependents Anonymous, Inc. and please do not send cash.)*  I keep spreadsheets, for instance 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 . Additionally, many of you know my personal email address, so much email traffic comes daily. 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, and Events from during their busy seasons.

As a result of the health crisis, many face-to-face (F2F) meetings have been using online platforms.  We decided at the outset of this change to include the online details on the F2F listings.  This was done so that folks new to CoDA, even though they would have to attend online, would have the chance to start to get to know folks from their area.  Not all F2F meetings did choose to meet online though.  Some groups simply suspended meeting.  Some others closed down the F2F and re-registered as an online meeting.

This is a good chance to let you know that city, state, and country fields have been added to the registration templates for online and phone meetings.  Not all members are choosing to disclose those details, however, but maybe that will change? The online and phone registration/update forms now require that you designate a timezone.  Also, for online meetings the exact URL is required, of course.   If these items are not delineated, the registration or update will not process.

Over the last two months or so, there have been some meetings returning to F2F.  Some have been trying out a hybrid concept—meeting in person and maintaining an online connection.  Already, a few of the groups that were trying that out, have curtailed the online connection, but others are maintaining both.  Many of the meetings which have returned to F2F are asking folks to take precautions given the ongoing pandemic.

In 2018 we received about 151 new meeting registrations of various categories, in 2019 there were about 186, in 2020, 244, and for the first five and one half months of 2021, there have been 162 registrations.  The greater percentage of the 2020 and early 2021 registrations are for online meetings, of course.

I think that many of the new online meetings have been started by folks brand new to CoDA.  Even though the Welcome letter that is sent acknowledging new registrations stresses the importance of reading the CoDA Welcome, Preamble, Steps, and Traditions as written, some of the new meetings have not understood the importance of including those readings. Reading of this grouping of four of our foundational documents supports consistency of our message and comforting familiarity across our meetings. Hopefully, members will recognize this and thus bolster CoDA unity (First Tradition.)

Oh, here’s an interesting confusion that has been common:  folks when sending in updates or queries about an online meeting have been referencing the online meeting ID# i.e. of a zoom meeting, rather than the CoDA Meeting ID#.  Our listings cannot be searched by online IDs, only by those IDs which we assign.  For F2F meetings they start with a state or country abbreviation, and online/phone varieties with WW and then three numbers.

Another change this year came with the redoing of our outgoing messages on our phone lines.  They have been simplified.

Wishing everyone a fulfilling experience during our second virtual CoDA Service Conference, and following that, another healthy year in recovery.

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

With respect,

Joan

Goals/Objectives:

To have a document on our website referencing our policies and suggestions for registering and updating meetings.

To devote some hours each month going through the database looking for errors; removing deactivated listings which are falsely revived each time we migrate our data from a former platform.

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