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**CoDA Service Conference (CSC)**

**2022 Annual Report**

**Committee: Board of Trustees Date: July 23, 2022**

**Board Members:** Chair - Gail S, Nevada; Vice Chair - Yaniv S – Israel; Secretary - Faith J, ON, Canada; Treasurer - Barbara D, NorCal; Jose R, Guatemala; Alternate Board Members: Katherine T (Alternate #1), Arizona and Florence F. (Alternate #2), Maryland.

*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 2021 to June 2022, the Board has diligently concentrated on four areas: WEBSITE, SERVICE, FINANCE, and EFFICIENCY.

**WEBSITE**

The Board continues to work with IntersectionOnLine (IOL) website developers to further improve the website.

* **Time-Zone Estimate –** We currently offer a time zone for online and phone meeting searches. We are now getting an estimate from IntersectionOnLine to get the time zone feature for all meeting types.
* **Meeting search issues –** IntersectionOnLine is working on correcting the global meeting search so that you can use city/state/zip code and country. Work in progress: Adding separate search fields in the Online meeting search: chat/forums/video.
* **Americans with Disabilities Act (ADA for US) and Web Content Accessibility Guide (WCGA for European guidelines)** **–** Our website was brought into compliance. The company that the Board hired will continue to monitor for us to remain in compliance.
* **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.
* **Historical Documents –** Numerous historical documents, including past CoDA Service Conference (CSC) documents, were saved to the codependents.org website that are now easily accessible to the Fellowship. In addition, many historical documents have been saved to the CoDA Board digital Dropbox account.

**SERVICE**

* **CoDA Teen Task Force** **–** Intent to create a meeting starter packet as well as establish a webpage dedicated to the CoDA teen and young adults. The Task Force split into English and Spanish groups to update the material in each language. The CoDA Teen Task Force will submit the meeting starter packet and/or other pertinent literature/materials to the 2022 CoDA Service Conference (CSC) for consideration and motion vote. Contact the Task Force via CoDATeen@CoDA.org.
* **“Building CoDA Community: Healthy Meetings Matter” Booklet** We are making this available as a free downloadable piece of literature.
* **Sponsorship@CoDA.org –** email alias is currently being forwarded to our Communications subcommittee at info@coda.org who has the list from the last CoDA Service Conference (CSC) of willing sponsors.
* **CoDAthon –** our Fellowship Service Worker coordinated this year’s holiday online meetings. This year with the help of many CoDA meetings, we significantly expanded the CoDA-Thon. In the past, it’s basically been 3 phone meetings carrying the entire load. This year, a number of internet meetings joined in. We plan to repeat it in the future and hopefully we can get Thanksgiving Day included in the annual plan. We had a total of CoDA meetings participating: 38 Total meetings held during the CoDA-Thon: 97
* **Spanish Outreach (SPO)** **–** An interpretation company was hired for to aid in being able to fully participate in the Chairs Forum and CoDA Teen Task Force without any language barriers.
* **Carrying the message to other codependents** **–** CoDA is paying for the purchase and shipping to Spanish speaking groups of the Spanish pocket books, up to 5000 total copies. Once complete, the Board will reassess.

**FINANCE**

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

* The Board continues to hold all meetings via Zoom and to produce all of their Minutes of Meetings without administrative assistance from the Association Management Company (AMC).
* Overall, CoDA funds on hand increased from $454,153.48 at the beginning of 2021 to $551,530.79 at the end of 2021, an increase of approximately 21%. By the end of Q2 2022, funds had increased to $573,768.54, an increase of approximately 4%.
* Major expenditures during 2022 included:
	+ $4700 to upgrade the Motions Database
	+ $8541 to make coda.org compliant with accessibility standards
	+ $21,390 to provide CSC interpretation in three languages (Spanish, Portuguese, and Farsi)
* During 2021, CoDA received\* $143,160.48 in royalties from CoDA Resource Publishing, Inc. (CoRE). In Q1-Q2 2022, CoDA received\* $81,036.95.

*\*Note: 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 2021, CoDA received $73,158.95 in 7th Tradition donations. In Q1-Q2 2022, CoDA received $30,017.51 in 7th Tradition donations.

**EFFICIENCY**

* **Meetings & Concierge Services (MCS)** **–** 2022 Contract annual renewal was approved and executed.
* **A new Fellowship Service Worker (FSW) has been hired to assist with our World Service committees.** All FSWs work with direct supervision of their assigned Board Liaison.
**Their duties include:**
**Assisting Hospitals and Institutions (H&I);**
**Managing translation agreements for CoDA literature**
*Note: Pending approval of the Translation Management Committee (TMC) CSC motion to dissolve TMC.*
**Update/maintain the Fellowship Service Manual (FSM) –** New clerical FSW is being trained to update/maintain the Fellowship Service Manual (FSM).
*Note: there is a Service Structure Committee (SSC) CSC motion to dissolve this CSC. SSC requested that the Board find someone outside of their committee to take over this role earlier in the year.*
* **Fellowship Service Worker (FSW) pay rate –** hourly rate will be raised to $30 per hour, effective for work performed as of June 1, 2022. Rate to be reevaluated annually on June 1st. All FSW’s are paid at the same rate.
* **Motions Database** was upgraded.
* **Orphaned (unused) aliases –** 6 of them have been deleted, including BoardOnly@CoDA.org.

**BOARD STRATEGIC PLAN AND GOALS AND OBJECTIVES**

**The CoDA Board Strategic Plan dated June 12, 2022.**

<https://docs.google.com/document/d/12LlktYDVEGOigTHfSUN1pCaaIbk3odX7/edit?usp=sharing&ouid=109521681715351432484&rtpof=true&sd=true>

The 2022-2023 CoDA Board Goals and Objectives have been submitted separately and can be viewed in the 2022 Delegate Package under Reports.

**The Board can be reached at** **Board@CoDA.org**

 **Fellowship Services Worker / Administrative Assistant**

**Member:   Joan O’C**

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.

It has been another year proceeding at a brisk pace. With the advent of the last two+ years of online meetings increasing week by week, it continues to be a bit of an adjustment for folks. Many of the meetings are changing their online links on a semi-regular basis in hopes of avoiding interference. Most of the groups are listing their full link. Some of the meetings are deciding not to list the link, but instead are including a prompt for members to email or text for the online details. I have not lately received many reports of meetings being intruded upon. There have been several meetings which went back to meeting in person and are now solely back online. Some still hybrid.

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 ’21, there were 162 registrations. The greater percentage of the 2020 and early 2021 registrations were for online meetings, of course. From June 2021 through December 31, 2022, there were approximately 159 newly registered meetings of which 87 were face-to-face and 73 online (a few of that number were phone meetings.) Beginning January 2022, through July 20, 2022 there have been approximately 146 new meetings of which 69 were purely face-to-face and a few hybrid and so about 77 online. The margin separating new face-to-face and new online

registrations is narrowing. The numbers I quote are approximate. It will be interesting to see as time goes by if online meetings will out number face-to-face formats.

One choice some of the new online meetings are specifying is that attendees must be on camera. There has been some resistance to this. Another feature that has come along in just the last couple of years pertains to our groups which have a focus for *women only* or *men only*. Most of those meetings are making it clear that they are open for *persons identifying as women* and *those identifying as men*.

I think it is fair to say that there is increased correspondence coming to world service. Some of it wanting help setting up online meetings—wondering if world service will supply online accounts, many messages report “the link and/or password does not work, asking for guidance about something a given person has found problematic in a meeting, asking questions about how to make contributions, and much more. Some of this communication talks about the use of non-CoDA Conference endorsed literature, sometimes it involves crosstalk, having to be on camera, having to identify in a certain way, among other topics. Here’s an interesting thing to ask you about: I wonder what the overall membership would think about meetings using the basic text of other programs in CoDA meetings and not using our basic text—“Co-Dependents Anonymous” {informally referred to as the CoDA book or blue book?}. There are some meetings referencing this practice.

The larger portion of email requests ask for lists of meetings to be sent to them, or report that they are having trouble with the meeting search, or that the online password did not work! 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. the id# assigned by zoom, rather than the CoDA Meeting ID#. Our [www.coda.org](http://www.coda.org) website meetings cannot be searched by online ID links. Our listings can only be searched using the CoDA Meeting ID# or by choosing from the map for face-to-face listings, or by the drop down menus for online/phone groups. Our CoDA ID#s for face-to-face meetings start with a state or country abbreviation, and online/phone varieties with WW and then three numbers.

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 the CoDA Email Team (CET), c-phone (both associated with the Communications Committee), and with Hospitals and Institutions, and some communication with Events from during their busy season.

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

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

With respect,

Joan O’C

Goals/Objectives:

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

To devote some hours each month going through the meeting listings looking for errors/outdated alerts; removing deactivated listings which are falsely revived from time-to-time.

My ongoing overall objective remains to support our Fellowship.

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**Email List Coordinator**

**Independent Contractor.  Date: 7/17/22**

**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 since 2010 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 keyword in the search box to find past emails.

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

1. The growth of the Events list, the Fellowship Forum list and the Co-NNections weekly readings list continue at a strong pace. Co-NNections Weekly Readings now has well over 13,000 subscribers! None of our lists have shrunk over the past 13 months.

2. I am continuing to work with the CSC Prep Workgroup which I facilitate. So far 2022 has been smoother than 2021. This is out first hybrid CSC & ICC; it will be interesting! We are starting to deal with

 that aspect at the time of writing. The group consists of the Events chair, the IMC-VEL, a board liaison & myself; + a back up with out voice to the IMC-VEL. I’m hoping registration will be more intuitive for fellowship members in 2023.

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 CoDA Fellowship Service Manuals, and more.

4. I also continue to compile the Quarterly Service Report (QSR) for CoDA

5. I am admining our (new this year) You Tube page. We currently have 75 “videos”: mostly CoDA audio with a photograph, due to tradition 12. We are very open to Voting Entities sending in audio recordings for posting! Please send to codalist@coda.org. If the file is too large for email, please write me & I will give you instructions for a no cost way to send the files to us. As of 7/17/22, we have 935 subscribers! <https://www.youtube.com/channel/UC0oWXZDpoVdKbyJ0YDh1zTQ/playlists>

6. I have also added the task of maintaining coda.org email addresses & “aliases” (groups)

7. I continue to take on miscellaneous tech-oriented tasks as CoDA requires.

**Other highlights:**

1. We’ve continued to have absolutely no confirmed hacks or break-ins**.**

2. Our email open rate has increased on the majority of our mailings to 45-80%! As industry average tends to vary between 25-35%, that is a pretty amazing number.

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 & continue to move towards a repeatable standardized process for the CSC Prep Workgroup.

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 2nd email address & unsubscribing by writing us from there, as I likely will not be able to figure out which email address you originally 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 (6/6/21) to the cut-off used for this report (7/17/22) we have sent 152 emails on the main CoDA Announcements list (almost double 2020-2021.)

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

Currently the #’s on the 7 main lists are as follows as of 7/17/22: (These numbers would be higher, but our host required a purge a few months ago because bounced emails were being sent to the same addresses too many times due to stock settings in the program, which I tightened up considerably)

CoDA Announcements List:  6,793 (was 6,518 on 6/6/21)

Co-NNections Weekly Reading List:  13,408 (was 12,462 on 6/6/21)

QSR List: 3,595 (was 3,415 on 6/6/21)

H&I List: 3,127 (was 2,932 on 6/6/21)

Group Representative List 2,580 (was 2,536 on 6/6/21)

Events 5,688 (was 4,176 on 6/6/21)

Fellowship Forum Reminder 2,434 (was 1,207 on 6/6/21)

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)

**Annual Report 2021-2022**

**General Service Worker: Brenda B-M**

Gratefully, I started working with CoDA at the end of January 2022. These past few months have gone very quickly as I have been learning about the nature of service work. I have been fortunate to support the Hospital & Institutions Committee, as well as the Translation Management Committee. Before I get into a summary of what I have worked on these past few months, I would just like to say thank you! Thank you for the opportunity to serve and learn about all the behind-the-scenes workings of such an important fellowship.

**Hospitals & Institutions (H&I)**

My assistance with H&I has been limited to the area of processing incoming H&I mail. Every few weeks, I receive a bundle of mail from Joan, who has retrieved the mail from the general PO Box in Arizona. On average there are around 14 pieces of mail each time. The mail is mainly from or for inmates. Processing the mail includes scanning each piece of mail, adding the information from the mail to a master spreadsheet, then emailing the item to either the Correspondence Secretary or the Inmate Sponsorship Coordinator. Then every few months I send the hard copies to the respective recipients. Occasionally there is returned mail and I will research why it has been returned and readdress the item.

My initial reaction to the system was that it seemed rather inefficient but after a few months, I haven’t really figured out a more efficient system. Protecting the privacy of the sponsor’s home address is the number one priority as they are doing a very special service serving as a sponsor to inmates. One thing of note is that more inmates are mentioning using the inmate email system for communicating with their sponsor. Using just snail mail, via the US postal system, takes a long time for inmates to receive communication from their sponsors, as their letters are sometimes being sent back and forth across the US. I live on the East Coast, so mail is originating from different institutions throughout the US, then being sent to Arizona to then be mailed to the East Coast and then be scanned and emailed to the sponsor or snail mailed if the sponsor prefers the hard copy.

Goals for the H&I mail processing for 2022-2023

* Ensure sponsor’s email addresses are accurate and their snail mail address is noted on the master sponsor spreadsheet.
* Inquire and investigate if the institution email systems are secure and can protect a sponsor’s anonymity.
* Scan and email received mail in a timely manner.

**Translation Management Committee (TMC)**

There is a 2022 CoDA Service Conference (CSC) motion to dissolve the TMC. Is it safe to say that 90% of my work has been focused on learning the policies and procedures of the TMC. In addition to learning the policies and procedures of the committee work itself, I have been learning a new email and document filing platform, Outlook and OneDrive.

Over the past few months, I have been having weekly meetings with the current TMC committee members and our Board Legal Liaison. The current TMC committee members have a wealth of historical knowledge about the translation process and copyright guidelines. Although the committee will be dissolved, it will be important to keep the current members available on a consulting basis for recalling historical situations and explanation of unique translation requests.

With the dissolution of the TMC, there have been some challenges uncovered. At the same time, though, it should be noted that there are a lot of positive things happening with Translation Management. As Tradition 5, states that we have but one primary purpose — to carry it’s (CoDA’s) message to other codependents who still suffer. What a better feeling than being able to carry this message to other countries throughout the world.

Since this is my first year working with TMC, I do not have historical knowledge to compare with this year’s data. I can share though, that there are a total of **29 countries** who have requested to translate and/or publish and distribute CoDA literature in their own country. Here is a list of the countries:

*Argentina*

*Australia*

*Brazil*

*Canada*

*China*

*Colombia*

*Costa Rica*

*Czech Republic/ Slovakia*

*Denmark*

*France*

*Germany*

*Greece*

*Guatemala*

*Iceland*

*Iran*

*Israel*

*Italy*

*Japan*

*Lithuania*

*Mexico*

*Netherlands*

*Poland*

*Portugal*

*Russia*

*South Africa*

*Spain*

*Sweden*

*UK*

*Ukraine*

It is important to note that not all of these listed countries are in current active communication with us. Several countries are in active communication and in various stages of the translation and/or distribution process. There are several countries who have been waiting for new or renewal agreements sent to them. Slowly, we are starting to catch up with outstanding requests.

One of the challenges that I have noticed is that there are several different email addresses and aliases that have been used for communicating with other countries. Some countries have not received communications because emails have been sent from an alias instead of the original contact email address.

Another challenge I have encountered is that files have been stored in different locations. With the assistance of our Board liaison, we are developing a streamlined tracking and filing system, using Dropbox as the main storage point.

We are happy to report that we have re-established communication with 10 countries in the past couple of months. Another great success has been the approval to be able to use DocuSign to electronically sign agreements with other countries. This is an incredible time saver, allowing countries to proceed with their translation and distribution efforts in an expeditious timeframe. The goal for the coming year is to re-establish communication with all the countries listed and to renew agreements and continue to spread the message of CoDA.

Goals for Translation Management for 2022-2023

* Organize filing system for legal documents
* Review and update translation, copyright, and publication & distribution agreements for formatting and accuracy
* Create and send renewal agreements for all those with already expired agreements and those who are due in 2022 for renewal.
* Create a document explaining in layman’s terms the legal wording used in the agreements. This is necessary for the other countries, as it is difficult for them to understand.
* Create a master contact list - perhaps compare with the email lists for the main CoDA email distributions.

Thank you for the honor to be able to serve CoDA and help spread the word world-wide.

Respectfully submitted,

Brenda B-M.