



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

Mission Section 1

The purpose of the Hospitals and Institutions Committee (H&I) is to carry the message of CoDA to codependents and the professionals who serve them in medical, penal, educational, and social services institutions. This includes hospitals, prisons, jails, rehabilitation centers, shelters, schools, and the libraries that serve these institutions. It is this committee's goal to act as a resource supporting trusted servants in local meetings, intergroups, Voting Entities, etc. while carrying the message of 'Co-Dependents Anonymous.'

Purpose of Policies and Procedures

Section 2

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

Committee Purpose, Goals & Duties

Section 3

3.1 Committee Purpose

The purpose of the Hospitals and Institutions Committee (H&I) is to carry the message of CoDA to codependents and the professionals who serve them in medical, penal, educational, and social services institutions. This includes hospitals, prisons, jails, rehabilitation centers, shelters, schools, and the libraries that serve these institutions. It is this committee's goal to act as a resource supporting trusted servants in local meetings, intergroups, Voting Entities, etc. while carrying the message of Co-Dependence Anonymous (FSM 2022).

We aspire to develop ongoing and growing support to hospitals and institutions. We wish to support starting meetings at hospitals and institutions by providing services 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, and 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 collective experience, strength and hope regarding H&I outreach:
 - a. We encourage the creation of H&I service positions at group, Intergroup, & VE 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 encourage H&I volunteers to take the CoDA message into institutions.
 - c. 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 will be determined by the members of the committee.
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 virtually regarding specific issues.

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 with 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 (attending the Chairs' Forum), 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 to the appropriate recipient, Board liaison, and this committee. 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 oversees and approves regular expenditures. New or additional expenditures need to be approved by the committee and be within the approved budget. Expenditures that may exceed the budget need to be approved by the Finance Committee and the Board prior to commitment.
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 seek support from 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). After minutes are approved, they will be redacted to include first names and last initial, who made motions and seconded and remove personal emails and links to documents in the H&I OneDrive. Redacted minutes are to be approved by the Chair, then sent to the web liaison and Board liaisons for posting on the website.
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). A CoDA Fellowship Service Worker posts on the Master Responses spreadsheet all contact information of incoming mail and forwards mail to the secretary by scanning and emailing initially. The original letters are mailed in bulk to the secretary periodically. Information to be added to the spreadsheet is: Name, Inmate ID number (if recipient has one), recipient's address including institution, & Shipping address, if different from the recipient's address. It is important that all this information is conveyed accurately to reduce items being returned.
 - b. Reviews posted information for accuracy.
 - c. Determine the appropriate response letter and include the CoRe item title or item number and quantity if literature is requested and post on the "Master Responses" spreadsheet the response(s) needed.
 - d. Respond to all inmates' first letters with an "Initial Letter". Include "What is CoDA" pamphlet, "Recovery from Codependence", A Brief Introduction", a book response form (brf), and provide meeting lists and sponsorship applications when requested.
 - e. Notify Literature Distribution Coordinator (LDC) of new orders (done by listing on spreadsheet & messaging).
 - f. Answer all other requests as required.
 - g. Ask committee members to review responses to requests (email or inmate) that require unusual or complex answers. The rationale is to ensure the questions are answered to the best of our knowledge 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 (may be done by Email Corresponding Secretary if we have one):
 - a. Answer all Email inquiries.
 - b. Respond with information as requested.
 - c. Forward to appropriate committee members as needed.
 - d. Post to "Master Response" spreadsheet as appropriate.

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 2022 04” 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), name of CoRe item, and quantity.
 - b. The invoice number provided by CoRe for each order placed.
 - c. The total price for each order placed.
 - 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:
 - a. Mark “Statement” approved and note the distribution of payment between H&I budget & Books for Inmates and Institutions budget.
 - b. Email the purchase order and copy of approved statement to accounts payable ap@codas.org and books-hosp@codas.org.
 - c. Returned literature is put back in stock and credited to H&I invoice. CoRe will notify LDC of returned literature and reason given. LDC will determine a solution.
 - 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 they have no knowledge of the prospective sponsee.
5. Sending notification to both sponsor and sponsee of matches.
6. Informing fellowship service worker (FSW) of the sponsors number assigned to a new sponsee 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 an envelope Word 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.

4.4.8 Member at large

New members will start as Members at Large until they are acquainted with various roles and choose a specific role that fits their abilities.

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 Contact us page and Communications.
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 decreases as our response time increases.
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 and 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 staff member 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 only send literature to individuals and institutions. Requests for literature for individuals must come directly from the individual seeking the information. We do not fulfill requests for friends or other individuals.*

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 Book) in English and Spanish pocket edition, The Twelve Steps and Twelve Traditions Workbook (a.k.a. Workbook) in English and Spanish.
- b. The pamphlets, booklets, and other materials may be distributed in the following ways:
- c. Standard Packet (usually includes the Newcomer Handbook, the Twelve Step Handbook, Making Choices pamphlet, the Affirmations booklet, the Communication and Recovery pamphlet, and Establishing Boundaries pamphlet), Peeling the Onion, and the Twelve Piece Tool Kit. This packet and all other CoRe publications are provided by CoRe at no cost to H&I.
- a. PDFs from the website sent (usually electronically) to individuals from institutions (in staff positions), like the Recovery Patterns or the Patterns and Characteristics.
- b. Occasionally- a 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 Co-Dependents Anonymous Book (CoDA Blue Book) and CoDA 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 CoDA 12 Steps and 12 Traditions Workbook) through the "Books for Inmates and Institutions Program" (B4II). 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 these contacts to subscribe to our email subscription list (below).
2. Email Subscription List (Listserv): 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 and Board liaison, 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 their 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: 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, Group Service Representative (GSR), 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 Web liaison. A major update was done in 2018.
2. CoDA OneDrive files: The committee can use a folder in this area to develop documents and keep them until transferred to the CoDA website. Currently only the Chair has access to the Outlook 365 and shares links with the committee to work on documents.

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. Including support of International H&I Committees.

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, Web liaison, and the H&I Committee.

Responsibilities Calendar and Timeline Section 9

9.1 Annual Responsibilities

Month	Responsibilities
October	QSR#3 15th
November	Update welcome letter, H&I Lights scheduled
December	
January	QSR#4 15th
February	H&I Lights scheduled
March	
April	QSR#1 15th
May	
June	H&I Lights scheduled
July	QSR#2 15th
August	
September	H&I Lights scheduled
Other:	Budget, Goals and Committee report due 30 days prior to CSC. Final motions are due 75 days before CSC. Members come together and meet at CSC. Update P & P Manual yearly. In-person meeting at location TBD by committee G/C every 3 Years.

9.2 Ongoing Responsibilities

Monthly meetings, maintenance of individual service area.

APPENDICES

- [1. H&I Meeting Format](#)
- [2. CoDA Institutional Meeting Handbook](#)
- [3. H&I Service Handbook](#)
- 4. H&I – Books for Inmates & Institutions Programs, Program Procedures & Accounting**
- 5. H&I Instructions for ordering literature from CoRe e-store**

**Available upon request from the H&I Committee, email: hosp@coda.org*