



CoRe

CoDA Resource Publishing Inc.



Policies and Procedures Manual

January 19, 2021

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APPENDIX



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Section 1.0 - OVERVIEW

1.1 Purpose of Policies and Procedures Manual

- Acts as an administrative guide/operations manual/office handbook for the CoRe Board of Trustees.
- Sets guidelines for how the Board of Trustees will operate in accordance with CSC guidance.
- Sets guidelines for Board Officers and Alternates.
- Is a reference source for CoRe's Policies and Procedures.
- Covers areas that are not, and do not necessarily need to be covered in the Bylaws in order to keep the Bylaws basic and unencumbered.

Refer to Appendix 1.1 for formatting, changes, updates, link management, etc for P&P manual.



1.2 Definitions

- Policy: A general guideline for making decisions within certain parameters.
- Procedures - Step-by-step process detailing how one accomplishes specific duties.
- Practices (rules) - Ways in which organizations do things that may or may not be clearly documented in either policies or procedures.

1.3 CoRe Description

CoDA Resource Publishing, Inc. (CoRe) is a not-for-profit service organization that supports CoDA's mission. CoRe supports CoDA's mission by ensuring the "still suffering" in the USA are able to obtain CoDA approved materials by publishing and selling English and (translated) Spanish materials. In addition, the royalties paid to CoDA provides CoDA the financial support so CoDA can continue to bring programs and services to the CoDA community as a not-for-profit.

1.4 CoRe History

Between the time CoDA was founded in 1986 and the time CoRe was created in 1995; CoDA was finding it difficult to manage both the spiritual and the financial needs of the organization. While the CoDA fellowship had fears surrounding the financial implications of creating a separate organization to manage (sell) CoDA literature, CoDA Resource Publishing, Inc. (CoRe) was created in 1995.

[Refer to Appendix 1.4 for more information.](#)



Section 2.0 - BOARD OF TRUSTEES & ALTERNATES

2.1 Board of Trustees and Alternates

The authorized number of Trustees shall be a minimum of 5 and a maximum of 7 with a maximum of 2 Alternates. While Trustees have voice and vote, Alternates have voice and no vote. Trustees will manage projects and may hold an officer position such as: Chairperson, Vice Chair, Secretary, and Treasurer. Alternates will manage projects and may not hold an officer position.

2.2 Joining The CoRe Board of Directors

An individual may join the CoRe Board of Directors as an Alternate prior to the CoDA Service Conference (CSC). As an Alternate, they may volunteer to manage projects and join work groups. For an Alternate to continue on the CoRe Board of Directors, they must submit their application and be voted onto the CoRe Board by the voting members of the next CSC. If the member is voted onto the CoRe Board as a Trustee, their three (3) year term begins. If the member is voted onto the CoRe Board as an Alternate, they begin their one (1) year term. If Alternates want to continue on the Board, they must be voted onto the Board at the next CSC which is the end of their one year term. Trustees may run for a second consecutive three (3) year term once they have received a vote of confidence from the current Board. Each Trustee shall hold office until either: 1) expiration of the term for which he or she was elected, 2) until Trustee's earlier resignation, or 3) removal in accordance with CoRe's By Laws under 8.4.2.

2.3 Member Qualifications

- Have worked the Twelve Steps and Twelve Traditions.
- Minimum two years in CoDA.
- Have a CoDA Service Sponsor or CoDA Sponsor.
- Adheres to the Twelve Service Concepts.
- Knowledgeable of and supports the group conscience decision making process.
- Ideally skills related to publishing, accounting, secretary and business.



2.4 Member Requirements

- Will become familiar with CoRe Bylaws.
- Attends monthly business meetings via teleconference.
- Attends scheduled Face to Face (F2F) virtually or personally which can be up to 3 times per year.
- Will take on projects. May require up to 10 hours per month or 1 - 2 hours per week.
- Prepares for business meetings by reading minutes and updates Action Plan.
- Must have internet access.
- Will be skilled or will learn how to use Google docs, email and computer applications such as MS Word, MS Excel, and MS Powerpoint.

2.5 Getting New Members Started

New members will receive the CoRe Bylaws and Policies and Procedures Manual via email. It is recommended that new members read: Trustee (non-officer) and Alternate Responsibilities prior to attending the first board meeting. Typically, the first board meeting is held after the elections at conference. Day and time will be announced. Officers will be elected and Liaisons assigned.

New members will set up an anonymous gmail account or use their current one for inclusion in CoRe board alias address.

New members will be provided with logons and passwords by the Chair.

Section 3.0 - RESPONSIBILITIES

3.1 All

Recruiting new members to the CoRe Board.

Refer to Appendix 3.1 for links to “Letter of Explanation” and “CoRe Board Application”.



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3.2 Chair

- Have a working knowledge of CoRe's Bylaws, Policies and Procedures, and the CoDA Fellowship Service Manual.
- Ensure all decision-making by the CoRe Board follows the group conscience process in accordance with Tradition 2.
- Work with CoDA Board of Trustees to see that the basic policies, programs and strategic plans are designed to further the goals and objectives of CoDA, are planned, assigned and carried out.
- Report activities of the CoRe Board by means of website, email announcement blast, other publications, letters or speeches.
- Act as the spokesperson for CoRe; respond to emails on behalf of the Board.
- Write and submit quarterly reports (QSR) to CoDA.
- Write and present an annual report at the CSC.
- Schedule conference call and Face-to-Face meetings.
- Create and distribute meeting agendas in a timely manner. This duty may be delegated to the Vice Chair or Secretary.
- Act as the first officer for signature on all contracts. This duty may be delegated to other officers based on their responsibilities.
- Legal/Attorney Liaison.
- Represents CoRe at the Chairs Forum.
- Submits all required reports to the CSC delegate package including: 1) CoRe Board Applications, Financial Reports, Annual Report, and Motions.
- Maintain an up-to-date list of all passwords and log-ons and share with the Bookkeeper and Vice Chair.

3.3 Vice Chair

- Take on Chair's responsibilities when Chair is not available.
- Preside over Board meetings if the Chair is not able to attend, or if the Chair wishes to address the Board as a general member.
- Work with the Board Secretary to keep track of Action Items and items such as tabled motions, to be carried to Email as an extension of meeting, plus all passed motions.



- Will assume the office of the Chair until the end of the present term if the current Chair is no longer able to serve in that capacity.
- Is responsible for setting up hotel reservations for F2F meetings.
- Is responsible for being the second signature on contracts.
- Participate in the Chairs' Forum when the Chair is unable to attend..
- Collaborate with secretary to organize and update CoRe Board files and archives on "Dropbox"
- Ensure New Board members receive appropriate log-on and passwords.

3.4 Secretary

- Update the CoRe Trustee List located on dropbox including, their mailing address, phone number and email.
- Write up CoRe Board business meeting minutes.
- Send minutes to the CoRe Board for approval.
- Keep a record of ongoing and/or pending (aka tabled) Group Conscience decisions which need to be ratified.
- Keep a record of "passed" Group Conscience decisions (motions).
- Record Action Items in spreadsheet.
- Upload minutes, action items, motions, and GC list to "Dropbox."
- Oversee the CoRe Board Elections in conjunction with the Events Committee at CSC.
- Perform other duties which may be assigned by the Chairperson or the Board.

Refer to Appendix 3.4.1 for Trustee master list.

Refer to Appendix 3.4.2 for link to dropbox minutes folders.



3.5 Treasurer

As Needed

- Assist Trustees with expense reimbursement requests.
- Deposit checks.
- Ensures CoRe's invoices to H&I are paid by CoDA Treasurer.

Weekly

- Address emails received.
- Review incoming invoices for discrepancies and accuracy, especially, Bookkeeper and ToPS invoices.

Monthly

- Create and review the check register.
- Create a "cash on hand" report and send to the CoRe Board along with monthly financial reports received from the bookkeeper.
- Ensure financial reports are sent to CoRe Board (all), typically no later than 12th of the month.
- Ensure financial reports are sent to CoDA Board (P&L, Royalty, Sales by Item).
- Ensure the bookkeeper has paid royalty to CoDA no later than 15th of month.

Quarterly

- Ensure bookkeeper has paid 7th Tradition donation check to CoDA

Yearly

- Provide financial information for annual reports.
- Ensure Bookkeeper files the Federal and States Taxes on time. It is recommended that the process is started in February to ensure deadline of May 15th is met.
- Ensure insurance is renewed each year. Deadline is 1st week January

Refer to Appendix 3.5 for Federal and State Tax submission process and contacts.

Refer to Appendix 3.5 for link to insurance policies.



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3.6 Liaisons

These responsibilities will be assigned each year.

3.6.1 Printer Liaison

- Often liaisons with the Literature Committee (CLC) for English materials.
- Periodically checks printed material inventory quantities.
- Reorders English and Spanish printed materials.
- Follows 18 month Reorder Process and timeline.
- Request Bids/Quotes for printing of materials when asked by CoRe Board.
- Ensures H&I CoDA materials meet H&I's special requirements.

Refer to Appendix 3.6.1 for link to Printing Process.

3.6.2 Spanish Liaison

- Sends out Spanish Starter Kits.
- Often liaisons with Spanish Liaison on CoDA Board.
- Alters Printer Liaison and Coin Liaison when Spanish literature and coins need to be reproduced.
- Act as Spanish Translation liaison.

3.6.3 Warehouse/Distribution Liaison

- Contact person to the Warehouse/Distribution Center (WDC).
- Gives a monthly update at business meetings of WDC activities concerns etc.
- Sends approved flyers etc to WDC to be placed in our customers orders.
- Yearly Review of Contract with ToPS.
- Orders English Starter Kits for mailing.
- Reorder of Coins.

Refer to Appendix 3.6.3.1 for link to ToPS contract.

Refer to Appendix 3.6.3.2 for link to Starter Kit details.

Refer to Appendix 3.6.3.3 for a link to the Reordering Coin process.



3.6.4 Liaison to Web Master

- Review the corepublications.org website periodically for broken links and system improvements.
- Work with the webmaster so that images of new literature get loaded to corepublications.org.
- Work with the webmaster to improve corepublications.org based on their recommendations.
- Add products, such as literature, coins, and CDs, to Woocommerce.

Refer to Appendix 3.6.4 for link to Woocommerce Product Add Form

3.7 Trustee (non-officer) & Alternate Responsibilities

- Establish a working knowledge for CoDA Service Structure found in FSM, Part 1, Section 2.
- Establish a working knowledge for “Healthy Communication Guidelines” found in FSM, Part 1, Section 3.
- Establish a working knowledge for CoRe’s Policies and Procedures.
- Establish a working knowledge for CoDA’s 12 Traditions found in FSM Part 1, Section 1.
- Establish a general knowledge for CoDA’s 12 Service Concepts found in FSM, Part 1, Section 1.
- Establish a working knowledge for decision-making and group conscience process found in FSM, Part 1, Section 3.
- Volunteer to participate in work groups.
- Volunteer to take on and complete projects as needed.

Refer to Appendix 3.7 for link to FSM Part 1.



Section 4.0 - OPERATIONS

4.1 Meetings

4.1.2 Monthly Business Meetings

The Board meets once a month via teleconference. At the first Board meeting, the Board will select the day and time for monthly meetings. The date and time selected ensures the availability for all Trustees per the Bylaws. Notification will be sent out via email 7 days prior which includes agenda and phone number to dial into the meeting. All Trustees must attend the meetings per the Bylaw, unless excused.

4.1.3 Face to Face (F2F) Meeting

There are approximately 3 face to face meetings throughout the year.

4.1.3.1 Location (must be GC'd by Board members)

Hold the meeting in a city where members can get direct flights. Plan ahead so members can watch for good airfares. Often, it is difficult to get reasonably priced airfares around holidays and school vacations.

4.1.3.2 Hotel

People should always share rooms unless the number and/or gender of attendees makes that impossible.

- Plan to spend approx. \$130-170 per room (maybe less in a low-cost area or a little more in a high-cost area.)
- Book a hotel that includes breakfast, provides free Internet service, and has a free shuttle to and from the airport, if possible.
- You will need a room in which to work, try to find a hotel that can provide a free or very low cost meeting room or consider a suite with a table.

Refer to 5.2 for Travel Expense Reimbursement Policies.



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4.2 Annual Plans and Reports

4.2.1 Strategic plan -Three (3) years

A plan is high-level thinking, without the details, that defines attributes, goals, and directions. It includes how the business is unique, its special market focus, and its business offering (product and services), and how those three elements work together.

Refer to Appendix 4.2.1 for link to Strategic Plan.

4.2.2 Marketing Plan

It defines target markets, messaging, media, promotion, pricing, and other elements of the marketing mix – distribution channels, packaging, PR, as appropriate. And it sets specific activities, budgets, metrics, and milestones. Current marketing plan is focused on building client awareness, sales and revenue.

Refer to Appendix 4.2.2 for link to Marketing Plan.

4.2.3 Production Schedule

This report provides an 18 month projection of items that will need to be printed (literature) or manufactured (coins and CDs) which is helpful to CoRe and the Literature Committee for planning. The information needed to create the schedule include: inventory quantity and average quantity sold per month from prior year.

Refer to 4.2.3 for link to Materials Production Schedule.

4.2.4 CoRe Board Annual Report

Annual report is presented at the CoDA Service Conference, CoDA's annual business meeting, by the CoRe Chair. Typically, the report covers participating Board members, financials, accomplishments, and goals for the next year.

Refer to Appendix 4.2.4 for access to past CoRe Annual Reports.



4.2.5 Quarterly Service Report (QSR)

The Quarterly Service Report (QSR) is submitted at the end of each quarter. A reminder is sent to Chair (typically) 2 weeks prior to the deadline. The report includes: financials, activities, and other information CoDA will find helpful and/or relevant. Reports are sent to qsrsubmit@codas.org and CoRe's CoDA Board Liaison.

Refer to Appendix 4.2.5 for access to past QSR reports.

4.2.6 Master Materials List

New material must be assigned a SKU number which is based on its "category." The categories and SKU groups are listed below.

Refer to Appendix 4.2.6 for complete Materials Master List.

SKU #	1000	4000	4100	6000	7000	8000	9000	5000
Category	Book	Pamphlet	Booklet	Workbook	Special Item	Aluminum Chip	Bronze Chip	CD



4.3 Contractors, Contracts & Annual Renewals

4.3.1 Contracts and Policies

4.3.1.1 CoDA contract is negotiated one time per year. Deadline is January 31 but there is a 9 month grace period. Chair will contact the CoDA Board in December as a first contact for status.

4.3.1.2 Insurance policy covering **personal** liability for CoRe as an “association;” therefore, it is not necessary to ensure all CoRe Board members are listed on the policy. The policy is renewed each year in September.

4.3.1.3 Insurance policy for covering **commercial** liability for CoRe is renewed each year in February. This insurance covers CoRe’ merchandise at the warehouse; therefore, it’s important to ensure the insurance company has the correct address for the warehouse.

4.3.1.4 ToPS contracts renews automatically each year in January unless ToPS or CoRe make a change to the existing contract.

Refer to Appendix 4.3.1.1 for link to CoDA Contract.

Refer to Appendix 4.3.1.2 for link to personal liability insurance policy

Refer to Appendix 4.3.1.3 for link to commercial liability insurance policy.

4.3.2 Contractors

- Attorney
- Bookkeeper
- CPA
- Webmaster

Refer to Appendix 4.3.2 for link to Contractor/ Vendor List.

4.3.3 Other Annual Contract Renewals

Refer to Appendix 4.3.3.1 Woocommerce.

Refer to Appendix 4.3.3.2 Zoom via Tech Soup.

Refer to Appendix 4.3.3.3 GoDaddy.



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SECTION 5.0 - POLICIES

5.1 Group Conscience Guiding Principles

To foster an environment of equality and unity, the Board uses the group conscience (GC) process. The GC encourages everyone to participate in the discussion. To facilitate equal participation, the Board uses the “Round Robin.” The Round Robin is a timed discussion with a set number of “rounds.” The Chair will establish the timing and rounds based on the Board’s feedback and the complexity of the issue. The Round Robin Order is based on the member’s entry into the meeting. During the Round Robin discussion, no one will interrupt the member speaking. If others have questions or need clarifications, they will wait until it is their turn to ask their questions and respond to the discussion.

Ideally at the conclusion of the Round Robin, everyone will arrive at the same conclusion and the proposal and/or motion will pass unanimously. In the event the minority members do not agree with the majority members, they can request the vote be delayed for a reasonable period. The majority members will decide what is considered a reasonable time period. After the agreed upon period has transpired, a vote will be taken either in email or at the following business meeting and the majority will determine the outcome. We demonstrate our openness to the will of Higher Power by accepting that decision even when we may disagree with it. By practicing loving tolerance of each other’s opinions, we may receive the ultimate reward of our program: spiritual growth.

Refer to Appendix 5.1 Group Conscience Process.



5.2 Travel Policies

5.2.1 Expense Reimbursement Policy and IRS Accountable Plan

This policy establishes how CoDA Resource Publication, Inc. (CoRe) will reimburse Board Members for travel and other expenses incurred conducting CoRe service. The Board Members will not be paid salary or compensated in any way for services rendered, because it is inappropriate for CoRe to intentionally provide taxable income to our Board Members who are volunteers. As a not-for-profit tax-exempt organization whose funds are derived from the sale of member-written literature, CoRe has a stewardship obligation to use funds prudently. Moreover, IRS regulations impose strict requirements on the use of tax-exempt funds in reimbursing volunteers for service travel and other expenses. Regardless of whether CoRe funds are used to reimburse out-of-pocket expenses or whether these expenses are paid directly by CoRe through use of a CoRe credit or debit card, all reimbursements must meet IRS Accountable Plan rules for not-for-profit organizations.

5.2.2 Travel Expense Reimbursement Policy

Expenses incurred during travel and service days; such as: transportation, lodging, meals, parking, and incidentals are reimbursed. Expenses incurred during non-service days (aka personal days) are not reimbursed.

Refer to Appendix 5.2.2. for details of Travel Expense Reimbursement Policy.

Refer to Appendix 5.2.2. for link to Expense Reimbursement Request form.



5.3 Email Communications

- Subject line will include: FOR DISCUSSION; GC FOR APPROVAL; TIME-SENSITIVE; MOTION, etc., to assist in having emails answered in a timely manner.
- All Board Members have 2 days to participate in email discussions.
- Board Member who began the discussion is responsible for keeping the discussion moving forward which may include putting forth a motion. That member will keep track of any motions for voting and reminds those who may not have voted to “please vote.”
- Some emails are for informational purposes; if you are CC’d on an email, DO NOT REPLY ALL.
- Send your comments to the originator of the email by clicking REPLY. Before forwarding emails, get permission from all people in the thread.
- Board emails and conversations must remain within the board until GC is reached. Board members are cautioned to refrain from sharing information with others before agreement is reached.

5.4 Removing a Board Member

It is possible to remove a Board Member if they do one or more of the following: 1) does not participate in committee work for three consecutive months, 2) behavior is contrary to the CoRe Board’s policies and procedures, 3) behavior is contrary to the 12 Service Concepts, and/or 4) behavior is contrary to one or more of the Twelve Traditions.

[Refer to Appendix 5.4.1 Disagreement Resolution in Our Group Conscience Process for more information](#)



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1.1 P&P Formatting, Changes, And Link Management

The P&P was formatted in Google docs on the CoRe drive using the standard, provided formats. This format will not be matched if word document is edited on an individual's computer so it is recommended that P&P be edited directly on the Google Docs on the CoRe Drive.

The Appendix was formatted in blue ink to make it obvious to the reader that they have entered the Appendix. To keep it short and tight, the Appendix headings and text were created as “normal text.”

The goal is to minimize the need to frequently update the Body of the P&P; therefore, links have been inserted in the Appendix. By putting the links in the Appendix, it makes it easier to update when and if the documents named have been changed.

1.4 CoRe History

Between the time CoDA was founded in 1986 and the time CoRe was created in 1995; CoDA was finding it difficult to manage both the spiritual and the financial needs of the organization. CoDA found themselves organizing a brand new 12 Step program, writing new literature, publishing and distributing literature. It wasn't working. Literature orders were slow to get sent out, often the order was only partially filled, funds were being shared between office administration and printing; and in many cases; there were no funds to print literature. While the CoDA fellowship had fears surrounding the financial implications of creating a separate organization to manage (sell) CoDA literature, CoDA Resource Publishing, Inc. (CoRe) was created in 1995. It was believed by many that CoRe would effectively separate the financial from the spiritual, allowing CoDA to focus on the program and not be diverted from their primary spiritual aim. In 1995, CoDA literature was being managed by two different CoDA groups in two different states. CoRe was shipping all literature, except the Blue Book. The Blue Book was being shipped from another group in a different state. This model was established as a compromise for those who were fearful of putting all of the financial “eggs” in one basket, namely, CoRe. This model was used for about 2 years but it was more expensive, more complicated and required a lot more volunteers given the two different locations. Around 1998, this model was changed so that CoRe would ship all CoDA literature.

Initially, literature was managed by a group of volunteers who purchased postage from the post office, collected the literature from their storage unit and shipped orders out once a week from a free room offered by a local hospital. A CoRe Board member was able to secure a line of credit which allowed them to print the “Newcomer's Handbook” which was written and donated by a Voting Entity. Almost 4 years later, CoRe was generating enough revenue to move from 100% volunteer distribution to a “for hire” distributor. In 1999, literature distribution was hired out to a company located in Alabama. In 2003, the distribution center was moved to North Carolina for better customer service, easy access (CoRe member lived nearby) and cost reductions.



In 2019, sales increased over 40% when CoRe brought “corepublications.org” online the prior year. The increase in volume, as well as the changing needs and demands from the fellowship, made it clear to CoRe that a new distributor needed to be found. So after many months of research and travel, a new distributor was found in Southern California.

The improvements included: 1) shipments went from 1x per week to 5x's per week, 2) customer service went from answer machine to English and Spanish individuals, Monday-Friday from 8am-5pm PSD, 3) CoRe has easy access to information to help improve the business, and 4) cost reduction in administration.

3.1 Recruiting CoRe Board Members

Potential or interested individuals will receive a letter of explanation and an application.

Letter of Explanation:

<https://www.dropbox.com/scl/fi/dcpv6541jwh297mc0q40d/Letter-of-Explanation.docx?dl=0&rlkey=onohm0gdhsjrx83tpm37ssas0>

Board Application:

<https://www.dropbox.com/scl/fi/dpiz4redpzceh7twneqt1/2020-CoRe-Board-Application.docx?dl=0&rlkey=ugsab5zjusn9zo5ocp59fvw48>

3.4 Secretary Responsibilities

3.4.1 CoRe Board Member List

<https://www.dropbox.com/home/NON-LEGAL%20DOCUMENTS>

3.4.2 Business Meeting Minutes folder

[https://www.dropbox.com/home/REPORTS%20\(Minutes%2C%20QSR%2C%20Annual%2C%20etc\)](https://www.dropbox.com/home/REPORTS%20(Minutes%2C%20QSR%2C%20Annual%2C%20etc))

3.5 Treasurer Responsibilities

Process for filing Federal and State Tax Submissions:

- CoRe Bookkeeper will send information to CoRe Accountants
- CoRe Accountants will complete forms and send via email to the CoRe President which include: 1) Tax return, 2) e file forms 3) CA payment voucher and 4) letter from the accounting firm stating their liabilities and the extent of the service rendered.
- CoRe Chair will electronically sign the efile forms and tax engagement letter and email back to the accountants' office.
- Accountants will electronically file Form 8879-EO which is the federal tax exempt form.
- Accountants will electronically file Form 8453-EO which is the state tax exempt form.
- If there is a balance due (approx. \$10), a voucher, Form 3586, will be emailed to CoRe.
- CoRe Treasurer will write a check and mail voucher by the due date. Follow instructions printed on the voucher.



Helpful Information

- Name of Organization as it appears on forms: CoDA Resource Publishing, Inc.
- Employer identification number as it appears on forms:: 75-2568351.
- Federal Form 8879-EO can be viewed at www.irs.gov/form8879EO. For past filings go to
- For name and contract information for CoRe Accountants and CoRe Bookkeeper go to:

3.6.1 Printer Liaison

3.6.1.1 Bids and Quotes: It was decided by CoRe Board in 2019 to request quotes on production orders which are greater than \$5,000, such as the reprint of the Blue Book and Green Workbook. The quote will be sent to treasurer@corepublications which will inform Chair, CoRe Bookkeeper and Treasurer. The CoRe Bookkeeper and Treasurer have instructions related to invoices and payment.

3.6.1.2 H&I Special Requirements: All bindings must be glued, not spiral bound. There is a separate SKU number for H&I materials to ensure the binding is correct.

3.6.1.3 Printing Process for English literature

<https://www.dropbox.com/scl/fi/a2tj1g8kxfl55tthkc6t4/English-Literature-Process-Reprint-New.xlsx?dl=0&rlkey=k6yezweo9yqujpb1ratt6n526>

3.6.3 Warehouse Liaison

3.6.3.1 ToPS Contract:

<https://www.dropbox.com/s/qaezvaru0w6yov1/ToPS%20contract.PDF?dl=0>

3.6.3.2 Starter Kit

Components

<https://www.dropbox.com/s/dr6prrsar1i36l5/English%20starter%20kits.pdf?dl=0>

Process

<https://www.dropbox.com/scl/fi/7jt0t1v4z77si2d5ts7yl8/Starter-Kit-Ordering-Info.docx?dl=0&rlkey=067jdnc17xhz33kkd4ak23b4y>

3.6.3.3 Reordering Coin Process

https://www.dropbox.com/scl/fi/f7fhsypu34b1vwa0iwnx4/Reording-Coin-Details_Process.docx?dl=0&rlkey=o1y5uodh1xnvrajfxs78kgcst

3.6.4 Webmaster Liaison

CoRe Webmaster will add literature, coins and CDs to Woocommerce if CoRe provides the necessary information. Here is link to Woocommerce Product Add Form

<https://www.dropbox.com/scl/fi/5rxpl8qh1j5e1t80vmvvh/Form-to-Add-Products-to-Woocommerce-rev-2.docx?dl=0&rlkey=fstynmag6gl1baca9z6kr4wue>

3.7 FSM Part 1

<https://coda.org/wp-content/uploads/FSM-Part-1-Structure-and-General-Information.pdf>



4.2.2 Marketing Plan

<https://www.dropbox.com/scl/fi/yz8jy950sm9ivd8nwmlbu/2020-21-Core-Marketing-Plan.docx?dl=0&rlkey=h8y3iwed9rey1kimh8cyyaj2z>

4.2.3 Materials Production Schedule

<https://www.dropbox.com/scl/fi/v708az6mvuce0n78rtfcf/Master-English-Lit-Prod-Schedule-Spreadsheet-Rev-12.16.20.xlsx?dl=0&rlkey=j0gtzxcps660fkg3oz02r8z6e>

4.2.4 CoRe Annual Report

Past Annual Reports can be found by year at coda.org. Scroll down and click on “Service Info”. Scroll down and click on “Delegate Package.” Look for “CoRe Reports.”

4.2.5 Quarterly Service Reports (QSR)

Past QSRs can be found by year at coda.org. Scroll down and click on “Service Info.” Find “Current World Service Structure”, then scroll down to “Fellowship Connections,” and click on “Quarterly Service Report.” Reports are listed at the bottom of the page starting with Year 2000. To receive QSR automatically, send email to qsr@coda.org requesting QSR newsletter.

4.2.6 Materials Master List

<https://www.dropbox.com/scl/fi/sx2a8e8a33vjf02slyk3/Master-List-of-Materials.docx?dl=0&rlkey=sz9o2busamzi3c9zbzv1cg3ox>

4.3.1 Contracts and Policies

4.3.1.1 CoDA Contract

<https://www.dropbox.com/s/gmzcrr6e5uewki5/CoRe%20CoDA%20Contract%202020-%20final.pdf?dl=0>

4.3.1.2 Personal Liability Insurance Policy for Board Members

<https://www.dropbox.com/s/5cwldyh7muqatk/Exec%20Board%20Insurance%20policy.pdf?dl=0>
Mercer Statement Letter

<https://www.dropbox.com/s/gb17ftoy7pviwzp/Exec%20Board%20Insurance%20Underwrite%20Stmnt.pdf?dl=0>

4.3.1.3 Commercial Liability Insurance for Warehouse Merchandise

<https://www.dropbox.com/s/qvcjfm8bdxjbf1q/travelers%20insurance.pdf?dl=0>

4.3.2 Vendor / Contractor List

<https://www.dropbox.com/scl/fi/1bhfeaa11syxigo4d6y2e/Vendor-List-2020-03-02.docx?dl=0&rlkey=csw33rh9a0l7spnaf16e7d81d>



4.3.3 Other Automatic Contract Renewals

4.3.3.1 Woocommerce and related applications automatic renewal is tied to Yvonne's BBT visa card. All subscriptions can be viewed by logging into woocommerce, account information.

4.3.3.2 Zoom account via Tech Soup is paid by CoRe electronic check.

4.3.3.3 GoDaddy automatic renewal is paid by CoRe PayPal.

5.1 Group Conscience Process

- Board Members and Alternatives have "voice".
- Only Board Members have a vote.
- Simple majority decides the vote.
- When one abstains this will count as a no vote.
- If someone is not ready to vote, they can ask for the motion to be tabled.
- The Board will decide how tabled motions will be handled, e.g. its reintroduction and whether the vote will be done in the next business meeting or via email.
- Non-policy motions, such as deciding printing quantity, vote (GC) can occur via email.
- Policy related motions can only be voted on via email if the original discussion occurred during the business meeting, e.g. a tabled motion.

For more information go to coda.org. Click on "Service Info." Find "Service Materials." Scroll down and click on "Fellowship Service Manual."

5.2.2 Travel Reimbursement

5.2.2.1. Travel, Service, Non-Service, And Educational Days

It is important for all members to understand how these "days" affect their travel reimbursements and the potential tax implications if the member doesn't adhere to the IRS guidelines. It is not CoRe's responsibility to ensure members are adhering to IRS guidelines.

Expense Reimbursement Request Form:

<https://www.dropbox.com/s/780t523eohpkxok/2019%20CoRe%20ERR.pdf?dl=0>

5.2.2.2 Travel days

Travel days are defined as days when Board Member(s) are traveling to or from CoRe business meetings such as: face to face, CoDA Service Conference, and other CoRe business related traveling. A travel day is allowed to and from the location of the meeting. The number of travel days is determined by where you live and how long your flight will be. CoRe follows CoDA's financial guideline for travel reimbursement.

5.2.2.3 Service days

In order for members to be reimbursed for their travel expenses without tax implications, the IRS guidelines state that you must be "on duty in a genuine and substantial sense throughout the trip". The IRS goes on to state that a work day is 6-8 hours. Therefore, service days are days when the board is conducting business for 6 to 8 hours including lunch.



5.2.2.4 Educational Days (International CoDA Conference)

Given the educational nature of the International CoDA Conference (ICC), the IRS Guidelines does not consider the time spent at the ICC as “personal” days. CoRe doesn’t reimburse expenses occurred on educational days.

5.2.2.5 Non-Service (Personal) Days

While personal days can be taken before or after the business meeting, any expenses incurred will not be reimbursed. In addition, the IRS guidelines state that the number of personal days taken before or after the meeting, needs to be a reasonable number. If the IRS deems the personal time to be not reasonable, the trip will be considered a benefit and the reimbursement for the entire trip will be subject to tax. CoDA Finance has suggested 50% as a reasonable measure. For instance, six (6) day meeting can support 3 days of personal time before or after the conference. The responsibility is the individuals' and CoRE will not police or monitor personal time.

5.2.3 Transportation

Airfare is a significant discretionary cost; therefore, CoRe Board Members are responsible for exercising prudent judgment in deciding when to travel, in booking in advance, and in selecting fares and routes.

5.2.4 Lodging

CoRE reimburses Board Members while they are performing services consistent with the purposes of CoRe.

5.2.5 Traveling “Out-Of-Town” Meals

When service travel requires an overnight stay, CoRe reimburses Board Members for the reasonable and actual cost of meals (including gratuities). The CoRe credit card can be used to pay for business meeting meals when there are two or more CoRe members dining together. Retain receipt for reimbursement unless CoRe credit card is used at the business meeting.

5.2.6 Face-to-Face Reimbursements Occuring at CSC & ICC

Board Members are only reimbursed for their travel expenses which occurred during their “service days.” A service day is defined by the IRS as working day of 6 - 8 hours. Therefore, all Board Members must work 6-8 hours to be eligible to be reimbursed for all expenses incurred on that day. The IRS guidelines further describe a service day in the following manner: “if you are on duty in a genuine and substantial sense throughout the trip. However, if you have only nominal duties, or if for significant parts of the trip you don't have any duties, you can't deduct your travel expenses.”



5.2.7 Non-Reimbursable Expenses

CoRe maintains a strict policy that expenses in any category that could be perceived as lavish or excessive will not be reimbursed, as such expenses are inappropriate for reimbursement by not-for-profit, charitable organizations. This list can never be fully comprehensive. If in doubt, please check with the CoRe Board Treasurer. Examples include:

- Any extra airfare and transport costs due to added vacation or personal time before or after a service event.
- Reimbursement of airfare if you choose to use your frequent flyer benefits or credit card point rewards.
- The cost of travel for spouses, family members or friends.
- Costs incurred for personal reasons or in extending a trip for personal reasons.
- Parking fines or fees for traffic violations.
- Damage to personal vehicles.
- Lost or stolen articles.
- Travel Insurance.
- Medical and/or personal accident insurance (May be approved for foreign nationals traveling to U.S. on CoDA service, whose coverage does not cover U.S. emergency medical costs.)
- Visas and passport charges.
- Air-Phone Usage and cell phone charges.
- Personal phone calls.
- ATM or bank charges.
- Credit card costs, including finance charges and usage fees.
- Alcoholic beverages.
- Room service charges.
- Entertainment (e.g., movies, video games, concerts).
- Laundry, dry cleaning services, valet services.
- Spa or fitness center charges.
- Airline or other transportation service upgrades, early boarding fees, choice seats, etc.
- Newspapers, magazines, personal entertainment

5.4. Removing Board Member

Disagreement Resolution in Our Group Conscience Process

Philosophy:

When we disagree, we express ourselves in non-personal, non-shaming ways. We do not attack an individual's point of view. Instead, we accept what the person says as true for them.

Process:

An individual will take their concerns directly to the person involved first. Each individual must be willing to admit the exact nature of their wrongs and make amends.



P&P Revision date: 1/19/21

If either or both parties are not willing to admit the nature of their wrongs and make amends, it is appropriate to ask for a group conscience decision on whether the person(s)' behavior is threatening the unity of the group. If the group decides that the person(s)' behavior is affecting the unity of the group, the group will hold the person(s) accountable by telling them what is not working, e.g. tradition or service concepts being broken.

We all agree to follow and respect the group conscience process. We reveal our commitment to our group's success and unity by assuming responsibility for our behavior and accepting accountability for our actions. If we slip back into codependent attitudes and behaviors during this process, we admit it and make amends to those we have harmed.

Tools Used: 1) 30 Second and 2) Round Robin
Process - Courteous behavior
Individual to Individual

Another group conscience may be requested to re-establish safety and CoDA unity. If an individual(s) continues to upset the unity of the group, the group, through a group conscience process, can suspend that individual's speaking privileges and voting privileges. A temporary time period should be discussed with members to allow for self-development and a return to service. Persons so cited are encouraged to work Step 10.

If behavior persists, the group may call for a group conscience decision to remove that individual from that position of responsibility.

In such cases, the individual(s) affected should be notified of a group conscience meeting and allowed to participate in the process. A record of all actions should be maintained by the group and be made available (propose recording). This information will be archived.

Steps

Individuals involved admit the nature of their wrongs and make amends.
Bring to Board for GC and direction
Board limits speaking and voting privileges for period of time
Board requests members to step down or votes to remove them.

*Refer to the "Dealing With Disagreements Brochure" located at coda.org. Click on "Service Info."
Find "Service Materials." Scroll down and click on "Dealing With Disagreements Brochure"*

