



CoDA QUARTERLY SERVICE REPORT

Co-Dependents Anonymous, Inc. PO Box 33577 Phoenix, A.Z. 85067
(602) 277.7991 www.coda.org
2nd Quarter 2009

BOARD OF TRUSTEES REPORT

Half the Board arrived at our second face-2-face in Albuquerque, New Mexico on Saturday, April 25 with a sense of urgency. The Board is comprised of 8 members, four of whom complete their 3 year terms at CSC in July, 3 Board members who arrived in 2008 (the newbie) and Steve, our Treasurer, who completes his term in 2011. This was the newbie's last opportunity for an intense F2F meeting. Although we teleconference monthly, only two teleconference meetings will be held before the Seattle CSC/Convention in July.

The full Board was in attendance with Michelle via teleconference due to health concerns. DaveS departed when he received the news that his Mother was extremely ill. Unfortunately, she passed Saturday afternoon. We extend our condolences to Dave and his family during this difficult time.

RoyL presented information regarding Web Services and his position as Web Coordinator. The Board asked the Web Coordinator to generate a spreadsheet formatted list of meetings on a monthly basis that is website accessible. Groups may use this public information to reproduce their own lists of meetings.

RoyL provided a Translation Management Committee update, particularly as translation relates to copyrights. As is the case within the CoDA fellowship, TMC must effectively communicate with several other Committees. Despite this being a committee of one, there are successes. We commend Roy for his TMC work and the successful interactions with CoRe and the Literature Committee. Great committee work! Look for TMC's report on "Lessons Learned".

Over the past few months, the Board's focus has been our responsibilities for the smooth running of the CSC business meeting. We discussed many, many ideas to aid committees in completing their reports in a timely manner and assists to the membership toward full participation with fewer delays and interruptions. As both Liaison and volunteer, Michelle has served the CSC and Conference Committees to bring together a long range plan for those events. As convention planning progressed, both committees have grown in numbers. Thanks to all those committee members in organizing these two 2009 events, and CSC and Conferences in the coming years.

The meeting was somewhat productive as we found that while the Board can identify snafus within CoDA services, committees are our backbone and must accomplish all the work. Each Board member provided Liaison Committee Reports and some new ideas for future consideration. Mostly, we generated lots and lots of questions.

CSC is where we collectively recognize and celebrate individual and group contributions to the betterment and growth of our fellowship.

We look forward to those celebrations and to the fellowship experiences awaiting us at CSC. We are grateful for the opportunity to be of service.

See ya'll in Seattle!

JudiAnn, Board Member, Thom F., Chairman

CoRe REPORT

CoRe continues to finalize the web store. We are looking at June now, due to unforeseen preparations. The current self-calculating English and Spanish order forms are on the CoDA.org website. If anyone finds an error or glitch, please email CoRe at CoRelit@aol.com. We appreciate all finds and comments.

CoRe has replenished several inventory items including the Twelve Step Handbook. At the 2007 Service Conference, CoRe did a special review of the Twelve Step Handbook because it seemed (after reviewing the year's sales) that the Fellowship did not know that our old Step pamphlets had been condensed into a Handbook. Since that special review at the Service Conference, the sales of the Twelve Step Handbook have increased substantially. The Handbook is a great piece of literature that can easily be used by CoDA members and CoDA meetings.

The new Building CoDA Community, Healthy Meetings Matter booklet is slated to print this month. It is #4022 on the CoDA Order Form under the Booklet and Handbook section. This Booklet includes material previously printed as the Using the Twelve Traditions pamphlet, Why Using CoDA Literature is Vital pamphlet, and the Starting a New Meeting pamphlet. In addition to the above mentioned material, this booklet has new information in it that will support a strong and healthy CoDA meeting, and be a good reference.

CoRe's Treasurer is reviewing and updating our books. This effort will help us be more efficient in our reporting. CoRe looks forward to receiving your orders for CoDA literature.

CDRS

CoDA CSC COMMITTEE

Hello CoDA members, Delegates and Committees members,

It's April....3 months until Conference! Many VE's are having their general assemblies this month and next. The VE issues will be decided on. We look forward to getting your complete Delegate packets prepared and ready to download by June 1st.

If you haven't registered yet please do so ASAP. Detailed instructions can be found on the CoDA website www.coda.org. You will see the registration link in the left hand column on the home page. User IDs and passwords will be emailed to all Delegates as soon as the delegate packets are complete. (most likely end of May). If you do not have an email account or access to a computer and would like a delegate packet mailed to you, please email a request at events@coda.org or contact Nancy M. at 503-519-6063 to set that up.

The CoDA Service Conference will begin Wednesday July 8, 2009 at 8:00 A.M. and continue through Saturday July 11. The Doubletree hotel rooms will run \$169.00 for double occupancy for Tuesday and Wednesday night, but Thursday through Saturday rooms will only cost \$99.00 (the same rate as convention participants).

We are looking forward to loosening up while joining the entire convention fellowship in the afternoons and evenings, after the hard work of doing CoDA's business at the beginning of the week. This is a test run for 2010. We ask that everyone both Convention Attendees and Conference Trusted Servants all keep an open mind and embrace the good things 'change' has to offer.

We will look carefully at the feedback we get from this year's event and make the necessary adjustments so that this event gets better and better in the years to come.

See you all in July.....Register Now! Make it a goal to bring 1 CoDA friend with you to convention this year, who has never been before. Our goal is to have this event be 1000 fellows strong in 5 years!

FINANCE COMMITTEE

The Finance Committee will be holding a face to face meeting at the end of April. We will meet with CoDA's bookkeeper and prepare for Conference, and work on editing the expense form.

We held a telecom with the Treasurer to discuss financial reimbursement issues regarding the Service Conference and Convention. Our guidelines for Trustees and Committee Chairs are:

The Finance Committee wants you to be aware of CoDA's expense reimbursement guidelines ahead of this year's Service Conference. We hope this makes it easy for you

to plan to be in Seattle in July. It's our first time combining the Conference and Convention and we're looking ahead.

Trustees and Committee Chairs may be reimbursed for:

- registration fees \$75 or \$25, as applicable
- travel expenses (Airfare or mileage)
- half the nightly hotel room rate for 5 nights (share with a roommate)
- maximum of \$30 per diem for 6 days

FYI: Committee Chairs:

If you are planning to hold a meeting before the CSC, please let the Finance Committee know. These meeting costs are allocated to your committee's budgets as meeting expenses.

Please write to finance@coda.org with any questions.

Your CoDA finance Committee: Della, Curtis, Jay, Shirley, Judi T. (Chair)

CO-NNECTIONS

The committee continues to evaluate and post member submissions.

As part of our on going process, we continue to refine the Co-NNections web area. For example, we are adding newly submitted, as well previously submitted, fellowship submissions to the "A Sharing Sampler" section. It is our hope that this will acquaint both new and returning visitors with parts of our collection that they may not have seen.

Further, as a result of a suggestion from one of our fellowship members, the committee is presently working with the CoDA Web Coordinator to further modify "A Sharing Sampler" to include the posting of a different submission from our collection on either a weekly or daily basis. It was felt that making a variety of member generated submissions available on a regular and frequent schedule, would be a beneficial service to CoDA members. Doing so would provide another approach for those interested in contemplating the sharing of the experiences, strengths, and hopes of others in our fellowship in an organized fashion.

Finally, we would like to request that those reading this report, share the current Co-NNections web page, <http://www.coda.org/co-nnections.php>, with the group(s) they attend.

Co-NNections Committee

LITERATURE COMMITTEE

We are in the final stages of getting the "Building CoDA Community: Healthy Meetings Matter" ready for publishing. It has been a tedious process, sending the edits off to be changed by the publisher, receiving the proof back, only to find that some of the proposed edits had been overlooked. The back and forth process has been going on for a couple of months. The goal is to have the published booklet ready for the Conference/Convention.

The sponsorship booklet project is at the point of reviewing, editing, and adding to the work we had done at our face to face meeting several months ago. Our goal is to have a draft to be voted on at the CSC.

Lastly, the CLC is still working on the AZ Issue 2007. We will have a proposed list of changes to the CoDA Patterns and Characteristics to be voted on at the CLC.

Submitted by: Janet C., Literature Chair

SERVICE STRUCTURE COMMITTEE

CoDA EVENTS COMMITTEE

The Emerald City and WA Intergroup are looking forward to hosting a great event here in Seattle, Washington.

We found out the Seattle Mariners are playing the Texas Rangers on Friday night; game starts at 7:10 pm. If we have more than 20 people attend the game we can get a group rate. Please contact Geri S. at events@coda.org to get a ticket. Otherwise there is a CoDA Guest Speaker that night or you can go out on the town (just a bus ride away) to look at the beautiful Emerald City.

We are still in need of two workshop leaders and we need about 6 more volunteers.

If you are a delegate from a VE and attending both Convention and CSC please look at the CSC memo on the QSR for cost and reimbursement information. If you have any questions you can contact us at events@coda.org

We look forward to a fun filled summer event by hosting both the 2009 International CoDA Convention and CSC.

See you really soon

Geri S.
2009 Convention Chair

Please print this flyer and get it out to the meetings in your area and any 12 Step bulletin boards that are available. Register now as we are 3 months away.

2009 INTERNATIONAL CONVENTION IN SEATTLE, WASHINGTON • JULY 9-12, 2009

Independent and Free

IT WORKS IF YOU WORK IT AND YOU'RE WORTH IT!

**Fellowship □ Fun □ Friendship
WORKSHOPS . SPEAKERS . BANQUET .
DANCE . EXPLORE SEATTLE**

□

Register online at www.CoDA.org

**DoubleTree Hotel - SouthCenter 1-800-
222-TREE (8733)**

**CoDA Service Conference (CSC)
begins early, July 8**

Welcome Delegates and Committees!

**For additional information: events@coda.org or
Geri S. 253-238-0828**

HOSPITALS & INSTITUTIONS

Letters received and responded to- 54
Literature requested and sent to inmates- 48
CoDA Book Sent to facilities-123
CoDA Book Ordered 200-to be held by CoRe for distribution as directed

Invoice totals from CoRe that were submitted for payment:

January 2009/	\$ 130.20
February 2009/	\$ 247.66
March 2009/	<u>\$2361.50</u>
Total	<u>\$2739.36</u>

Multnomah County Department of Community Justice in Portland, Oregon-Volunteer Manager sent an email inquiring about the possibility of having a meeting started at this facility. Contact was made with a member in the Portland area with the assurance that there were members excited about pursuing this endeavor.

VOLUNTEERS NEEDED FOR THE FOLLOWING-

- Any CoDA Member willing to give service by phone to gather the needed information for placing The CoDA Book in hospitals and institutions please write: hosp@codas.org for more information. Those interested in placing brochures in institutions with local meeting lists may also write to the above email for more information.
- CoDA Members willing to process inmates through the twelve steps by mail and willing to commit to this service for a minimum of two years please send an email to the above address for more information.
- Occasionally inmates make requests for “someone to talk to” and willing to accept collect calls. Now this would be for a very special service giver! There may be ways around cutting the expense. Those interested in this avenue of service, send an email to the above address.
- When inmates are released some are concerned about whether they will be accepted in local meetings. If local members are willing to help the inmates to connect and feel comfortable this would be a wonderful service. This calls for relationship with boundaries. Again, please write the above address.

If everyone working in H&I service in some capacity would send their name, email, phone, city and state so we could send them local information this would be helpful. Also it would help in putting together a database of those wanting to be on a mailing list to discuss how to improve and grow this committee in order to be more prompt in responding to requests.

Respectfully Submitted by
Chair

ISSUES AND MEDIATION COMMITTEE

Issues and Mediation Committee (IMC) elected new members and a chair at CoDA Service Conference 2008. The members are: Florence F., elected chair, (MD and www.onlinecoda.net), Kathleen O. (FL), Natasha K. (AZ), Jim D. (CT), George R. (MD), Curtis F. (MO), and Stephanie S. (CO)

April 2009 Quarterly Progress—OLD BUSINESS

1. We **STILL** have not begun discussions about our committee description.
2. IMC received an email sent from an individual CoDA member with complaints about an individual meeting. We discussed with this person the group mediation and resolution process as stated in the Fellowship Service Manual. We are waiting to hear if this person would like any further action taken by IMC.
******PROGRESS*** This person expressed the desire that IMC take further action by speaking with the leader of the meeting. IMC received an answer back from the leader that was deemed appropriate in resolution of the situation. A response was just sent to the person who sent us the complaint.**
3. At CSC 2008, Board made a motion that was conference approved asking IMC to “track” Voting Entity Issues (VEIs). *****PROGRESS** We have a table that has been set up but not complete in the TSG area but I am not sure what is the progress on having one that is publicly viewed.**
4. We have received another complaint from an individual meeting in New York and we are attempting to contact the leadership of this meeting as well.
*****PROGRESS** We are still waiting to hear back from the leader of this group.**
5. We received an email from another individual meeting. One of our IMC members has offered to call this person to clarify the situation. ***** This is still in progress...**

NEW BUSINESS

1. We are discussing whether or not we should have a face to face meeting before the CSC in Washington this year.

OUTREACH COMMITTEE

Outreach members include: Allan (CA), Anahid (CA), Debi M. (CA), Florence F. (MD), Karen G. (TX), Wayne M. (CA), Barbara (Oman), Sheree (GA), and Lisa (NV).

Spanish Outreach members are: Maggie (Nicaragua), Cari (FL), Marilia (Mexico), Linda (CA), and Tracey (IL).

Incoming E-mail Numbers

Quarter 2009	Outreach E-mails	Spanish Outreach E-mails
First (Jan-Mar)	277	65
2009 Totals	277	65

Outreach Activities/Issues

There was a mix up with the last Outreach report and a draft was used in the QSR instead of the final report. Item number 4 in the last QSR had “Allan’s Issues” in the draft as a placeholder. The correct text is added to this QSR as activity #1:

1. Outreach requests that anyone who does service registering, updating meetings, or making meeting lists use the CoDA meeting number (e.g., AZ276) to simplify tracking and updating of meeting information. To obtain the meeting number, go to the following URL: http://www.coda.org/ajax_control.php?action=load_translation&language=1, input the state and city and hit search. The left most column lists the meeting number and name.
2. This issue is still open: After closing the fall teleconference, there was agreement on researching ways to provide participation of SPO members who live outside the continental US.
 - a. Calling cards
 - b. SKYPE phone services (requires broadband capability, which everyone does not have)
3. We are beginning discussion of Conference issues.

TRANSLATION MANAGEMENT COMMITTEE (TMC)

WEB COORDINATOR REPORT

Your Web Coordinator has still been very busy with all of his duties. Because I am doing so much, I have decided to break my report into parts so that I do not forget to relay some important information to you.

Web Updates: Since the beginning of the year, I have made over 110 updates to the web site. Some of these were correcting a phone number for a contact to completely building the Convention and CSC web pages along with online registration. Currently, I have a backlog of less than 50 items.

Meeting Updates: Your Fellowship Services worker has also been very busy. She has updated in some form (deactivated, re-activated, update, added) 379 meetings. She has also handled over 181 letters.

SPAM patrol: SPAM continues to be a huge part of my responsibilities. Since the beginning of the year, SPAM that CoDA committees see has been averaging 24% of the good emails that they see. Try as hard as I can, I cannot seem to get the percentage much below 20%. When I do take steps to reduce the amount of SPAM getting through, I then have to deal with email that is caught as SPAM, but really isn't. This type has been running about 17 emails per week. What the committees do not see is the average 1800 emails that the SPAM program catches per week and the other 136 emails that my filters catch. I continue to work to reduce the SPAM that you see and lessen those emails that are caught incorrectly.

Backups & other duties: Your web coordinator does a lot of things that you never see nor even may think about, but I keep a backup of the website pages, emails, databases, and configurations. The board just approved a slight change in the backup procedures. I automatically backup emails and web pages each Wednesday night. At the beginning of each month, I copy these, databases and configurations to a backup external drive and then burn them to a CD for safekeeping. The web coordinator creates several reports on activities concerning the website. They are in the Trusted Servant Guidelines (TSG) area of the website. You may view these here: <https://www.coda.org/tsg/index.php>. You will need your logon as a trusted servant to see them. Once the menu opens, click on "Web". You will see a list of various reports.

VEI's: Your web coordinator lists Voting Entity Issues and updates provided by committees that they are assigned to and/or IMC on the web. The link is: www.coda.org/VEI.php. I thought these might be of interest as Conference is just around the corner.

Special: Your web coordinator has completed creating the documents and pages for registration for the joint Convention and CSC! Please go to: www.coda.org/events.php. This was a very challenging task as Convention and CSC has never been held at the same time. This created a lot of logistical problems with agenda's, information pages, and registration forms. But you have the options!!!! You can either register for Convention only, Convention and CSC or CSC only!

New look for website: Your web coordinator developed a new look for the website. I will be presenting this to the board at their face-to-face in the last part of April. The new look includes a left-side menu navigation system that allows for main menus and a better distribution of items under each menu heading. Hopefully, it will make maneuvering the website more intuitive.

Respectively Submitted;
Roy L.
Web Coordinator

COMMUNICATIONS TASK FORCE

The Communications Task Force (CTF) was created in late 2007 with the purpose of determining how to best improve communication up and down the inverted pyramid within the World CoDA Fellowship. We spent the first year primarily recruiting people interested in participating in this effort, and in gathering issues to be resolved. Although quite a few people expressed interest in the effort, only about 15 agreed to join us, and out of that only about 6-7 are actively involved. For those who are interested in more background information about the CTF, please see previous issues of the QSR which contain a lot more detail. Current active members of the CTF are Allan B., SoCal; Doug P., FL; Eric, CO; Evie S, SoCal; Geff R., WA; Joe, SoCal; and Sharon L., SoCal.

The past quarter has been a very productive one for the task force. We decided to forego the effort to meet face-to-face and instead have had 2 very successful phone conference calls. Our next call is scheduled for April 19, and we plan to continue to have monthly calls for the foreseeable future.

Items currently being addressed by the task force include:

- Implementation of an opt-in Fellowship email communication for news and updates
- Recommended change in procedure for submission of Voting Entity issues, to increase the chance for review by all levels of the Fellowship
- Characteristics of Co-Dependency specifically related to communication
- Volunteer staffed CoDA answering service
- Process and protocol changes for Board face-to-face and conference calls to ensure wide communication of information throughout the Fellowship

Future items to be addressed include:

- New forms of communication brought about by current technologies and their use within the Fellowship
- Feasibility of the development of PSA videos or plays within the guidelines of the Traditions
- The importance of sponsorship to newcomers
- The critical link between service work and ongoing success in recovery

Respectfully submitted,

Evie S and Doug P, Communication Task Force Co-Chairs

CoDA Quarterly Service Report (QSR)

2nd quarter 2009

To CoDA's Trusted Servants,

The purpose of the QSR is "serving our CoDA Fellowship" by providing a bulletin "in which committees can report their activities." (Quoted from CoDA by-laws)

It's a vital link between CoDA Inc. Committees, Delegates and members. The QSR and **coda.org** website provide the most complete and up-to-date sources of information about our Fellowship. Please share this information with your meetings and service entities.

Any interested CoDA member can receive the QSR by email. Just contact **QSR@coda.org** to be added to the distribution list.

If you plan to have something in the 3rd quarter of 2009 QSR, please email it to **QSR@coda.org**, by July 31, 2009.

Use email! Help cut mailing costs!

In order to distribute the QSR in the most cost effective manner, we want to send QSRs by e-mail whenever possible. If you have e-mail, please send your name and address: qsr@coda.org

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