



# CoDA QUARTERLY SERVICE REPORT

Co-Dependents Anonymous, Inc. *Hereinafter "CoDA, Inc." or simply "CoDA"*

PO Box 33577 Phoenix, A.Z. 85067

888-444-2359 English 888-444-2379 (to be set-up – Spanish ) [www.coda.org](http://www.coda.org)

4<sup>th</sup> Quarter 2009

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## BOARD OF TRUSTEES REPORT

Occasionally corporate records require review and updates. This is currently being attended to by the CoDA Board. Volunteer organization can lose essential information as people move on to other adventures in their lives. For everyone's review, here is some important CoDA information:

**CoDA name** - the full legal name is: Co-Dependents Anonymous, Inc. A variety of nicknames have been used over the years, sometimes confusingly, sometimes erroneously. After first making this statement: *Co Dependents Anonymous, Inc. hereinafter sometimes "CoDA, Inc." or "CoDA Corp." or simply "CoDA"* - the nick name maybe substituted within that document. Note the new heading on the QSR. All CoDA minutes and contracts are headed in this manner. Committees should confirm their meeting minutes comply. Originally, Co-Dependents was hyphenated but the IRS database dropped the hyphen, for some reason. For more information on CoDA's name listing visit: [www.irs.gov](http://www.irs.gov) Select *Charities and Non-Profits*, use *Search Now* feature to find the CoDA listing.

**Tax Status.** Co-Dependents Anonymous, Inc. is a 501 (c) (3) so purchases are sales tax exempt. Please contact the Treasurer for required documents if your committee will be making purchases. The IRS is involved so there are consequences for incorrect use of the exemption. This applies only to CoDA corporate purchases and is not available to Voting Entities, meetings or Inter-groups. This is in keeping with our Tradition #4 *"Each group should remain autonomous ..."*

Since CSC 2009, Board Alternates from U.K. and Italy have fully participated in our conference calls. These alternate Board members provide a global perspective on CoDA issues. We believe this is an important investment for the fellowship as our CoDA world expands. Thanks to Maria and Geraldine of U.K., Delia, Claudia and Rosanna of Italy for their continued commitment and participation at our late hour conference calls.

A Board face-2-face meeting was held in Atlanta - November 7, 2009. RoyL (Web coordinator and TMC Chair) joined the meeting and brought the Board up to date on many issues. A major discussion continues to be the management of our budgets and the concern that we not exceed our annual earnings. The Board will work with Finance Committee on this. Another important item continues to be our processes, as they relate

to transparency and full disclosure. At the request of Finance Committee the Board reviewed the 2009 reimbursement guidelines.

Since CSC 2009, lots of good committee work has been accomplished. See the following reports for more information. SSC is in full gear, Communications Committee is organizing phone committees. CoDA is fully in charge of the phone system through our new provider, Phone.com. Fellowship services contractor, Joan will maintain the “dashboard” – the software that could route incoming calls to designated volunteers on an “as instructed” basis. Contact the Communications Committee if you are interested in this volunteer opportunity.

As a reminder, CoDA has many service opportunities. Board Committee Liaisons would be pleased to provide information about committee work and help you find the right committee for your interests, talents and skills.

The Board usually meets via conference call the first Sunday of each month. Currently scheduled Board conference calls are: Dec 6, Jan 10, Feb 7, Mar 7. Members of the fellowship are welcomed to listen in, if arranged prior to the call.

JudiAnn, Chair  
CoDA Board

## **CoRe REPORT**

We at CoRe had a great conference this year! Thank you to everyone who attended, you help make the conference. We had an opportunity to meet with members of the Fellowship from both England and Italy, and share things we have learned over the years. It was a great opportunity to remember back when we started...we had very little literature in stock, not much money, a 9X12 storage space, a room in a hospital's basement that we were allowed to use one evening a week. We had all volunteers, no paid workers (no \$\$), and the CoRe board donated flight points, and Texas donated the Newcomers Handbook...It took a while to get things going. Here we are, about 10 years later, with a web store, paid contract workers, and the ability to serve the Fellowship. We are so grateful – thank you to everyone who has ordered literature and made all this possible. And thank you to all those who have volunteered over the years – you are so appreciated!

It is amazing how fast the web store is getting people registered. We are very excited to see orders from many who have never ordered before! Remember if your order is in on Monday by Noon Eastern time, it should ship on Tuesday. And also remember we have moved our order processing to North Carolina, so we have a new address and phone number. If you haven't seen the new web store, please go to [www.coda.org/estore/](http://www.coda.org/estore/) and register.

We had fallen behind in our promised dates for the CD's, and we apologize. We got swept up in the web store and lost track of time. We are close to catching up, so if you have a back order on one of these, we will be sending them as they come in.

We have the second printing of the Second Edition of the CoDA Book ready for distribution, as well as the new Healthy Meeting Booklet.

We are going to have a limited number of trial CD's (for the first 4 CD's only) available for Communities and Conferences, to allow groups to hear what is available. We will have the details on this by the next QSR.

Thanks for your continued support,  
The CoRe Board

## **OUTREACH COMMITTEE**

**Outreach Members:** Allan B. (SoCal), Anahid (SoCal), Debi M. (NorCal), Florence F.(MD), Karen G. (TX), Wayne M. (NorCal), Sheree (GA), and Lisa (NV).

**Spanish Outreach Members:** Maggie (Nicaragua), Cari (FL), Marilia (Mexico), Yeni (Colombia), Linda A. (SoCal) and Tracey (IL).

**Professional Outreach Members:** Yumi (NorCal), Lou (IL), Donna (NC), Cindy (NC), Florence F. (MD) and Allan B. (SoCal).

**Update Outreach Meetings:** Allan B. (SoCal)

### **Incoming E-mail Numbers, 2009**

<b>Quarter</b>	<b>Outreach E-mails</b>	<b>Spanish Outreach E-mails</b>
First (Jan-Mar)	277	65
Second (Apr-June)	214	58 (missing 1 week)
Third (July-Aug)	231 (missing 1 week)	51
Fourth (Sept-Dec)	19 (1 week only)	33 (thus far)
2009 Totals	722	207

What started as the Outreach Committee has blossomed into four "committees:" Outreach (answers e-mails from the Fellowship in English), Spanish Outreach (answer e-mails from the Spanish Fellowship), Update Outreach (attempts to verify inactive meetings), and Professional Outreach (still to be defined, but the focus is to create greater awareness of CoDA within the mental health profession). Our work incorporates many aspects of CoDA - we are in constant contact with CoRe, Fellowship Services, Translation Management, the Web Coordinator, and the Board. Much of our work relies on their work.

Outreach regrets missing the publication deadline for the previous QSR reports. This report, in effect, covers two QSR reporting periods

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## **Outreach Activities/Issues**

### **1. Reimbursement for Conference**

Outreach has been in conversation with the Finance Committee since May of 2009 about the revised reimbursement policy sent out in May for attendance to the 2009 CSC. Outreach respectfully disagrees with this policy and the way it was introduced. Finance supports their right to distribute a new policy by citing Motion #00089. This motion was made by the Finance Committee and approved at the 2000 CSC and states:

"Move to approve guidelines for expenses and advances with the understanding that these guidelines apply to all CoDA members, including the trustees. And that a review of the financial guidelines will take place at all future NSC's and appropriate revisions will be presented by the Finance Committee for NSC (i.e., to CSC) approval."

The new reimbursement policy was not submitted for vote at the 2009 CSC. The Board and Finance Committee are looking for ways to resolve these issues. Outreach would also like to see improvement in the budget setting process and would like to determine through group conscience process how the Outreach budget is spent to meet the needs and goals of the committee.

## **2. Rate of Translation**

Questions by Outreach concerning the rate of translation of CoDA literature into Spanish were addressed by the Translation Management Committee at the Seattle CSC, establishing that translation is a slow process, involving many stages and that much work has been done to facilitate the process.

## **3. Meeting Information Lists**

Attempts to access meeting contact information by the Fellowship are often unproductive. It would help the newcomer and member if contact phone numbers were provided on meeting lists of all types and for all "levels" of service (World, Intergroup, local community).

## **4. Updating Meeting Database**

Mexican mental health workers asked Spanish Outreach to provide meeting information from the CoDA meeting list database. Work continues on this complicated endeavor. See <http://www.coda.org/meetings/meeting-tips.php> for more info.

## **5. Outreach Motions at CSC 2009**

A number of Outreach motions made at the 2008 CSC and resubmitted at the 2009 CSC were either passed or processed. Outreach thanks Florence, whose follow through with SSC resulted in sections being added to the 2009 version of the FSM, Meeting Starter Packet (MSP), and FAQ on the web site.

a. MOTION #1 08104 –added text to the MSP regarding where meetings can be held and suggesting caution about holding meetings in individual homes.

b. MOTION # 09058 – added text called "Options that have Worked" to the FAQ question "Does CoDA Inc. have an "umbrella" insurance policy that would cover our meeting?" Motion passed.

Thanks to the Web Coordinator, who inserted text in the web FAQ after CSC, covering both of these motions.

c. Spanish Outreach MOTION # 08077 – "Warning against therapist facilitation of CoDA meetings" was submitted last year and tabled to SSC. Florence

resubmitted the idea as Motion # 08102 at CSC in 2009, which was amended. Outreach is working with SSC to revise the text of this motion.

d. MOTION # 09059 - to receive hard copies of Board/CoRe/Committee reports of conference activities and reports, preferably at the time of the report, if possible. Motion passed.

### **Teleconference Discussion, August 2, 2009**

#### **1. Professional Outreach Subcommittee Members**

Professional Outreach subcommittee members (Yumi, Lou, and Donna) introduced themselves. The aim of this newly formed committee, (2009 CSC), is to help Voting Entities and Intergroups send out mailings to mental health professionals and possibly clergy and physicians.

#### **2. Help Wanted Ad**

Outreach discussed changing its Help Wanted ad on the web site, to recruit volunteers for activities other than responding to emails and to elicit recommendations from newcomers about other activities to reach the codependent who still suffers. These topics will be pursued via email.

#### **3. CoDA Phone Answering Service**

Florence reported that the Communications Committee will implement changes to CoDA's phone service and recruit volunteers to staff it. Communications welcomes pertinent ESH from Outreach members.

#### **4. Spanish CoDA Logo on Webpage**

The translated CoDA logo was posted on the Spanish web pages in October 2009, at <http://www.coda.org/spanish/index.php>. The logo needs to be added to other Spanish web pages.

#### **5. Temas De Espanol@coda.org / Spanish Outreach Issues**

The Spanish Outreach Committee voted to drop the bilingual requirement and accept monolingual Spanish speakers. It also voted to change its email address to [espanol@coda.org](mailto:espanol@coda.org) and publish its reports in Spanish as well as English.

### **Tabled Matters that Remain of Concern**

Ways to include Spanish Outreach committee members abroad in Teleconferences. More details are available in the Outreach First Quarter Service Report.

## **CO-NNECTIONS**

### **CDRS**

## **FINANCE COMMITTEE**

**If you fax expense reports to our bookkeeper, Lauren, please use her NEW FAX NUMBER 1-270-294-3386**

We will report to each standing committee in early 2010, letting them know how much they have spent. Reviewing the data will allow us to provide committees with accurate expense information.

We will review our committee description in FSM before the 2010 Conference to see if it needs updating.

We held a teleconference with some of the CoDA Board members to discuss issues related to the finances of the Fellowship. Finance is working with the CoDA board on prudent reimbursement guidelines. Finance asked the Board to consider and confirm our existing reimbursement guidelines at their F2F.

RE: 7<sup>th</sup> Tradition donations account

The Finance Committee recommends we always be able to track the amount of 7<sup>th</sup> Tradition donations. If money is moved from the donations account to the general account, we need to have clarity in tracking that money. We will consult with the Treasurer.

Finance is looking for new committee members. A background in accounting, bookkeeping or business experience is helpful. If you want to volunteer or find out more about our work, please e-mail us: [finance@codas.org](mailto:finance@codas.org)

### **Co-Dependents Anonymous Inc. Profit & Loss**

Jan 1 - Nov 19, 09

#### **Income**

4000 · DONATIONS-Directed 1,888.16  
4020 · DONATIONS - 7TH TRADITION 14,821.71  
4030 · INTEREST INCOME 364.21  
4040 · INVESTMENT INCOME 2,867.68  
4060 · ROYALTY INCOME 56,180.84  
4730 · CONFERENCE Income 690.00  
4740 · CONVENTION Income 9,075.00

**Total Income 85,887.60**

**Gross Profit 85,887.60**

#### **Expense**

##### **7000 · OPERATING EXPENSES**

7005 · Bank Service Charges 574.40  
7010 · Copying & Reproduction Expenses 3,308.68  
7020 · Rent - Storage 715.00  
7030 · Web Domain & Hosting 135.00  
7040 · Telecomm Expenses  
7045 · Answering Service 7,208.28  
7050 · Telecomm- Qwest 562.89  
7055 · Teleconferencing 1,440.59  
7060 · Telephone 218.59

7040 · Telecomm Expenses - Other 84.49

**Total 7040 · Telecomm Expenses 9,514.84**

**Total 7000 · OPERATING EXPENSES 14,247.92**

7025 · CoDA SCHOLARSHIP 1,392.71

7100 · Events

7105 · PayPal Fees 372.13

7110 · Conference/Convention Misc. 21,407.82  
 7100 · Events - Other 68.25  
 Total 7100 · Events 21,848.20  
 7200 · Other Expenses 193.18  
 7300 · Outside Services  
 7305 · Bond Expense 375.00  
 7310 · Contract Labor 5,791.00  
 7315 · Delivery Fees 307.49  
 7340 · Literature - Publishing Expense 196.42  
 7350 · Legal & Professional Expenses  
 7355 · Bookkeeping Expense 5,472.00  
 7360 · Legal Fees 1,930.00  
 7380 · Tax Preparation & Audit Fees 7,144.00  
 7390 · Translation Services 250.00  
 7350 · Legal & Professional Expenses - Other 1,827.00  
 Total 7350 · Legal & Professional Expenses 16,623.00  
 7300 · Outside Services - Other 44.25  
 Total 7300 · Outside Services 23,337.16  
 7400 · Postage 747.74  
 8000 · Supplies 1,567.78  
  
 8500 · Travel  
 8501 · AirFare 13,349.37  
 8510 · Lodging 12,079.56  
 8515 · Meals 6,235.00  
 8520 · Mileage 2,015.45  
 8525 · Miscellaneous Travel Expenses 1,542.36  
 8530 · Parking 738.65  
 8500 · Travel - Other 0.00  
 Total 8500 · Travel 35,960.39  
 9999 · Uncategorized Expenses 100.00  
 Total Expense 99,395.08  
 Net Income -13,507.48

In Grateful Service,  
 Your Finance Committee  
 (Judi, Della, Shirley, Curtis & Jay)

## **SERVICE STRUCTURE COMMITTEE**

Hello from SSC—Our members are: Eric C. (Chair) CO, Stephany S. CO, Curtis F. MO, Florence F. MD, Judi T. MA, unfortunately we lost two of our members, Kathleen O. and Natasha K. due to time commitments.

SSC has been working diligently on the updated version of the FSM and the MSP. We plan to meet our goal to publish online by October 31st, 2009. We have also asked for Board's input to give us permission to include updates that are minor but are not necessarily conference approved. These changes include updating committee responsibilities to include the new Events, Communication, and Co-NNections committees, in collaboration with respective committees. We hope that the Fellowship will take the time to look over our updated versions before the 2010 conference and come prepared to vote on endorsing this version.

### **VEIs assigned at conference to SSC**

**TX 0901**- Texas requests that the following phrase (or something similar) be added to the wording in the Fellowship Service manual (FSM) regarding reading the four

Foundational documents as written: “as written, with the exception of substituting Higher Power for God.”

**Action by SSC-** We have not had discussion on this item as yet, as we have been busy getting caught up with past changes.

**TX 0904-** Remove CoDA Teen Committee from Sections 9 and 10 on page 6 (or any other place it may be referenced) of the Fellowship Service Manual.

**Action by SSC-** This has been removed from the 2009 version.

**TX 0703-**

**Motion 09034- PASSED-** To accept the short version of the CoDA Welcome as an option to reading the long version- see below for copy of short version

**Motion 09070- DEFEATED-** To accept the short version of the Preamble as an option to reading the long version

**Action by SSC-** The short version has been added as an option to the long version. Wording was also changed in the Basic Meeting Format.

**Conference Approved Motions:** All of the motions listed below are completed in the 2009 version of FSM and MSP.

**MOTION 09031-** Insertion of updated IMC Job description in FSM.

**MOTION 09058-** Insertion of options for insurance in the FSM and MSP “Commonly Asked Questions”.

**MOTION 09034-** Insertion of shortened version of “The Welcome” in the FSM and MSP

**MOTION 08087-** Insertion of “For Safety’s Sake” tent card in FSM and MSP

**MOTION 08092-** Insertion of the updated CoDA style sheet in the FSM

**MOTION 08093-** Insertion of “Recovery Patterns of Codependence” in the FSM and MSP

**MOTION 08093-** Insertion of wording change concerning “where to hold meetings” in the MSP

**Previous VEI 06015-** approved by Board- insertion of wording pertaining to “using Blind carbon copy (BCC)” in Section 12 of FSM.

**Ongoing Discussion Items** (not necessarily in order of priority)

**TX 0901-** as stated above

**MOTION 08064-** review wording in bylaws concerning approving a specific number of trustees

**MOTION 08077-** FSM FAQ addition concerning therapists facilitating meetings, to collaborate with Outreach committee

**VEI 08017, VEI 09012-** changing “as written” to “as written with the exception of substituting Higher Power for God.

**MO VEI- 06014-MOTION 06080-** confusion in wording between newcomers handbook, FSM, and MSP in the description of “closed” and “restricted” meetings

**MOTION 05102-** Review of FSM, MSP, group registration form etc.. for a unified set of documents that support all CoDA meetings—including “alternative format” meetings

**MOTION 09081-** Conference and convention procedures to be updated in the FSM, to collaborate with the Events Committee

**PREVIOUS GOAL-** Writing a list of Election procedures for the election process at conference, may also collaborate with Events Committee

## **EVENTS COMMITTEE**

I'm Christine H, one of the two AZ Delegates. Last year I was acting chair of the newly formed Events Committee. The three committees, Conference 09, Convention 09 and Events worked very well together to make a great 2009 Conference/Convention. We appreciate the help of our Board and Finance liaisons. I believe we had a great team and I'm very happy to report some of that team has joined this years Committee.

I'd like to thank last year's committee members, Nancy M. (Chair-Conference), Geri M. (Chair-Convention), Della, Tracey R. Our Liaison's were Michelle E (Board) and Judi (Finance).

Events Motions approved at conference are: 1. Approved: Add a Vice-Chair as a reimbursable position. 2. Name next years Conference/Convention as The International CoDA Convention. 3. 2010 International CoDA Convention will be held in Southern CA (LA Area) and will host the CSC Conference.

Events Committee has been assigned three Voting Entity issues at Conference this year.

1. VEI 09013 TX 09-02: Texas request that CSC business/Committee meeting and convention workshops not overlap if CSC and conventions are held together in the future.
2. VEI 09016 FL 09-01: The CoDA FL Assembly requests CSC committee to put a four month scholarship request deadline in the scholarship application prior to CSC. We also ask that CSC committee responds with confirmation or denial within one month.
3. VEI 09017 WA 09-01: WA requests a review of the process for submission of VI issues.

We presented these goals at this years Conference:

To have a successful and fun 2010 Annual International CoDA Convention.

Grow as a fellowship by promoting service work can be fun.

Write Committee description for FSM.

Elect Official Chair

Elect Official Co-Chair Elect Treasurer

The newly elected positions for this years Events committee are Chair Chris H., our Co-Chair is Thom F and Treasurer is Michelle E., other members are Nancy M, Diane O. Petra P and David L. Thom F is also doing the job of secretary at this time.

We are compiling the survey feedback, have set times and dates for phone conferences every two weeks. Please check CoDA website for updates on 2010 International CoDA Convention. Also look for more details and next year's proposed agenda in our Qtr 1 report.

We are very excited about our 2010 International CoDA Convention and seeing you all again as we do our CSC service work.

Yours in Service,  
Christine H., Events Committee

## **ISSUES AND MEDIATION COMMITTEE**

Over the course of this last quarter, the committee had resignations from members Stephany S. (CO) co-chair, Delphine Z. (TX), Gerry B. (BC), and Kathleen O. (FL) due to personal reasons. It appears that I will now serve as IMC's chair.

### ***Business Accomplishments & Progress***

1. Reviewed VEI 09014 TX -09-03 assigned by the CSC 2009 Board. Sent IMC decision (email) to Texas intergroup (Della B.) and copied CoDA, Inc. Board. It is the opinion of IMC that this is not a "dispute" and is not appropriate for IMC resolution. IMC believes the appropriate forum to begin a discussion of this issue is the Conference floor by, and with, the VE Delegates. **COMPLETED**
2. Created a standard "Acknowledgement Letter" for disputes sent to IMC. **COMPLETED**
3. Developed a Teleconference & Email Communication Protocol for IMC (i.e., inter-committee communication structure to problem solve issues assigned to IMC). **COMPLETED**
4. Decided, by group conscience, not to allow someone to continue as a member of the committee as an "observer," because of the sensitivity of IMC topics, issues, and discussions. IMC decided that members need be actively involved with issues. IMC is not suitable for observers when we are dealing with sensitive issues. **COMPLETED**
5. At CSC 2008, Board made a motion which was conference approved asking IMC to "track" Voting Entity Issues (VEIs). The IM committee decided that we will have a F2F (most likely in early 2010) to review the current VEI Table for clarity of presentation and tracking of VEI's. ***IN PROGRESS***
6. IMC is still working on the dispute in Nevada. The complainant was difficult to get a hold of (i.e., she recently moved and her email was disconnected) and she has not responded to IMC to date (i.e., to the newly formed committee). But she is aware that we are trying to get a hold of her. ***IN PROGRESS***

### ***New Business – Goals***

1. Continue to mediate ongoing disputes from CoDA entities as outlined in the FSM.
2. IMC will plan & discuss a F2F for early 2010 to review/revise the current VEI Table and to track VEI's.
3. Follow-up on the Nevada dispute.
4. Improve upon our inter-communication methods to problem solve issues assigned to IMC.

Members: Natasha K. (AZ), Chair, Curtis F.(MO), Loretta D.(WA), Martha R.(TX)

## **LITERATURE COMMITTEE**

## **HOSPITALS & INSTITUTIONS**

## **TRANSLATION MANAGEMENT COMMITTEE (TMC)**

TMC welcomes, Leo C. as our administrative appointment from the Board to record and manage TMC actions. TMC has been very busy. So busy with TMC work and other life issues, that it has not been able to document our actions. Leo will be assisting with that and recording our actions on the Committee Work Area (CWA) of the CoDA website. Welcome, Leo!

TMC continues to work with countries to move forward the progress of translating and publishing literature.

The Spanish proofing sub-committee has doubled to two separate sub-committees. Each has an assignment of Spanish material. The first sub-committee has submitted its first document to CoRe (CoDA's publishing arm) for publication and distribution. The sub-committees hope to have several more by the 1<sup>st</sup> quarter of 2010.

TMC has not done much on determining the "minimum publishing quality" yet. We are hoping that the entities that we have entered into agreements with will provide input so that we can GC this idea. If you would like to share your ideas, drop us and email at [tmc@codas.org](mailto:tmc@codas.org).

We are also looking at making our policy, procedures and priorities more public by placing them on the main website. Currently they are in the CWA, but that limits the people that can access them. We currently update a document on the main website under "Status of CoDA Activities" called Literature Status. This page contains more than just those things that have been translated; it includes news on publication of new/modified English literature. The main item that TMC updates is the various items in various languages that are available from CoRe as well as from the various Countries.

Respectively Submitted;  
Roy L.  
Chair

## **WEB COORDINATOR REPORT**

I continue to be very, very busy with all of my duties as the web coordinator.

**New look for website:** With new menus come problems with finding things. Therefore, a quick sitemap ([www.codas.org/sitemapquick-sitemap.htm](http://www.codas.org/sitemapquick-sitemap.htm)) was created to help you to see how things are grouped. Each quarter, I will look at one of these groups. Let's take first things first. The menu on the left side of the website is broken into three submenus: Newcomer, Member, and Twelfth Stepper. Each of these submenus builds upon the other.

**Newcomer submenu** has items for the Newcomer: Certain tools from recovery, Search for a meeting and purchasing literature.

**Member submenu** has these items (maybe grouped, plus: Community contacts, News & events, 7<sup>th</sup> tradition.

**The Twelfth Stepper submenu** contains the items of the two previous submenus, plus: Status of CoDA activities, Opportunities for Service and logons to several special areas for Committees and the Fellowship Services worker to update meeting information.

**Web Updates:**

Current Last number: 1857

Current backlog: 51

Items worked since 1 Jan 09: >500

**Meeting Updates:** Your Fellowship Services worker has also been very busy. She has updated in some form (deactivated, re-activated, updated, added) 1188 meetings and handled over 537 pieces of mail since the first of January.

**SPAM patrol:**

SPAM that committees see: averaging 19% of their emails.

SPAM that is caught, but not seen by committees: 5,000 per week

Email rejects: 14 per week.

Our website host, Blue Host, has been contacted on three different occasions to reduce the emails that are rejected due to committee members Internet Service Provider (ISP) black listing emails from CoDA. Blue Host has over 300 mail servers, each with a different IP address, and when an email is sent out using one of the CoDA forwarders, anyone of these servers may be used. When the ISPs see emails from the same committee name coming from different IP addresses, they blacklist CoDA.

**Backups & other duties:** Backups to CDs are accomplished monthly. Reports for the Backups and other reports are in the new Committee Work Area (CWA) of the website ([www.coda.org/cwa/index.php](http://www.coda.org/cwa/index.php)). You need to have a logon to the CWA to view these.

**Special:** Pages for Convention and Conference have been deleted/edited on the website. As information about the 2010 Convention becomes available, it will be put on the website.

Respectively Submitted;

Roy L.

Web Coordinator

## **COMMUNICATIONS COMMITTEE**

As stated in the Board report, CoDA is now fully in charge of our phone system through a new provider, Phone.com. This new process gives us a lot more flexibility in how calls are handled, including being able to have the call converted to an email and forwarded to different people at different times. A subcommittee of the Communication Committee, chaired by Allan B. of SoCal, is working out the process details for having CoDA volunteers handle the calls. This is a very exciting change, since it moves us away from having calls answered by paid workers who have no tie to CoDA whatsoever. It also can possibly be used by voting entities and intergroups in addition in the future. Anyone interested in helping with this process should send an email to [cphone@coda.org](mailto:cphone@coda.org).

A proposed revised Delegate Package Submission Process has been developed by the Communication Committee and sent to the Events Committee and the board for their review. The intent of this revised process is to:

- Ensure that a process is in place for review and approval of items critical to the meaning of CoDA that provides ample time for the gathering of fellowship input before a vote at the yearly CSC meeting.
- Ensure that procedural items which don't impact the meaning of CoDA are handled in a timely manner regardless of whether they are submitted in time for a wide fellowship review.
- Ensure that a process is in place to override the submission time cutoff if approved by 2/3 of the voting members of the CSC

We have some other great news for the fellowship: the Communication Committee has gotten the go ahead to launch an opt -in email list for the CoDA fellowship! We will be sending out regular emails with CoDA events, announcements, issues & CoDA business of interest to the entire

CoDA fellowship. By the time you read this, the sign-up should be active on the upper right of the coda.org home page. This effort has been driven by Geff R. of Washington.

We really need your help with getting the word out on this. As our leaders are but trusted servants, we can only effectively serve the CoDA fellowship when you are informed and the more members in the loop the better! We'd really appreciate it if you would spread the word on this to your local meetings and CoDA community organizations at all levels. ALL members are encouraged and welcome to sign up! Connections will also be starting a similar email list with the same software; their sign-up will be right next to the main list.

One other item of importance on this: due to spam filters, BEFORE signing up please add the address [codelist@coda.org](mailto:codelist@coda.org) to your spam filter's address book. If you, your CoDA group, or your committee has an event or announcement you'd like us to send out on the list, please email details to Geff R at [codelist@coda.org](mailto:codelist@coda.org).

The Communication Committee continues to have monthly con calls, usually the last Sunday of the month. Current members of the Communication Committee are Allan (SoCal), Doug (FL), Eric (CO), Evie (SoCal), Florence (MD), Geff (WA), Jeri (NorCal) and Leo (SoCal).

Respectfully submitted, Evie

## **QSR EDITOR**

For the past couple of years, it has been my pleasure to act as Editor of the Quarterly Service Report. This will be my last issue. Will I still have my personal issues, but the next QSR will have a new editor. Below is listed the deadline for next QSR, but the Board has a different schedule in mind so that deadline will likely change.

David L.

# **CoDA Quarterly Service Report (QSR)**

## **4th 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 1st quarter of 2010 QSR, please email it to **QSR@coda.org**, by January 24, 2010. **Please note:** Any articles not submitted using font Arial 11 will be returned to sender for re-edit to correct form for publication.

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