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**Minutes of the Orange County/Greater Long Beach  
Intergroup Service Representative (ISR)  
Meeting of  
June 15, 2022**

Call to order and Serenity Prayer – by Carol G. at 7:32 p.m.

Reading: Twelve Traditions were read by Tammy B.

Spiritual Guidelines for Alanon Business Meetings: (Adopted October 20, 2021, from World Service Conference procedures for use at our Intergroup meetings.)

Spiritual Principles Reading: Right of Decision, Concept 3 – From “Paths to Recovery,” page 263-paragraph 2, page 264 was read by Martha M.

**PRESENT:**

Officers: Chair – Carol G., Ex-Officio – Amber E. (absent), Chair-Elect – Laura B. (absent), Treasurer, Sarah G., Secretary, Chip G.

Committee Chairpersons: Alateen – Keli M., Institutions - Ginger C. (absent), Nominations/Historian – Amber E. (absent), Orange Blossom - Rachele A., Nancy R. (absent), Public Information - Marni C., Mary M., Fundraising and Phone Coverage - Lauren H. (absent), and World Service - Isabel C.

Non-Voting Liaisons: Farsi Language Liaison – Ben P. (absent) and Spanish Liaison (position vacant).

Also present: Kevin O. – Office Coordinator, Al-Anon Information Service Office of Orange County/Greater Long Beach.

**REPORTS:**

Quorum: With 34 groups represented at the start of the meeting, attendance exceeded the requirement that 15% of our 81 registered ISRs (12.15 ISRs) be present to constitute a quorum.

Secretary – Chip G. – The minutes of April 20, 2022 were reviewed and upon motion made by Lisa S., and seconded by Jo Ellen C. were approved as presented.

Summary of Motions from May 18, 2022 Service Board meeting:

- **Motion** made by Marni C. to allocate \$500.00 to participate in the Orange County Fair. Mary M. is the Coordinator. Seconded by Nancy R.  
**Decision**: Y=8, No= zero, and Abstentions= zero. **Carried.**

- **Motion** made by Sarah G. to use an outside bookkeeping service for the office and reports. Seconded by Lauren H.  
**Decision:** Y=9, No= zero, and Abstentions= zero. **Carried.**
- **Motion** made by Marni C. to begin work with the Webmaster to provide Board members access to the list of Information Service Representatives' email addresses to enable the Intergroup Service Board chairperson to communicate with ISRs. Seconded by Nancy R.  
**Decision:** Y=9, No= zero, and Abstentions= zero. **Carried**
- **Motion** made by Sarah G. and seconded by Laura B. to allow use of the AIS Zoom account to perform fundraising events.  
**Decision:** Y = 5, No = zero, and Abstentions = zero. The motion did not get the required majority approval for implementation. **Not carried.**
- **Motion** made by Lauren H. to allow groups to use the Spanish Translation Equipment with a Deposit. All items borrowed must be returned with two business days after the event. Seconded by Marni C.  
**Decision:** Y=9, No= one, and Abstentions= zero. **Carried.**
- **Motion** made by Sarah G. to change the Orange Blossom distribution from US Mail to Email.  
**Decision:** Y=8, No= 1, and Abstentions= zero. **Carried.**

#### Intergroup Service Year-End Summary – Carol G., Chairperson

Carol G. provided a year-end report which is attached to these minutes. The following items of interest were reported to the membership:

#### Something New:

Effective Saturday, July 2, the AIS Office will be open from 9:30 a.m. to 1 p.m. and again from 2 to 4:30 p.m. on Saturdays. The office will be open five days a week instead of the three-day schedule on which we have been operating. In addition to the Saturday hours mentioned earlier, we will be open from 9:30 a.m. to 1:30 p.m. Tuesday through Friday.

Two AIS Member Services Representatives, Mike F. and Sam C. were recently hired. Mike has an extensive background in customer education and service. He is a former member of the Service Board. Sam's background in operations management includes work at a non-profit that is similar to our AIS. One of his family members is a former Board chair.

Another "something new" is a feedback mechanism that will make it easier for members to share their concerns with the Service Board, which is responsible for developing the policies staff members implement. That feedback mechanism is an email address - [concerns@ocalanon.org](mailto:concerns@ocalanon.org)-- that will go to the Board Chairperson. We have observed that many members are uncomfortable bringing concerns to the Board in person.

The impetus for creating a feedback mechanism for members' concerns came from the Board's discovery last summer that the COVID pandemic had increased long-standing difficulties with oversight of the Office by a Board of volunteer members, most of who have full time jobs and family responsibilities. Members were complaining then about Office practices that did not come from the Board and about which the Board was unaware. One of those concerns was a failure to work with AI-Anon's World Service structure, as is outlined in the WSO's AIS Guidelines. Another concern was failure to follow World Service practices for listing hybrid and concurrent meetings.

Members reported being told that our Intergroup-which was created by the World Service Office as part of its structure-was not part of World Service.

Kevin came aboard at the AIS Office when we had a staff vacancy so suddenly that we did not have potential employees identified. What seemed like a crisis - keeping the Office open and serving members - turned out to be an opportunity instead. That's because delaying permanent staffing gave us the time to do an analysis of how staffing and operational needs have changed in the past 40 years. Instrumental to the effectiveness of our analysis was creation of an Oversight and Continuity Committee that is modeled on Concept 8 as practiced at our World Service Office. We were aided in our work by the Los Angeles AIS, which shared how it had restructured with Concept 8 as its guide. The Continuity portion of the Committee's work involves giving staff members a consistent oversight relationship with the Committee members, despite Service Board membership changing every year.

The presence of the Oversight and Continuity Committee also has paid off in increasing members' confidence in the stability of the AIS. A member who was concerned about the AIS future has dropped plans to cancel a \$10,000 bequest to the AIS. The Oversight and Continuity Committee is made up of long-time members who include former Service Board Chairs, business owners and AI-Anons with extensive service experience. They are Jayme C. District 57; Ajit S., and Truck S., District 60; Julie S. and Kevin O., District 63; Teresa F., District 66; our Chair-elect, Laura B.; our Treasurer and human resources consultant, Sarah G.; and the Service Board Chairperson. The Committee Chair is Julie S.

#### Future Project Review:

Laura B. presented on behalf of the membership a folder of cards and letters thanking Kevin for his service, which concludes at the end of July.

#### Oversight & Continuity Committee Introduction:

The Oversight and Continuity Committee is made up of long-time members who include former Service Board Chairs, business owners and AI-Anons with extensive service experience. They are Jayme C. District 57; Ajit S., and Truck S., District 60; Julie S. and Kevin O., District 63; Teresa F., District 66; our Chair-elect, Laura B.; our Treasurer and human resources consultant, Sarah G.; and me. The Committee Chair is Julie S. One of their responsibilities is for money management for the AIS office. They report directly to the Service Board. This allows for fixed costs and flexibility.

As previously noted, a motion was approved by the Service Board to use an outside bookkeeping service for the office and reports. This requires signing of a contract. Julie asked that a motion be made.

**Motion:** A motion to approve signing a contract for the outside bookkeeping service was made by Sarah G., and seconded by Mark L.

**Decision:** Ayes = 34, No votes = 6, Abstains = 1.

**Old/Unfinished Business** – There was no Old/Unfinished Business.

**New Business:**

**Installation of New Board Members:**

Installation of Chairperson and Board members effective July 1, 2022: Chairperson: Laura B., Board Members: Alejandra M., District 60, Theresa M., District 63, and Sam M., District 66.

**REPORTS:** The following reports were presented:

Treasurer – Sarah G. - see report appended to these minutes. Monthly reports are linked under a calendar of events on the website. As of May 31, 2022, the total Service Office income was \$7,101.97 from Group contributions and other sources. Total Service Office expenses were \$9,020.39, comprised of payroll, literature, rent and other office expenses, producing a negative net income for the month of \$-1,918.42 Total assets from checking/savings/other equals \$121,870.33, a change from \$121,460.17 the previous month of \$-1,589.84.

7<sup>th</sup> Tradition - Please continue to make contributions through ocalanon.org. There is a button to click for contributions. Please include meeting information where indicated.

Office Coordinator – Kevin O. reported that AIS Office will have a party each Saturday in July to announce the new office schedule. He announced that there are only 100 copies remaining of the newly printed Groups at Work Service Manual.

Chair-Elect – Laura B. - Absent – No report.

Future Projects Review 0- "What's New"? – Laura C.B. – Laura thanked Kevin O. for his service. Thanks were also given to the outgoing and incoming Service Board members.

Ex-Officio – Amber E. – Absent – No report.

Alateen Activities Chairperson – No report.

Spanish Liaison - Position open.

Farsi Liaison - Ben P. – Absent – No report.

Fundraising and Phone Coverage Chairperson – Lauren H. – Absent – No report.

Institutions Chairperson –Ginger C. – Absent – No report.

Nominations/Historian Chairperson – Amber E. - Absent – No report.

Orange Blossom News Editors – Rachelle A. and Nancy R. (absent) – No report.

Public Information Chairperson – Marni C. and Mary M. – They thanked the Board for their support over the last year. Volunteers were requested for booth coverage at the OC Fair. Volunteers will receive one admission ticket and a free parking pass. Pick up tickets in the AIS office.

World Service Liais

Announcements: None

Birthdays for May 2022:

Marni C. = 11  
Meredith = 4  
Mark L. = 21  
Martha M. = 9

**Motion** to close was carried with unanimous vote.

Meeting adjourned at 8:59 p.m. with Carol G. leading the Serenity Prayer.

Respectfully submitted,  
Chip G., Secretary  
(As edited by board members)