



ORANGE COUNTY AL-ANON INFORMATION OFFICE: www.orangecountyalanon.org
SOUTHERN CALIFORNIA AL-ANON WORLD SERVICE: www.scws-al-anon.org
AL-ANON FAMILY GROUPS HEADQUARTERS: www.al-anon.org
LOS ANGELES COUNTY AL-ANON CENTRAL OFFICE: www.alanonla.org

Minutes of the Intergroup Service Board Meeting of July 21, 2021

Meeting called to order at 7:07 pm by the Chair, Carol G., who led the Serenity Prayer. Attendees were asked to silence cell phones.

Al-Anon Spiritual Principles Reading: (from Essay on Leadership, Concept 9) was read by Keli M.

Traditions: Commentary on Tradition 7 was provided by Breck F. He mentioned a drop in contributions. It was suggested that the WSO Letter of Appeal be forwarded to meetings to remind everyone of the need for contributions. It was also suggested to add a pop-up by the contribution button on the website. Members were reminded that the proper term now is contributions, not donations. No action was taken.

PRESENT:

Officers: Chair – Carol G., Ex-Officio – Amber E. (no vote), Chair-Elect – Laura B., Treasurer, Sarah G.; Acting Secretary, Chip G. (no vote).

Committees: Alateen – Keli M., Institutions - Ginger C., and Richard M., and Sophia F. (absent), Nominations – Breck F. (new), Orange Blossom - Rachelle A., and Nancy R. (new), Public Information- Marni C., and Mary M., Round Robin and Phone Coverage, Lauren H. (absent), World Service - Isabel C.

Non-Voting Liaisons: Ben P. - Farsi Language Liaison; Spanish Liaison – Tania V. (absent),

Also present: Irene R. – Al-Anon Information Service Office of Orange County (AISO-OC) Manager

Quorum: A majority of the Service Board (13 of 14 voting members) were present to satisfy the quorum requirement.

Introduction of New Board Members:

Chair-elect, Laura B.; Treasurer, Sarah G.; Acting Secretary, Chip G. (no vote); Public Information Co-Chair, Mary M.; Nominations/Historian, Breck F.; Round Robin & Phone Coverage, Lauren H.; Orange Blossom Co-Editor, Nancy R.

Action Item(s):

1. Affirm Appointment of Acting Secretary and Treasurer

Chair requested a show of hands, to confirm the appointment of Sarah G. as Treasurer and Chip G. as Acting ~~Treasurer~~ (Secretary) , noting that (1) no member from District 63 could be found to replace Eileen P., who resigned from the Service Board prior to assuming duties as a member appointed as Secretary, that (2) Chip G. from underrepresented District 57 was willing to bring to the Service Board Secretary position her more than 30 years of experience in administrative services, and that (3) Chip will serve as Acting Secretary with voice **but no vote** until she completes the year of Intergroup membership required for Service Board members. At that point, she will become Secretary with vote as well as voice.

Action: Motion for approval made by Breck F., seconded by Marni C. and carried with a vote of 10 Yes; zero No and zero Abstentions. Forward to Information Service (Intergroup) meeting on August 18, 2021 as information.

2. Change of Round Robin & Phone Coverage chair's title to Fundraising Liaison & Phone Coverage:

By creating a liaison with independent committees raising funds for the AIS (such as the Annual Holiday Al-Athon Committee), those committees receive the sponsorship tie required to make them eligible under Service Manual guidelines for announcements at meetings of Al-Anon Groups and other Al-Anon entities. (See Service Manual Pages 91-93). Lauren H. will be the Liaison.

Action: Motion for approval made by Marni C., seconded by Sarah G. and carried with a vote of 12 Yes; zero No and zero Abstentions. Forward to Information Service (Intergroup) meeting on 18 August, 2021 as information.

REPORTS:

Acting Secretary- Chip G.: The minutes of the Intergroup Service Board meeting held on May 19, 2021 were read. Motion for approval of the minutes with noted corrections made by Isabel C., seconded by Carol G., and carried. Only those present May 19 were eligible to vote.

Corrections to minutes of May 19, 2021:

1. Under Officers, Carol G's name was added as the Chair-Elect position.
2. The name of the organization was corrected on the OC Fair contract.
3. The name on the storage unit contract was changed from the Office Coordinator's name to the OC Office name.

Treasurer, Sarah G.: (See report appended to these minutes). The Annual Income and Expense report from July 2020 to June 2021 was reviewed. There's a deficit of \$36,107.92. The office rent showed an increase. A rebate was received for air conditioning expenses. Total taxable income for literature increased from \$879.28 in June 2020 compared to \$2,238.17 in July 2021. Monthly Group Contributions showed increases in District 57 and 60. Report accepted.

Office Manager, Irene R.: (See report appended to these minutes). Highlights of the report include a request to contact the AIS Office (AISO) with corrections to the Intergroup Service Board roster; Members to update their OCAIS email address and to check the ocalanon .org email frequently; be conscious of anonymity in emailing - use BCC; and Bank signatures needed for new ISB members. Stop by the AISO at your earliest convenience; 2018-2021 Service Manual (2nd edition) and the OC AIS Group Manual will be mailed to each ISB member per the Chair's request. Please call the AISO if you already have them; Several CAL literature titles are still out of stock at WSO; the secretary of Trinity Church of Orange (where we previously held in person meetings) notified AISO that we are welcomed back to their facility at any time. The report was accepted and the Office Manager was excused.

Chair-Elect, Laura B. - The Chair Elect stated that it would be helpful to have an orientation meeting for new Board members prior to their first meeting. Taken under consideration.

Ex-Officio, Amber E. - The Ex-Officio agreed with the Chair-Elect and that an orientation meeting with all documents for new Intergroup Representatives would also be helpful. Taken under consideration.

Chair, Carol G. – The Chairperson read a lengthy report. She stated that she would send the report to each member. The highlights of that report follow:

Due to the number of new members, it is important to know the following:

1. We have legal status as an organization incorporated as a 501C-3 non-profit that is registered with the State, where our bylaws are on file. The Board is short of participants this year. Only six members were elected to fill the 10 vacancies.
2. Our application to be an Al-Anon Information Service and Literature Distribution Center (AIS/LDC) was filed with the Al-Anon World Service Office and approved in the 1970s. We get a discount when we purchase literature from the WSO.
3. There are three documents that will help new members get a better understanding of what we are and how we operate. They are the OC AIS Bylaws; the 2018-2021 Service Manual (2nd edition), which is available for download from the al-anon.org Web site while an updated edition is being printed; and the AIS Guidelines document that also is available for download from the al-anon.org Web site.

The AIS Guidelines document puts a lot of emphasis on how our AIS can work together with the four World Service Office Districts in our AIS service area to leverage not only our funds but also our people power in our mission to help friends and families of alcoholics. The Guidelines also stress that we cooperate with the Southern California World Service Area board, especially in management of Group information, such as meeting times and locations.

According to our bylaws, we are to read them at the first meeting of the new Board. Because we have so much business to consider this year and only six Board meetings in which to do so, the reading of the Bylaws will be spread over several sessions. To summarize the "Objects of

this Corporation” as spelled out in the bylaws, we promote unity and growth of Orange County groups; maintain an office with paid employees and volunteers; provide information and serve as an educational resource; are guided by the 12 Steps, Traditions, and Concepts; and serve as a communications center for matters of area policy, publicity and interest. Please note that the word, area, is not capitalized; it refers to our service area, not to the Southern California World Service Area (capital A).

So that we can develop a road map for the year ahead, the Chair outlined two things:

1. Issues that have come to her attention, and
2. Suggestions for strengthening our AIS. Foremost is dealing with the effects of the pandemic, which fall into two categories:
 - a) A significant drop in our two sources of revenue: contributions and literature sales and
 - b) Problems in maintaining effective oversight of AIS Office operations.

Issues: The following issues were brought to The Chair’s attention:

1. The office has abandoned the records change system that kept information in synch with the World Service Office Web site listings;
2. Despite replacing the old office cash register that prevented our office from using the WSO group numbers that are as precise an identifier as a Social Security number, the office continues to use the four-digit local numbering system;
3. Even though the Service Manual does not define the length of an Intergroup Representative’s term, but leaves that up to individual groups, the office recently went through the roster of registered representatives and deleted anyone who has served for a year. (Note that the Service Manual suggests that the Intergroup position can be filled by the Alternate World Service Group Rep during his/her 3-year term);
4. The office’s refusal to list hybrid and concurrent meetings, which are recognized at the World Service and Southern California Area. The Area records coordinator was overwhelmed with complaints referring to “angry members,” members who our source of contributions and literature purchases.

Apparently, there was no Board input, consultation or oversight in these decisions. In addition, there is concern that there appears to be no Board-determined controls on the use of a debit card the office obtained during the pandemic. Another long-term problem has been the failure to follow Board instructions that intergroup minutes be placed on the Web as reference to decisions made earlier.

When the Chairperson and Chair-elect, Laura B. visited the office about two weeks ago, they asked if it was because of outdated information in our Group Manual that the World Service

Group numbers were not being used and that the synchronized system for group records was not being used. They were told that the AIS is not part of the World Service structure, that it is an independent organization and does not need to follow World Service procedures, policies and practices. When the Chairperson called the World Service Office for further clarification she was referred to Service Manual pages 66 & 67, which define an AIS/LDC and spell out its interaction with the World Service structure; as well as Service Manual page 171, which has the World Service Conference Structure organization chart that shows where our organization has voice and vote through the Southern California Area.

Introduction: Teresa F. of Orange County is the Southern California World Service Area Records Coordinator. She was asked to attend the meeting to provide a better understanding of how group records changes are handled for maximum effectiveness. She indicated there is disconnect with the OCAISO and World Service when they use the separate numbering system. She stated that the SCWS is the only place that should receive information regarding meeting directory changes, updated member information, and updates/changes to the website so they can funnel it to WSO and AIS. The AIS Office would then publish it on the website allowing newcomers to find meetings. WSO representatives have to be registered in order to vote at the Assembly. If the information is not on the website, member service organizations can't be referred.

Suggestions:

1. That the Board approve a motion directing the staff to correct problems with the group-numbering system, that the handling of group records changes be done using the cooperative Area system.
2. That purged Intergroup Representatives be reinstated to records.
3. That our directory list include both hybrid and concurrent meetings. Changes should also be made to relevant information on the Web site as needed.
4. That posting of Intergroup Minutes on the Web site should be an ongoing project with the last five (5) years of minutes being posted first by a date certain, September 1, 2021.
5. That we strengthen our board membership by implementing on a three-year trial basis, the Service Manual suggestion that we include a representative from each World Service District in our service area.
6. Create an office operations oversight committee whose members have staggered three-year terms to provide continuity for the staff between board terms.
7. That we add to the Orange Blossom as permanent content both a link to the online form with which group records changes are to be made and the email addresses members can use to get clarity on non-office-based AI-Anon policies and practices.
8. That we do surveys to see why we do not have the broader participation in Intergroup meetings recommended by AIS Guidelines, especially from District 57.
9. That we implement Zoom's capacity for language translation to better serve our Spanish-speaking members.
10. That we establish a practice of having Board approval for any project that will require expenditure of more than \$50.00.
11. That the Web site and Orange Blossom be updated to reflect any changes we make.

12. That we create an organization culture based on simplifying service for our members.
13. Break into Task Forces made up of intergroup members at large. Our Fellowship has representation from a vast number of employment fields and educational backgrounds.
14. Immediately desist from harassment of AISO staff.
15. A Service Sponsor is recommended for everyone.

Discussion: Members were asked to raise their virtual hand for discussion or unmute and ask to be recognized. Marni C. asked how the Service Board would have an overview of the AIS and why the office did something not in line with the WSO. Nancy R. asked how the AISO acquired a debit card and what are the checks and balances.

Action: When the 9:00 p.m. meeting closing time approached, members were asked to notify the Chair of dates they were available to continue consideration of the agenda as an adjourned meeting. Motion to continue the meeting as an adjourned meeting at a date to be determined made by Keli M., seconded by Richard M., and carried with a vote of 12 Yes; zero No, and zero Abstentions.

Public Information - Marni C. and Isabel C.: Marni C. provided her report regarding Al-Anon participation at the OC Fair. Eleven of twelve signs are up on the benches. There are lots of volunteers and support for the activity. Report accepted as presented.

OLD BUSINESS:

1. Zoom Meeting Task Force on Online Intergroup Meetings: Due to the lack of time for discussion, this item will be carried over to the next meeting for review and discussion.
Action: Carryover to next meeting under Old Business.
2. Plan of Work for Bylaws Updating and Revisions: Due to the lack of time for discussion, this item will be carried over to the next meeting for review and discussion.
Action: Carryover to next meeting under Old Business.

NEW BUSINESS:

1. AIS Office Manager Compensation Consideration Following Annual Performance Review: Due to the lack of time for discussion, this item will be carried over to the next meeting for additional review.
Action: Carryover to next meeting under Old Business.
2. Annual Review Period: The Chair asked for consensus agreement that the timeline outlined in Office Manual Appendix III be followed to give new Board members a longer period for observations than they have had under recent practice.
Action: 12 members voiced approval.
3. Consider Vote at December 2021 Intergroup Meeting on Virtual or In-Person AIS Meetings: The Chair asked for consensus agreement on voting on the issue in December 2021.
Action: 11 members voiced approval.

Birthdays – The following July Al-Anon birthdays were celebrated:

Rachelle A. is 8

Nancy R. is 14

Chip G. is 17

Next scheduled Intergroup Service Board Meeting is September 15, 2021. Additional meetings may be added. Dates to be determined.

The July 21, 2021 meeting of the Service Board adjourned at 9:03 pm with the understanding that the meeting will be continued as an adjourned meeting with the same agenda at a date to be determined by Board members' availability.

The Al-Anon Declaration was recited.

Respectfully submitted,
Chip G., Acting Secretary
(As edited by Carol G.)