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ORANGE COUNTY/GREATER LONG BEACH 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 Orange County/Greater Long Beach
Intergroup Service Board Meeting of
May 18, 2022**

The Intergroup Service Board meeting of May 18, 2022 was called to order at 7:03 p.m. by the Chair, Carol G. Serenity Prayer was recited.

Reading: Twelve Traditions were read by Laura B.

Spiritual Principles Reading: Nancy R. read from the Many Voices, One Journey – Lois writes on “obedient to the unenforceable,” page 2.

The meeting was adjourned to closed session to discuss personnel issues. The meeting was reopened.

PRESENT:

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

Committees: Alateen – Keli M. (absent), Institutions - Ginger C. (absent), Nominations/Historian – Amber E. (absent), Orange Blossom - Rachelle A. (absent), Nancy R., Public Information- Marni C. and Mary M., Fund Raising Liaison & Phone Coverage - Lauren H., and World Service - Isabel C.

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

Also present: Kevin O., Office Coordinator – Al-Anon Information Service Office of Orange County/Greater Long Beach. Julie S., Chair of the Oversight/Continuity Committee and nine other members.

Quorum: A majority of the Service Board (9 of 13 voting members) were present to satisfy the quorum requirement. Six required for majority vote.

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Secretary – Chip G. – The minutes of March 16, 2022 were reviewed.

Action: Motion made by Laura B. and seconded by Lauren H., to approve the minutes as presented.

Decision: Ayes = 9, Nays = zero, and Abstentions = zero. **Motion carried.**

Treasurer – Sarah G. - see report appended to these minutes. Monthly reports are linked under calendar of events on the website. Total assets from checking/savings/other equals \$123,460.17. As of April 30, 2022, the total Service Office income from Group contributions was \$3,860.54. Total Service Office expenses were \$8,516.67, comprised of payroll, literature, rent and other office expenses. Net income for April was \$261.38. The annual report from July 2021 through April 2022 were reported for each month and appended to these minutes.

Action: It was suggested that members continue to present the financial report at meetings. Tell members what the money is for. Contributions need increasing across the board.

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

OLD BUSINESS: There was no unfinished business carried over for discussion.

NEW BUSINESS:

1. Orange County/Greater Long Beach Participation at the 2022 Orange County (OC) Fair

Mary M., Public Information, provided a report on last year's participation costs and concerns for this year.

- Estimated \$75.00 cost for the booth.
- 2022 Fair attendance likely to be higher than 2021.
- Perhaps we should consider different outreach activities. Fellowship has to support the commitment.
- 2021 OC Fair cost was \$844.50

Suggestions:

- Send a flyer to save-the-date
- Keep tickets at the AIS office for pickup.
- Make a directory card for outreach
- Print literature at the AIS Office. Anything that can be downloaded, can be printed.

Action: Motion made by Marni C. and seconded by Nancy R. to allocate \$500.00 for participation in the OC Fair inclusive of expenses. Mary M. and Marni C. are the contacts for this project.

Decision: Ayes = 9, Nays = zero, Abstains: = zero. **Motion carried.**

NEW BUSINESS (continued):

2. Use of Outside Bookkeeping Service

An analysis of the AIS office operations by our Oversight/Continuity Committee resulted in a best practices recommendation that bookkeeping be separated from Office operations. The estimated monthly fee is \$250-\$275.00.

Action: Motion made by Sarah G. and seconded by Lauren H. to retain the services of an outside bookkeeping company to provide AIS office bookkeeping and reports.

Decision: Ayes = 9, Nays = zero, Abstentions = zero. **Motion carried.**

3. Board Access to the List of Information Service Representatives' email addresses:

Begin work with Webmaster/technical services volunteer to provide access to enable the Intergroup Service Board Chairperson to communicate directly with ISRs. Board member email passwords are changed each year.

Action: Motion made by Marni C. and seconded by Nancy R. 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.

Decision: Ayes = 9, Nays = zero, and Abstentions = zero. **Motion carried.**

4. Determine Policy for Use of AIS Zoom Account

Discussion of a policy for use of the AIS Zoom account for Groups' fundraising events requested, benefiting the AIS office. Members were amenable to the request as long as we are able to arrange use without incurring additional staff payroll expense. Use is limited to fundraising events.

ACTION: Motion made by Sarah G. and seconded by Laura B. to allow use of the AIS Zoom account to perform fundraising events.

Decision: Ayes =5, Nays = zero, and Abstentions= zero. **A majority vote was not achieved. Motion did not carry.**

5. Policy for Use of AIS Spanish Language Translation Equipment

Members discussed policy for response to requests. A security deposit was suggested. AIS office will determine 25% of the purchase price as the deposit. It was also suggested that a timeframe for returning the equipment be established.

ACTION: Motion made by Lauren H. and seconded by Marni C. to allow use of the AIS Spanish Translation Equipment with a deposit of 25% of purchase cost to be determined by AIS office. Additionally, the equipment must be returned no more than two business days after the event.

Decision: Ayes = 8, Nays = 1, and Abstentions= zero. **Motion carried.**

6. Change Orange Blossom Distribution from US Mail to Email:
The Orange Blossom (OB) distribution costs about \$2,000.00 per year and six hours of staff time per month. Emails would be in color, copies will be available in the AIS office. It seems to be a responsible use of AIS funds.
ISRs were contacted about this change. Only 15% (13 of 82 ISRs) responded. Four preferred US mail and 9 preferred email. The office can provide a free subscription to any member who wants his or her own copy.

ACTION: Motion made by Sarah G. and seconded by Laura B. to change the Orange Blossom distribution from US Mail to free email distribution. Effective after Kevin gives notice to the printer, probably with the August 2022 issue.

Decision: Ayes = 9, Nays = zero, and Abstentions= zero. **Carried.**

REPORTS:

Office Coordinator– Kevin O. gave an oral summary of items.

- Continue to encourage volunteers to call the office to volunteer for 12th step work and volunteers with IT knowledge.
- AISO now has a full stock of CAL literature. “How Al-Anon Works” is back in stock. Remind your literature chair people to call the office for orders.
- The AISO has a Copier/Scanner that has unlimited copies available. Since World Service Office is no longer printing some titles, we can duplicate them. We will also provide copies of the Orange Blossom.

Chair-Elect – Laura B. – No report.

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

Alateen- Keli M. – Absent – No report.

Alateen Liaison – Position open.

Farsi Liaison - Ben P. Absent – No report.

Spanish Liaison - Position vacant.

Fundraising Liaison/Telephone Coverage – Lauren H. – The Alathon turnover meeting is scheduled for June 4, 2022 at 10:00 a.m. in Anaheim. Virginia S. is the Chair this year and the title is “Comfort & Joy”.

Institutions –Ginger C. – Absent – No report.

Nominations/Historian – Amber E. –No report.

Orange Blossom –Rachelle A. (absent), Nancy R. – No report.

Public Information – Marni C. and Mary M. – No report

World Service – Isabel C. – No report.

Service Board Chairperson – Carol G. presented a summary of what's new and what is ahead for the Al-Anon Information Service Office of Orange County and the Greater Long Beach Area.

Based on member requests, the following changes will be effective as of July 2, 2022

AIS Office will be open from 9:30 a.m. to 1:00 p.m. and again from 2:00 p.m. to 4:30 p.m. on Saturdays.

That date coincides with a new staffing approach and a change in Office hours. Kevin O., the Office Coordinator and chair to past Service Board will leave June 30th. The staffing change means that we will serve members with two Member Service Representatives who - between them - will have the office open five days a week. 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.

A feedback mechanism will be implemented 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-that will go to the Board Chairperson.

The creation of the 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 member a consistent oversight relationship-with the Committee members- despite Service Board membership changing every year.

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 member 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

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former Service Board Chairs, business owners and Al-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.

Oversight/Continuity Committee - Julie S. was named as Chairperson for the committee. The Committee was created on a 3-year trial basis to assist the Board with office operations oversight and to provide continuity for staff. Reports will go to the Board. Julie reported on how the Committee operates as an advisory group for the Board. She noted that the Committee recommended a move from a single office coordinator to two part-time Member Service Representatives. The benefits, she said, include staffing flexibility and cost reduction.

Next scheduled Intergroup Service Board Meeting is July 20, 2022.

Motion to adjourn the meeting of the Intergroup Service Board at 9:03 p.m. was made by Laura B., seconded by Chip G. and passed by majority vote (9).

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