

## **2012-2013 Annual Report**

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**Note:**

**In order to give the Delegates sufficient time to review the Annual Report,**

**Committee reports have been written to reflect our best estimate on our  
accomplishments.**

**Financial Reports will be available May 24, 2013**

## **Letter From the ISO of COSA Board Chair**

Greetings to our COSA Delegates and Registered COSA Groups,

Our Higher Power continued to come through for us in this service year, which was full of troubles and triumphs.

Last year, it might have looked like for every step forward we took in the Central Office, we took two steps backwards. This year, we have focused on reversing that trend and really working on the basics. Our Central Office Manager, Susan K., has stepped up and has been doing a great job. She has asked questions that needed to be asked about process and possibilities. Elaine K. and Jackie F. made a trip to Houston for a long weekend to help Susan go through boxes and files that were stored in the office. They also helped to make the work space more professional and welcoming which has allowed Susan to serve the fellowship more effectively.

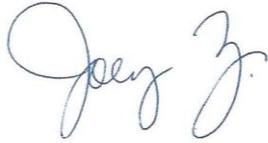
We held our annual ISO Board Retreat last September in northern California at a wonderful secluded retreat center called St. Dorothy's Rest. This yearly face-to-face gathering gives us the opportunity to get to know our new members and reinforce the bonds that help us to serve you. We mapped out action items for all the Board Committees and discussed specific plans for accomplishing our goals. Besides the work that was done for the Board and the Fellowship, there were walks in the Redwoods, many one-on-one conversations, and several intimate COSA meetings. I left that retreat rested, restored, and rejuvenated.

Among the highlights of our agenda were defining the job descriptions and duties of the Year-round Delegate service position; revising the group registration form which was used in a Board Blurb requesting all groups reregister their meetings; and preparing the Delegate Packet for the Annual Convention.

I have enjoyed being back on the Board this year, working with these wonderful people and joining together with so many others from the greater COSA Fellowship. I am very grateful for all the connections this service has brought to me. Because there are many other service opportunities that I want to experience, I will be stepping down from the Board at the end of this term. I am so excited about our new Chair, Claudia M., who currently serves as our Literature Committee Chair. She brings with her such great energy and skills, as well as an amazing love for this fellowship. Serving on the ISO Board, or a Board Committee, is one of the best investments a COSA member can make in his or her own recovery. I want to take this opportunity to personally encourage those of you who are qualified for Board service to consider stepping up.

Rejoining the Board of Trustees for the past year has allowed me to see how the seeds planted by previous Boards have grown and flourished. It has been an honor serving with the talented people who make up the ISO Board. I have watched them grow and mature in their personal recoveries as well as in their service work. I am glad Jackie F. and I were able to step in and fill the unavoidable vacancies. I know that our collective Higher Power has great things in mind for each one of us and I'm eager see what awaits me.

In service,



Joey Z.  
ISO Board Chair

**2012-2013 ISO of COSA  
Board of Trustees**  
and their Committee Service  
Roles

**Joey Z., Oviedo, FL**

ISO Chair, Executive Committee Chair, Supervisor to ISO Central Office Manager,  
Nominating Committee Chair, Technology Committee Member

**Jackie F., Tyler, TX**

ISO Vice-chair, ISO Secretary, Executive Committee Member, Delegate Liaison

**Claudia M., Mesa, AZ**

ISO Board Member, Literature Committee Chair

**Dani S., Oakland, CA**

ISO Board Member, Technology Committee Chair, Nominating Committee Member,  
Convention Committee Member

**Dorothy O., Milford, CT**

ISO Board Member, ISO Treasurer, Budget & Finance Committee Chair

**Jo An D., Lakewood, WA**

ISO Board Member, Book Development Committee Chair

**Linda P., Walnut Creek, CA**

ISO Board Member, Convention Committee Vice-chair, Nominating Committee Member

## **Overview of Activities of the ISO Board of Trustees Annual Report 2013**

At the beginning of the year, the ISO established the following goals:

- Create a calendar of timelines of key items to be handled by Chair, Vice Chair, Secretary, and Central Office where possible to aid incoming Board members in those positions.
- Update our Bylaws and note when an item was modified.
- Update our Service Guide to reflect all additions and changes.
- Review and discuss the COSA Concepts as part of the regular agenda at both our Board and Committee meetings.
- Prepare the Delegate page of the website so that increased time is available to review and discuss items with home meetings prior to attending the Annual Delegate Meeting.

There were seven Board members this year. Due to a lack of interested candidates, two former Board members returned for this year only to serve as Chair, Vice Chair/Secretary. We held 12 teleconferences and will have processed more than 200 action items by the end of this service year.

We will accomplish all our goals and, we took action on a wide variety of other tasks.

- Worked with Chase Bank to set up the ability to accept credit cards on our website rather than PayPal.
  - Phase I (completed): Accepting Convention-related transactions and one-time donations via Chase Bank.
  - Phase II (target completion by 05/24/13): Accepting recurring donations and payments to the COSA Store via Chase Bank.
- Restructured the entire cosa-recovery.org website with new updated look and a simpler and more streamlined navigation scheme.
- Began the reorganization of the ISO's Yahoo! Group website.
- Moved the cosacall.com website under the cosa-recovery.org umbrella.
- Increased Board Blurbs to meetings to keep local groups actively involved in the operation of the organization.
- Continued to work with ISO Central Office Manager to streamline activities.
- Requested that all groups reregister their meetings, so that we have current meeting information to share with those newcomers looking for a meeting.
- Added recurring reminders on ISO's Yahoo! Groups calendar for key items on the ISO calendar.
- Set up a Retreats webpage under Meetings & Events on website for local groups to post upcoming retreat information.
- Determined location for the ISO Board face-to-face retreat in August 2013.

What do we need?

- Volunteers to help with handling phone messages
- Volunteers to help with handling e-mail messages
- Assistance in reactivating the Communication Committee
- Assistance in reactivating the Resource Development Committee

It's been a busy and productive year. Thank you for allowing us to be of service.

ISO Board of Trustees

### **Board Committee Reports**

## **Executive Committee Annual Report 2013**

Due to the very small Board membership, the Executive Committee suspended its normal operations for the 2012-2013 service year. If a situation that required ExecCom's attention had occurred, we would have resumed operations immediately. We believe it was in the best interests of the committee members to temporarily discontinue our monthly teleconferences.

## **Book Development Committee Annual Report 2013**

The tasks that we identified for ourselves are consistent with the original goal for this committee: the production of a Basic Text for our COSA fellowship. We continue an ongoing momentum by maintaining continuity and retaining some of the original members. We continue to develop and refine the vision of a book that will provide information, encouragement, and hope for our members.

There are eleven members on our committee. We held monthly teleconferences, excluding December. By the time of this report we will have had approximately 35 action items. We wrote *Balance* ads to invite members to submit their ESH in writing for Basic Text consideration.

We have sent many e-mails between and among committee members. We have communicated with each other and with members of the fellowship. Many contacts have been made via e-mail, telephone, teleconference, and in person. We have been collaborating concerning requests for writing submissions and other Basic Text-related issues.

Members of our committee have been assigned as coordinators of specific chapters and topics. They are taking on the task of shepherding the writing of the various sections in the book. Individual goals have been set and progress is reported during the teleconferences. We have identified obstacles and challenges. Committee members have brainstormed solutions to the identified problems. We have received many submissions and have obtained commitments for many more. We are pleased with the interest shown by members of our fellowship.

For the 2013-2014 service year, we envision a continuation of progress and an increase in momentum as we sense the excitement engendered by the amazing wisdom of the submissions we develop and receive. We intend to involve more members of our fellowship in order to capture the essence of COSA suffering and emphasize how our Twelve Step solutions relieve it.

We need volunteers from the fellowship who are willing to submit their experience, strength, and hope in writing to be considered for inclusion in the Basic Text. We need many

fellowship members to become involved so we can spearhead the development of a first draft of some sections of our Basic Text by the Annual Delegate Meeting in 2014.

## **Budget and Finance Committee Annual Report 2013**

At the beginning of this service year, the Budget and Finance Committee established the following goals:

- Make regular Seventh Tradition reports to fellowship
- Enable use of Credit/Debit cards on COSA website (thru Chase Bank) and eliminate use of PayPal
- Maintain three (3) months operating funds as a prudent reserve
- Simplify Registration Procedure for Convention using Central Office staff
- Create ISO Budget for the 2013-2014 fiscal year for presentation and review at the Annual Delegate Meeting
- Close Kentucky bank account
- Obtain credit card for COSA (current card under past Treasurer's name)
- Create Procedures & Policy Manual for financial activities of COSA
- Review insurance, banking, and payroll service needs and options annually
- Consider an audit of ISO books by an outside accountant

There were three members on the Budget and Finance Committee this year and we held nine teleconferences. The committee completed twelve action items and submitted two *Balance* articles.

The following are highlights of our accomplishments for the year

- Got fiscal year-end changed from May 31 to June 30 and properly set up with QuickBooks and IRS Returns
- Reorganized operating procedures in Central Office with new staff member
- Improved communication between Central Office staff and Treasurer through weekly teleconferences and/or check-ins
- Restarted Seventh Tradition reports to Fellowship
- Enabled use of Credit/Debit cards on COSA website (thru Chase Bank) using expertise of Board members and eliminated use of PayPal
- Maintained three (3) months operating funds as a prudent reserve at all times
- Simplified Registration Procedure for Convention using Central Office staff
- Closed Kentucky bank accounts
- Began writing Procedures & Policy Manual for financial activities of COSA
- Reviewed insurance, banking, and payroll service needs and options
- Created ISO Budget for the 2013-2014 fiscal year for presentation and review at the Annual Delegate Meeting

Our vision for the 2013-2014 service year includes:

- Providing more consistent financial reports to Board & membership
- Completing Procedures & Policy Manuals for Treasurer position and Central Office manager

- Finding local Houston accounting firm(s) to provide accounting expertise and independent third party audit
- Obtaining credit card for COSA (current card under past Treasurer's name)

In order to fulfill our vision, we need:

- Qualified CPA and other financially-minded COSAs to work with Budget and Finance Committee
- Houston area COSAs to work with Central Office staff to handle literature orders and other office work

## **Convention Committee Annual Report 2013**

Last year the Convention Committee (ConCom) identified two major goals for the service year:

- Recruit from the entire fellowship to fill Chair positions that are vital to the success of the Convention.
- Update the planning checklist to reflect the changes that have been made over the last several years

The Convention Committee was comprised of 16 members, including our Subcommittee members. By the end of the service year, we will have held 12 to 15 teleconferences. There are 105 action items on our planning tool and we have added about 25 more which are specific to this convention. The ConCom has submitted 15 *Balance* articles.

As of this writing, ConCom has had a busy and productive year. Some of the highlights of this service year include:

- Updated the organizational chart
- Updating the planning checklist is in-process and we plan to complete it within 1 month after the 2013 Convention
- Updated the job descriptions and added positions that are new
- Added a file for templates for future years' use on the Convention Yahoo Group
- Added past Convention information (starting with the first Convention in 1994) to the Yahoo Group
- Worked with Board members to streamline and improve the registration process and communication between the ISO Office, Registration Committee, and both the Convention and ISO Treasurers
- Negotiated a better price for the Sunday Lunch Buffet by removing an expensive item from the menu
- Provided feedback to the ISO Board Subcommittee for Convention Finances in regard to the Online Registration Process and the new payment system using credit cards
- Plans are in the works to hold a Convention Planning Workshop to enlighten those that are interested in what it takes to put on the Convention

In the coming year, the Convention Committee will:

- Get the word out that being a part of the Convention Committee is fun and has a direct impact on helping those that still suffer plus, as in any Twelfth Step work, there is also the added benefit of aiding our own personal recovery

- Recruit Co-Chairs for the key Subcommittees to lighten the workload
- Determine if the Convention Workshop at the 2013 Convention helped and look at the possibility of repeating it in 2014

The following key positions need to be filled:

- 2014 Convention Chair
- 2014 Convention Vice-Chair
- 2014 Program Chair and committee members
- 2014 Registration Chair and committee members
- 2014 Convention Committee Secretary

## **Literature Committee Annual Report 2013**

This year the Literature Committee has accomplished its number one goal: booklets for Steps Ten, Eleven, and Twelve are being submitted for approval this May at the Annual Delegate Meeting. But we have also enjoyed doing so much more for the fellowship we love.

At the beginning of the year our goals also included:

- Continuing the translation of literature and the COSA website into Spanish and French
- Submitting five new booklets and a revision of the Sponsorship booklet for approval
- Writing an original COSA Preamble
- Assuring excellence in all our Board documents and communication with Expedited Review
- Increasing the diversity of contributors in all COSA publications

We began the year with ten active members and retained those people throughout the year. We held eleven full committee teleconferences, five Literature in Development teleconferences, and one Internal Systems teleconference, as well as numerous task force teleconferences. We estimate 105 action items were completed during the year.

LitCom has had an exceptionally busy year and highlights of our accomplishments include:

- Increased the number of new authors contributing to the *Balance*
- Written and edited booklets for Steps Ten, Eleven, and Twelve, as well as *Men in COSA* and a booklet on being Self-Supporting in COSA through Donations and Service
- Completed translating designated portions of the COSA website and cosacall.com as well as the Newcomer's Packet into Spanish
- Completed translating designated portions of cosacall.com into French
- Prepared a new edition of COSA Stories I for publication
- Expedited Review Coordinator provided proof reading and final edits for at least 125 documents, as well as all the new literature for this service year, working about 170 hours.

Our shared vision for the upcoming year is to:

- Increase the diversity of contributors in new and revised COSA publications

- Submit the following new literature for approval in May 2014: Tradition One and Step Three (revised)
- Collect copy for the proposed COSA meditation book, editing as necessary
- Continue the translation of COSA literature and the website into Spanish; translate literature into French where the need is indicated
- Support each other in maintaining balance in our service commitments so that our service to the fellowship remains a fulfilling and joyful experience

We hope to attract new Literature Committee members to serve in the 2013-2014 service year. We also hope to reflect even greater diversity in our writing as we continue to improve the quality of COSA literature. Thank you for letting us be of service.

## **Nominating Committee Annual Report 2013**

**Note: Highlighted portions of the NomCom report will be updated in the printed Annual Report which will be presented at the Annual Delegate Meeting**

The following tasks were identified by the Nominating Committee at the beginning of this service year:

- Determine who will serve as new ISO Chair
- Find Board Members to fill the Chair position for the following Committees:  
Public Information, 2014 (Los Angeles) Convention, Communications, Resource Development
- Recruit Board Members to fill Secretary and Vice Chair positions
- Find Board Members to serve as Members-at-Large
- Continue to look for potential new Board Members on an ongoing basis

The Nominating Committee was comprised of four members this year and we held a total of five teleconferences. We had 20 action items for the year and did not submit any articles to the *Balance*.

This has been a very busy year for the Nominating Committee. Highlights of our accomplishments include:

- Revised Board Application Form
- Rewrote accompanying letter for the Board Application Form
- Discussed adding Class B Trustees (non-COSA members) to ISO Board slate
- Checked in with all current Board Members to determine if they were staying on the Board and in what capacity
- Interviewed \_\_\_ ISO Chair candidates
- Interviewed \_\_\_ Board Member candidate
- Approached \_\_\_ COSAs and asked them to consider joining the Board
- Sent proposed slate of recommended Board Members to ISO Board for approval

The Nominating Committee's vision for the 2013-2014 service year is to:

- Continue to support the mission of the COSA fellowship through finding and recommending qualified members to serve on the ISO of COSA Board
- Research Board evaluation processes from other Twelve Step organizations
- Involve more past Board members on the Nominating Committee

NomCom is seeking individuals with the following qualifications to serve with us:

- Individuals who have experience and wisdom gained from serving on other Boards
- Members of the fellowship who are willing to provide insight, perspective, and recommendations

## **Technology Committee Annual Report 2013**

The Technology Committee identified the following goals at the beginning of the 2012-2013 service year:

- To implement Michael S.'s redesign of the COSA website
- To maintain the COSA website throughout the year by adding information to it and fixing any problems people discover
- To maintain the structural integrity of the COSA website (For example, to keep the navigation as clear and simple as possible so that recovery is easy to find.)
- To make COSA MP3s and written literature available for immediate purchase and download online
- To make COSA Board-level service more understandable and transparent to the COSA membership
- To develop an easy way to send out Board Blurbs and stay in communication with Delegates and meetings throughout the year
- To make it as easy as possible for people to get up-to-date information about COSA meetings.
- To make the COSA Annual Convention, and recovery in general, more accessible by finding ways for people to attend some of its events remotely
- To explore and develop ways for distant COSAs to keep in touch between meetings and do Step work together
- To explore ways for COSAs to maintain their anonymity online and share information with COSA about these practices

The Technology Committee membership shrank throughout the year, from seven initial interested members down to three active members. On the bright side, we took a new webmaster on board, which will be of tremendous benefit to the fellowship; the Board Chair was also instrumental in keeping the website updated. We held many teleconferences. We did not submit any *Balance* articles. Following are some highlights of TechCom's accomplishments:

- Implemented the new website redesign and reviewed the navigation to fit several new categories of content
- Added a variety of new items to the website, such as meeting minutes and budget information, to make Board and committee-level work more transparent to the fellowship
- Tested and implemented new ways of offering COSA recordings as MP3s for instant download
- Continued to explore ways to let meetings update their own listings on the COSA website
- Integrated the telemeeting information on [cosacall.com](http://cosacall.com) into the main COSA website at [cosa-recovery.org](http://cosa-recovery.org)
- Created a new template for e-mails from the COSA Board and its committees, and took over distribution of e-mails to the fellowship
- Installed a new subscription box on the front page of [cosa-recovery.org](http://cosa-recovery.org) which allows individual members to sign up to receive COSA news and announcements, instead of having to rely on their meeting contact
- Attended an open Board meeting in another fellowship to evaluate whether and how the COSA Board can use technology to be more transparent as trusted servants

- Provided assistance to the Convention Committee in making portions of the Annual Convention available via telephone
- Established a method for telemeetings to create their own online bank accounts for collecting the Seventh Tradition
- Maintained Delegate/Convention section of website

Our initial vision for the 2013-2014 service year is to:

- Continue to provide technical support to the fellowship
- Continue to maintain the website and improve the ways we use technology to carry the COSA message

In order to fulfill this vision we need to:

- Continue to recruit active members who are interested in giving feedback from both technical and non-technical perspectives, and recruit active members who are interested in sharing their experience, strength, and hope online

## **Inactive Committees**

Due to a very small Board membership, the following committees suspended operations and were entirely inactive for the 2012-2013 service year:

- Communications
- Public Information
- Resource Development

## **ISO Central Office Annual Report 2013**

It is a pleasure and an honor to serve the fellowship in the COSA Central Office. The past service year has been a whirlwind as we continued the transition into a more organized system of managing the business of the Central Office. We hope that the changes we've implemented will allow us to improve our service to the fellowship and as we continue to carry our message of hope to those who still suffer.

At the beginning of the 2012-2013 service year, our goals included:

- Fulfilling literature orders accurately and in a timely manner.
- Continuing to improve the integrity of Central Office accounting procedures.

The Central Office was staffed by one part-time employee who worked closely with the COSA Treasurer on financial matters. Action items were not formally tracked as the primary business of the Central Office is a virtually endless series of tasks and action items.

During the 2012-2013 service year, the Central Office:

- Cleaned and reorganized the office to present a more professional and welcoming appearance.

- Reduced the turnaround time for literature order fulfillment to 3-5 days from the date of receipt.
- Reduced shipping costs by sending smaller orders via first class mail, reserving priority mail shipping for larger orders.
- Established a procedure of thanking all Seventh Tradition donors with a written note in order to set a standard of accountability for the office and the fellowship.
- Implemented a system of thorough checks and balances to ensure the integrity of the Central Office's accounting and financial record-keeping.
- Improved the accounts payable system, allowing the Central Office Manager to write checks for bill payments and expenses.
- Created a spreadsheet-based system of tracking all incoming mail in order to ensure appropriate and timely actions are taken.
- Hosted five open houses to allow the Houston COSA members to visit the Central Office, donate time filling literature orders, and learn about other service opportunities.

Our vision for the coming service year includes encouraging the Houston Intergroup to function closer to its potential by helping to staff the Central Office with volunteers and, finding innovative ways to increase the number of members making service commitments throughout the fellowship. Specific opportunities include:

- Volunteers to monitor the national phone line and respond to inquiries.
- Houston-based volunteers to copy, fold, and ship literature.
- Experienced COSAs to fill high-level service positions, especially at the Board level.

## **ISO Central Office Financial Reports Board of Trustees**

**These records will be available in the hardcopy Annual Report which will be distributed at the Annual Delegate Meeting**

**ISO COSA  
Balance Sheet**

**ISO COSA  
Profit & Loss**

**ISO Board of Trustees**

## **Vision for 2013-2014**

We anticipate another small Board this coming year so, once again, we will focus on basic ISO of COSA needs as follows in the 2013-2014 service year while moving ahead where possible:

- Focus this year on growing the Board by working with Nomination Committee to identify and encourage potential members.
- Continue moving toward full funding of the budget line item for Board service-related travel expenses. We want to come to a place where it is possible for all to do service work at the Board level.
- Continue to update and improve the COSA website. In order to provide a more consistent message, the Literature Committee will review and edit the website content for clarity and style.
- Maximize the resources of the ISO Central Office, doing the most we can with available resources.
- Educate all members about the need for service from the beginning of recovery work at all levels of COSA: A thriving, vibrant fellowship requires a greater percentage of members to be active in service at all levels.
- Document more procedures and operations for all Committees and Officers to facilitate the transition of new Board members: To shorten the learning curve and support new Board members, we want to document how things are done today so that we can build on current practices rather than reinventing the wheel with each new member.
- Involve individual groups in Public Outreach by sharing ideas and pooling resources of the entire fellowship.
- Increase the fellowship's connection with the Board of Trustees by publishing regular letters from the Board Chair in the Balance.
- Finalize hotel contract for 2014 Annual Convention in Los Angeles.