

**International Service Organization  
of COSA®  
Board of Trustees**

**2016 ANNUAL REPORT  
to the  
DELEGATES**



**Chicago, IL  
May 27, 2016**

International Service Organization  
of COSA ®  
Board of Trustees

2016 ANNUAL REPORT  
to the  
DELEGATES

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Letter from the International Service Organization  
of COSA Board Chair

Hello to COSA delegates and registered COSA meetings,

Thank you for your service to COSA.

The fellowship provides a safe haven for so many who discovered, some gradually, some all at once, that they qualify for this program.

While we came in perhaps frustrated, perhaps numb, we are now living with a different truth and a new way of life to consider. We do it together. The joy we experience after connecting with one another on such a vulnerable level is perhaps the greatest shock of all, that our pain started us on a path that lead us to a world of support and intimate friendship.

I am grateful.

I am grateful for the board members who consider it a privilege to serve the International Service Organization of COSA. We have worked together as a group, respecting one another's opinions and respecting the group conscience.

I have come to know our board members well and they continue to impress me with their dedication, willingness, and humility. Eric, Nancy, Sandy, Sara, Wendy, and Trish. Thank you.

There's a lot to do and we do what we can. You will see our accomplishments throughout this document. I am proud and I hope you will share in that pride with me.

Our fellowship is growing steadily and I am sure I will consider this work some of the most useful of my life. It has been my prayer to do valuable work and this, no doubt, is it.

Emily G.

2015-2016 International Service Organization  
of COSA Board of Trustees  
and their Committee Service Roles

Emily G., El Sobrante, CA  
ISO Board Member, ISO Chair, Supervisor to ISO Central  
Office Manager, Nominating Committee Chair, Budget and  
Finance Committee Member

Eric C., Tucson, AZ  
ISO Board Member

Nancy P., Mesa, AZ  
ISO Board Member, Budget & Finance Committee Member

Sandy S., Laguna Hills, CA  
ISO Board Member, ISO Secretary, Convention  
Committee Member, Nominating Committee Member, Board  
Technology Committee Liaison

Sara P., Tucson, AZ  
ISO Board Member, Convention Committee Chair, Technology  
Committee Member, Nominating Committee Member, Budget  
and Finance Committee Member

Trish H., Tucson, AZ  
ISO Board Member

Wendy W., Tucson, AZ  
ISO Board Member, ISO Treasurer, Acting Vice Chair,  
Nominating Committee Member, Convention Committee  
Member

Amy E., Coos Bay, OR  
ISO Board Member, Literature Committee Chair,  
Nominating Committee Member  
(May through September)

International Service Organization of COSA  
Board of Trustees  
Overview of Board Activities  
Annual Report 2016

We are pleased to present this year's accomplishments of the International Service Organization of COSA board. Many of our decisions involve the business of our group. While it may be difficult to discern how the work affects you personally as a member of COSA, all of the changes are aimed at fostering a fellowship that is sober and aspiring toward COSA unity. Please read the following with that in mind.

In 2015, we began using a video conferencing service to hold our monthly board meetings. This allowed for a better connection among our board members while doing the business of COSA. Then, for the first time we offered delegates a chance to attend our annual delegate meeting via video conferencing. Approximately five people took advantage of this opportunity. In this service year, we encouraged our committees to use this service. It's also being utilized in our delegate gatherings ahead of the Annual Delegate Meeting. There's something about being face to face with the person you are talking to that changes the nature of the conversation.

This year, we made changes to our board travel policy that will ensure incoming board members receive a per diem for their day of travel before they are voted on to the board at the **Annual Delegate Meeting. COSA's per diem is a flat rate of \$40.** Outgoing board members will receive a per diem for their travel day returning from their last Annual Delegate Meeting as a board member. We also tweaked some of the language in the board travel policy to provide more clarity. The board travel policy is important because funding board travel allows for board members of all economic backgrounds to participate in service.

We also strengthened our policy for reimbursement requests, requiring two signatures for check payments and reimbursements. This promotes fiscal accountability among our members.

We also talked a great deal about our CDs. We have decided to move towards phasing out the selling of CD recordings of

convention workshops and speakers. We currently offer digital MP3 recordings of convention speeches dating back to our 2012 convention in Vancouver, Canada. We are working to convert all of our past CD recordings to MP3s to make our full audio library downloadable. As each recording is converted, we will stop offering the CD version of that recording. Going forward, future convention events will be available only in MP3 format. Production of the CDs has been a burden on our staff and volunteers. Somehow something always goes wrong, and it adds up to delays for our COSA customers. It's worth noting we are able to offer MP3s at the much more affordable price of three dollars per recording.

If you've already read the Nominating Committee Report, you are aware we had a change in leadership on the Literature Committee. The transition midyear took a bit of extra attention as information was passed from the outgoing chair to the incoming one.

A request from a COSA member to attend an International Service Organization of COSA board meeting prompted the board to assemble a policy on non-board member attendance at those meetings. We have written one.

You will find it on our web site here: [http://cosa-recovery.org/iso\\_of\\_cosa\\_events.html](http://cosa-recovery.org/iso_of_cosa_events.html)

There were a number of points of feedback from delegates that we responded to with changes. Some said they would prefer an anonymous election for board nominees. We worked on this issue and have reconfigured the voting process to allow delegates to vote on board nominations with a paper ballot at this year's Annual Delegate Meeting.

Another point of feedback concerned delegate trainings and their relevance. A small group from the board has worked with our delegate liaison, who joined us in January, to fine tune those meetings. The aim is to present the most relevant information, with an eye towards the best use of delegates' time. They are being held via video conference. The first meeting was held in February and drew 15 people. That's a large turnout for one of these meetings, and the change of platform will hopefully translate to a more fruitful experience as the year goes on. (This report is being written in March and

only one meeting has been held thus far.)

With the hope of presenting an even more sober and sustainable Annual Delegate Meeting, the board approved a document called **"Guidelines for Participation at the Annual Delegate Meeting."** This document clarifies roles for delegates, registered attendees, and walk-in attendees, including expectations and limits of participation for each category.

You'll find that document here:

<http://cosa-recovery.org/2016/Delegates/DelegateInfo.html>

The board also approved and added a delegate tab on the front page of cosa-recovery.org to make it easier for delegates to find the information they need.

To make sure you know about the wealth of recovery available at the COSA Store, we began sending MP3 clips of convention recordings to the fellowship via e-mail. These clips are free to the fellowship and hopefully provide another tool for recovery.

Concern caused by our second annual rent increase in a row prompted one of our board members to negotiate a two-year lease for our Houston, Texas, office. This provides a bit of stability for our budget in the coming fiscal year.

Sustainability is at the heart of a project being spearheaded by a generous COSA volunteer. She is helping the board transfer our virtual files to Dropbox. All of our files are currently housed by Yahoo! and the format is not particularly suited to our needs. Files date back ten years or more, so this transfer is an ongoing process. When it is complete, we anticipate future board members will be able to find what they need with far less frustration than we currently face.

As of the beginning of March, the board has created 152 action items and completed a good chunk of them.

We hope to continue to make improvements and policies that support the growth of COSA and future boards to come.

International Service Organization of COSA  
Board Committee Reports

Budget and Finance Committee  
Annual Report 2016

The Budget and Finance Committee identified the following goals at the beginning of this service year: create a policies/procedures manual for the committee; coordinate with Internal Auditor to evaluate current policies and procedures; bring the International Service Organization of COSA Office Manager onto the Budget and Finance Committee as a non-voting member; hold bimonthly working group meetings; and evaluate the necessity of utilizing all money transfer systems.

The committee had five active members; they held four full committee teleconferences and four working group teleconferences. Some accomplishments include the transition of the outgoing and incoming treasurers and getting federal reports submitted via e-file.

Our vision for the 2016-2017 service year is to continue with our thorough review of money transfer systems and assess the viability of both PayPal and Authorize.net for online transactions. In order to fulfill our vision, we need to obtain active members who are interested in the following positions: chart specialist to create pie charts and graphs from financial reports, QuickBooks specialist, budget specialist to facilitate annual budgeting process, and monthly account reconciler.



Convention Committee  
Annual Report 2016

In a somewhat serendipitous coincidence relating to the *Winds of Change* theme, but more appropriately in conjunction with Higher Power, the Convention Committee has adapted and changed things to align with the convention schedule and offerings. The winds have certainly brought change this service year.

The committee was comprised of a core group of twelve who have met monthly for the past service year. To manage the long list of tasks in planning the convention, we assigned action items for each month to keep us on track for accomplishing what could otherwise be an overwhelming assignment. Each subcommittee (there are 14) was given specific tasks to complete, reporting progress at the monthly meetings or by e-mail.

The Convention Committee notes several accomplishments and changes this service year. The Sunday banquet will culminate the end of the formal program. To maximize attendance at this event, the cost of pre-registration includes the banquet. Extra attention has been given to make the event special. Monday is now focused entirely on support and re-entry. **Named "Serenity Send-off," this event focuses on the transition from the convention back into normal life.** At the front end of the convention, we added a reception to replace the meet-and-greet functions previously held on the first night of the convention.

Based on feedback from the 2015 evaluations, we have made a special effort to coordinate sessions with Sex Addicts Anonymous regarding time and content.

**Another new offering is the "Serenity To-Go Store" for cash-and-carry items focused on self-care at the convention.** Items

like bath salts, lotions, and affirmation cards are available for purchase. It is set up with the silent auction and the coordinators work together as one subcommittee.

The meditation room is now the fellowship room to allow for activities such as yoga, guided meditation, and other group activities. Due to limitations and costs, the committee opted to not offer a hospitality suite. To compensate, there are spaces and places for group activities, and arrangements for reduced-priced meals from the hotel.

**The Convention Committee's vision for the 2016-2017** service year is to work with the Orlando intergroup in planning for *Step into the Sunshine*, to be held at the Orlando Doubletree. We continue to focus on attracting COSAs from the East Coast to attend the convention and for serving on the committee.

Literature Committee  
Annual Report 2016

A lot of work is being accomplished by the Literature Committee this service year, with some new members who have joined, and some existing members taking on new roles! All of this means lots of training and support to help each new **member understand their role and what's needed by the committee**. We hold monthly meetings July through June each year (except in December) with detailed agendas and action items outlined and focused on our goals.

Our main goal is to continue in the development of the COSA basic text. This has been a key focus for the committee. And with that, an additional goal is to increase fellowship awareness and communication about the COSA basic text. Here are some specifics on what we set out to do this year and where we are:

- Apply all fellowship feedback and Spanaway draft recommendations into sections of the basic text (Introduction to the Steps and Steps One through Four). This is now complete and currently on target for release to the delegates for review prior to a vote being taken at the Annual Delegate Meeting in Chicago.

- Improve communication on the basic text development through use of the website, fellowship e-mails, and the *Balance*. This occurred with our January *Balance* article, a fellowship e-mail in March, and a new website link (coming soon) outlining specifics about what has been done and what is coming.

- Gather input from the fellowship prior to writing the next Step-related section; begin by soliciting input on Step Five. This is targeted for the 2016-2017 service year.

We had many changes throughout this service year with members either changing roles, or taking a hiatus from their position on the Literature Committee. We did not have a full team throughout the year, and therefore a few members have taken on multiple roles in order to keep tasks moving, mainly for the basic text, Expedited Review, and our newsletter, the *Balance*.

So it was, and continues to be, important for the committee to seek new members, get training plans in place, and ensure all roles are filled and adequately supported. We successfully accomplished a mid-year transition of the chair role when the previous chair stepped down in November. Training of the new chair is working out well and will continue through the remainder of the service year.

We also sought new members for COSAcoppy responder (our main e-mail person), editing, and Expedited Review roles this year. We were successful in finding some wonderful new members: a COSAcoppy responder, and three editors for Expedited Review, one who also has a dual role as our fellowship liaison taking the lead in communicating about the progress of the basic text and other committee information. We received several new member submissions for editors this March. With these additions, we now have 11 active members all fully participating or in some stage of training. The following outlines additional completed goals and outstanding items:

- We provided training and mentoring to new members (Literature Committee chair, COSAcoppy responder, Expedited Review editors). Some role training is complete, while others will be in training over the next few months.

- We continue to seek volunteers for critical positions (*Balance* coordinator, Yahoo! Group coordinator).

- We aim to ensure rotation of service where needed to avoid member burnout.

- Vice chair and shadowing roles will be defined and sought after in the coming year.

Expedited Review works extremely hard to keep critical work moving to support the fellowship. The *Balance* team focuses on finding writers and publishing their experience, strength, and hope through new lead shares, Step work, and Tradition work, which are published every other month. Below are some of the accomplishments of these two teams:

- Expedited Review estimates that they will have completed over 270 hours this service year reviewing documents to support the fellowship and board.

- Expedited Review is additionally executing our Website re-

view, focusing on 20% of the website this year and recommending changes for guideline and standards improvement (and will continue throughout 2016).

The *Balance* team published four newsletters this service year, which included five lead articles, eight Step shares, and eight Tradition shares.

The *Balance* team continues to seek new writers for the publication.

We thank everyone for supporting the literature committee and as always, we hope to attract new members to serve in the coming service year. We need your support. Please consider volunteering to write just one article, or taking on a small role or a shadowing role at first. Even a small contribution helps bring greater diversity to our COSA literature. We ask for your support in sharing this message.

Thank you for letting us be of service.

Nominating Committee  
Annual Report 2016

At the beginning of the service year, the Nominating Committee had its eye on the next service year. The board needs at least seven members to fulfill the requirements of the International Service Organization of COSA's bylaws.

Due to the mid-year attrition of three board members during the 2014-2015 service year, our prospects for the current year joined early. Our recruitment efforts paid off in that way, but in another, we were back where we started at the beginning of this year, with the minimum number of members: seven.

We took a look at our prospective member lists and reached out to everyone we could very early in the year.

Just a couple of months in, we had a resignation from the board leaving us with just six. We reached out to the fellowship by e-mail, as well as called and e-mailed people who might be ready to join. Two months later, a qualified COSA stepped forward and we were back to our minimum seven members.

The board member who left had chaired the Literature Committee. We were lucky to find her replacement in a COSA who was serving on the committee already. She was available to chair LitCom but not to join the board.

We also had other unexpected vacancies. The two COSAs who had volunteered to be co-delegate liaisons found themselves unable to serve. The effort to fill that role was led by the nominating committee, through calls and fellowship e-mails. And in December, that role was filled.

We filled open roles answering the e-mails and voicemails of the International Service Organization of COSA. That translates to newcomers and existing members alike receiving timely responses to their queries.

At the writing of this report in March, we are also still working to fill an upcoming opening on the Technology Committee. The

person who has served for many years doing all sorts of important technology work for us will chair the Convention Committee in the next service year, and needs to let go of his many technology responsibilities. To that end, two fellowship e-mails have gone out seeking COSAs who are interested in learning how to complete these tasks. We have also called members who have come to our attention through networking.

We have five members serving on the committee. We will have held at least ten meetings when the service year is finished. Currently, we have 40 action items completed and in process.

Our vision for our committee begins and ends with the volunteer needs of the International Service Organization of COSA. This coming year, as ever, we will seek to identify qualified prospective board members who have worked all Twelve Steps, have a sponsor, as well as two years in COSA, and can work alongside others in a sober and sustainable way. We will also continue to seek out and find COSAs who may serve the ISO in other important capacities.

Technology Committee  
Annual Report 2016

At the beginning of the 2015-2016 service year our goals included increasing the number of members on the committee and continuing to support the board and fellowship with technical support.

We began the service year with four active members. In the last couple of months, TechCom sent out two fellowship e-mails looking for new members. Our committee can always use more members. But this year it is even more important since one of our members that does a good amount on the technology side will be leaving the committee to chair the 2017 COSA Convention Committee. We did have a few interested people inquire about possible TechCom service positions. At the writing of this report, we are in communication with a couple of potential new TechCom members. We held five monthly committee teleconferences.

This year TechCom sent 98 fellowship e-mails. We added the Washington, DC, convention recordings to the COSA Store. We are also working on adding additional MP3s of past conventions to the COSA Store. We also implemented and maintained the Chicago *Winds of Change* convention website. TechCom continued to maintain and update meeting information on [cosa-recovery.org](http://cosa-recovery.org) as supplied by our registered meetings. We worked with the Literature Committee on a couple of projects. One is a survey for the fellowship that is due out shortly. And the other project was the continuing standardization of [cosa-recovery.org](http://cosa-recovery.org) to meet COSA standards.

Our shared vision for the 2016-2017 service year is to continue with standardization of [cosa-recovery.org](http://cosa-recovery.org) to meet COSA standards, continue to increase the number of convention MP3s in the COSA Store, and continue to provide technical support to the board and fellowship.



As always, we hope to attract new Technology Committee members to serve in the 2016-2017 service year. We are especially in need of members who have experience with html and other web-related skills. Thank you for letting us be of service.

International Service Organization  
Central Office  
Annual Report 2016

This year has been a good one as we continue to move forward in streamlining our processes and finding the most cost effective ways to serve our fellowship and engage them in opportunities for service.

We have expanded the number of people providing financial oversight and have been able to draw on this additional support to ensure that our books and financial reports meet the highest standards for non-profit organizations. Special thanks to those that fill these challenging and critical positions.

The focus of the office continues to be the shipping of literature orders and materials to individuals and groups across the country and around the globe. Fourteen orders totaling over \$550 were shipped to the UK this year. Other countries served included Canada, Sweden, the Netherlands, Germany, Finland, and Colombia. This service year, international COSAs were offered domestic shipping rates to help them get the literature they need.

There were more than 200 orders in the United States, not including sales at our annual convention. We averaged more than five orders every week of the year. Our most active state is California, followed by Texas and Florida. A final bit of trivia, our best-selling publication is *Step One*, followed by *Sobriety in COSA* and *Boundaries in Recovery*. Our Literature Committee has done a fabulous job of providing materials that address the needs of our fellowship and support us on our recovery journey.

We continue to utilize e-mail voicemail. This allows an off-site volunteer to answer phone calls that come into the office and shortens response time to calls. Our new volunteer who joined us in August has been diligent in responding to all calls placed to the office. Thank you for this great service work.

For the second year in a row, the office has focused on sending year-end statements to all of our individual and group recurring monthly donors. Thank you for your continued sup-

port. Your regular and recurring contributions allowed us to sign a two-year rental agreement on our office, saving a projected \$600 on our budget.

The Zoom video conferencing service has been an important technology tool that we have utilized this year, not only at our convention last year, but also for delegate discussions and committee work throughout the year. The virtual face-to-face meetings have enhanced communication and made committee work much easier.

And another technology first, for the first time this year we will only offer digital recordings of the convention sessions—no CDs—in an effort to utilize our financial and volunteer resources more effectively.

A personal note of gratitude: it is a pleasure to work in the office and see the support and work that is done by the members of our fellowship, all so that we might carry the message to those who still suffer. Thank you to each of you, for your courage, strength, wisdom, and willingness to share with others.

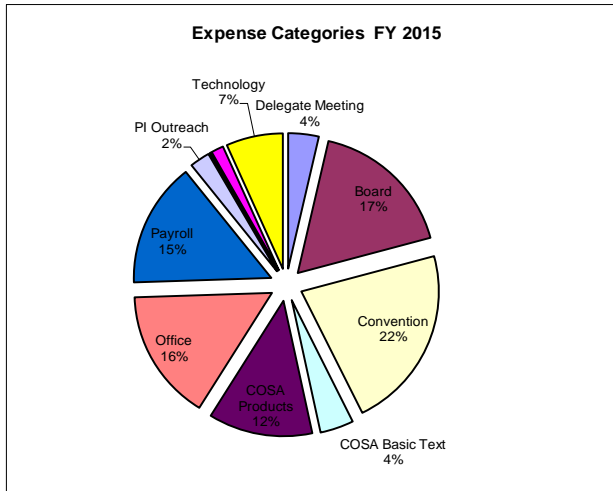
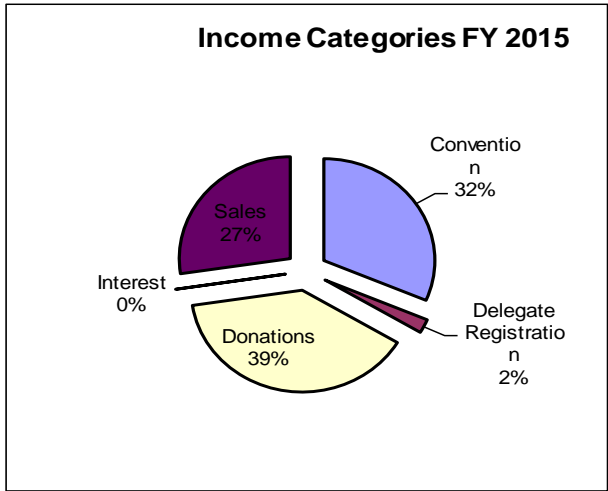
In service,  
Susan K.

International Service Organization of COSA  
Balance Sheet  
July 1, 2015 - April 15, 2016

	Total
Assets	
Current Assets	
Total Bank Accounts.....	\$57,679
Convention set aside .....	\$2,000
Total Current Assets.....	\$59,679
Fixed Assets	
Office Equipment.....	\$323
Total Assets .....	\$60,002
Liabilities and Equity	
Payroll .....	\$-84
Sales tax payable.....	\$-245
Total Current Liabilities .....	\$-328
Long-Term Liabilities.....	
COSA basic text .....	\$8,500
Total Liabilities.....	\$8,172
Equity.....	
Unrestricted Net Assets....	\$50,424
Net Income .....	\$1,406
Total Equity.....	\$51,830
Total Liabilities and Equity....	\$60,002

International Service Organization of COSA  
Profit and Loss  
July 1, 2015 – April 15, 2016

	Total
Income	
Convention.....	\$8,803
Delegate Registration .....	\$1,465
Donations.....	\$24,657
Interest.....	\$4
Sales .....	\$8,843
Total Income.....	\$43,772
Expenses	
Board Expenses.....	\$5,352
Convention.....	\$10,833
COSA Basic Text .....	\$2,500
COSA Products .....	\$5,545
Office Expenses.....	\$8,014
Payroll .....	\$6,433
Spring Branch ISD.....	\$69
Staff Travel .....	\$714
County Taxes .....	\$262
Technology .....	\$2,644
Total Expenses.....	\$42,366
Net Income.....	\$1,406



International Service Organization of COSA  
Board of Trustees

Vision for 2016-2017

We are pleased to be embarking on another year of service to COSA.

A running theme through most of the committee reports is a need for sober servants to carry out the work of our growing fellowship.

In this coming year, the board aims to carry out its service with an eye toward joy and growth. This is part of how we hope to draw able and ready participants to take our places when the time comes.

Upon digging into board service work, many find their recovery shifts and deepens. Members find themselves in an environment where there is a common goal of kindness, self-compassion, and higher-power-centered decision making. That can be an astonishing shift compared to the work of our past.

This difference creates a change in us, opening our eyes to a possibility that tasks we agree to do are more than just tasks. They present another way of working our recovery.

You will see throughout this document that we have been hard at work. What you don't see are the laughs we have together, the forgiveness we share when we mess up, and the elevated spirit we feel when we are supported through a difficult life struggle by our fellow board members.

The vision for this coming year is to keep working together.