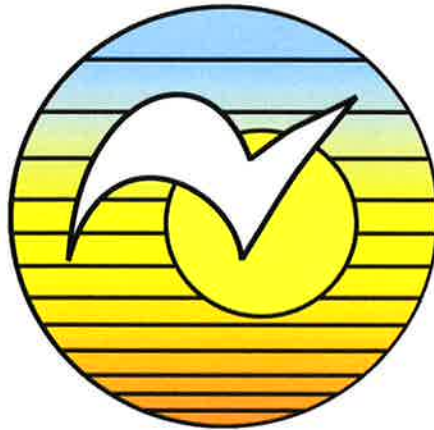


International Service Organization of COSA Board of Trustees

2019 Annual Report to the Delegates



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Houston, Texas

May 24, 2019

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Letter from the International Service Organization of COSA Board Chair

Hello to all COSA Delegates and Registered COSA Meetings,

As I write this, I am completing my first year as the Board Chair. In reflection, it's been the most challenging first year of just about anything I've ever done. To start the new service year, we had three brand new board members to get oriented to their new roles. Two other members were beginning their transitions off the board. One board member stepped down mid-term necessitating the need for a fourth new board member to be brought on. Four new members out of a board of seven presented a pretty steep learning curve for all of us.

That said, rotation of service keeps the board healthy. It's a bit like a relay race where the baton gets passed from one relay runner to the next. In the case of board service, the technical and historical information of each position must be passed from the seasoned runner to the new runner. There are so many moving parts to board service; it's an enormous amount of information for one relay runner to pass along, and just as much for the receiving runner to assimilate.

A great deal of time was given helping members transition to receiving the baton of their new roles. There's also a new way of operating and decision-making. Unlike our "day jobs", the language of board decision-making is rooted in COSA principles, the Steps, Traditions, Concepts and By-laws. Our new board members were concurrently integrating this new language, learning about their baton/role, and learning to run their own leg of the race in their style and pace. I cheer for each individual board member and for us as a team serving the fellowship.

With the experience of this first year under my belt, I look forward to welcoming the new board members we will be electing at the Annual Delegate Meeting. This board will have the experience, strength and hope to pass batons to them, cheer them on, and keep COSA moving forward.

I'm grateful for the opportunity to work alongside this group and to serve the fellowship that I love so dearly.

Sandy S.
International Service Organization of COSA Board Chair

**2018-2019 International Service Organization of COSA
Board of Trustees
and their Committee Service Roles**

Ann Marie V., Casselberry, FL

ISO Board Member, Member at Large, Nominating Committee Member, Board Contact for Literature Committee.

Chris C., Pleasant Hill, CA

ISO Board Member, Member at Large, Board Contact for Outreach Committee, Board Contact for Convention Committee. Joined the board in December 2018.

Cindy C., Beaconsfield, Quebec, Canada

ISO Board Member, Member at Large, member of Budget and Finance Committee.

Emily G., El Sobrante, CA

ISO Board Member, Member at Large, stepped down in December 2018.

Sandy S., Laguna Hills, CA

ISO Board Member, ISO Chair, Supervisor to ISO Central Office Manager, Nominating Committee Member, Budget and Finance Committee Member, Literature in Development Committee Member, Board Contact for the Technology Committee.

Sara L., St. Paul, MN

ISO Board Member, Recording Secretary.

Tracy S., Boulder, CO

ISO Board Member, ISO Treasurer.

Wendy W., Tucson, AZ

ISO Board Member, Budget and Finance Committee Chair, Nominating Committee Chair.

**International Service Organization of COSA Board of Trustees
Overview of Board Activities
Annual Report 2019**

The COSA Board of Trustees had a very dynamic service year. We kicked it off with three new board members elected at the May 25, 2018 Annual Delegate Meeting and a fourth new board member in December. The new members offer the board diverse talents and experience that makes us a stronger, more effective board.

In December, Emily G. stepped down from board service. Emily was in her third service term on the board and had served as the ISO board chair for three years. Her forward thinking was a tremendous asset to the board, and her wealth of contributions continue to benefit COSA.

The board had the remarkable benefit of having three fully vetted board candidates at the time of Emily's departure. One candidate in particular, Chris C., had Convention Committee experience gained from serving at our Oakland, California convention in 2018. Since the 2018-2019 Convention Committee's Co-chairs were not board members, Chris was a great fit to bring onto the board, pending his ratification at the Annual Delegate Meeting. He was willing to jump in mid-stream and immediately step in as board liaison to the 2019 Convention Committee.

We accomplished a few new projects and finished some ongoing projects that had been started by prior boards. Here's a glimpse of our work.

International Donations

We had a huge technological breakthrough this year resulting in our ability to receive international donations through our website. The technology behind this seemingly everyday function was very challenging and kept us from achieving this sooner. Having an international member serving on our board helped keep the project on the forefront and our Technology Committee kept working determinedly until it was fully functional. In addition to providing a new option for donations, it will also make registering for convention and product purchases easier for our international members. We are so grateful for our Technology Committee's talent and dedication.

The Basic Text

The Literature in Development Committee reorganized their production approach as we entered this service year. They now write in a "semester" style. In the first semester, all the scheduled chapters are written and then edited for the current service year's Delegate Meeting. Those proposed chapters then go out to the fellowship for a 90-day review period. During that time, the writers go straight into the second semester; composing the next set of chapters to be presented the following year. The results of the new strategy have been stunning. Nine chapters were written this service year and are being presented to the Delegates for their vote. This is twice the amount of what has been done at any other time. This committee is a sober, smart, thoughtful, dedicated dynamo.

COSAs in the Know Weekly Email Newsletter

In 2017 we realized we needed to examine our approach to the email communications we send to the fellowship. Prior to the launch of COSAs in the Know, emails to the fellowship were sent one at a time, at frequent intervals. Feedback indicated that receiving so many emails throughout the week was having a negative impact. People were becoming overwhelmed by the volume of emails, especially around convention time.

Moving to a once-a-week edition had the added benefit of making the Literature Committee's work much simpler. The editing deadlines were restructured, giving the editors more time to complete their work before handing it off to the Technology Committee to email it out. COSAs in the Know launched in the summer of 2018.

In the fall of 2018, a "Donate" button was added to the navigation bar. We also have begun to change the heading in the banner above the articles in an effort to highlight important and/or time sensitive announcements.

Twelve Step Booklet Collection

More than a year in development, this compilation is an effort to create a new product to offer the fellowship that would be of value to our members and create additional revenue for the ISO. Literature sales have been down over the last four years. Our research indicated that people were holding off on purchasing literature in an effort to wait for the basic text to be finished.

While the basic text is still being written we are under a moratorium wherein we cannot write any new literature. We came upon the idea of using our existing Twelve Step booklets and bringing them under one cover in an 8 x 11 format. The only changes we made were formatting for the larger size. We are very pleased that the book will make its debut at the Houston convention.

New Meeting Welcome and Support

In an effort to help support and retain new meetings, we developed a new layer of contact and support. Once a new meeting receives its registration confirmation and "welcome" emails, one of the ISO board members calls a meeting representative. New meetings can ask questions of the board member and be guided to helpful tools and resources for their needs. This personal level of contact also helps break down the notion that the ISO is a distant entity.

Budget & Finance, Central Office Improvements

The Budget and Finance Committee and the Central Office have been working more closely this service year. At the rotation of service, they collaborated in updating our PayPal and Authorize.net accounts, streamlining accounting processes and optimizing features in QuickBooks. They worked together to update the tax letter (sent to donors for their tax purposes) to current IRS requirements. They continue to improve recordkeeping and auditing practices.

"Video" Tutorials

Each year we try to improve the Annual Delegate Meeting registration process. This year, with the help of a talented team, we created three "video" tutorials to supplement our efforts. The videos are actually voice-narrated PowerPoint slideshows. With a couple of simple edits, they can be updated and used for any Annual Delegate Meeting in the future. The three topics covered are: The Delegate Registration Process; the Delegate Voting Process; and Why Send a Delegate.

Updated Job Descriptions for the Board Recording Secretary and Delegate Liaison

COSA is a dynamic organization that is continually growing and evolving. Our service positions adapt to meet the changes, and periodically the job description of the service position has to "catch up" to our progress. The Board Recording Secretary and the Delegate Liaison positions are two examples of adapting to changes.

We listened to the volunteers in these roles explain how the job had evolved over time. They shared what still works and what can be improved. Even the technology that both of these service positions use has changed dramatically since their inception. The updates we made to the job descriptions bring them in line with what the jobs currently entail. We understand this is an ongoing endeavor, and we will keep listening to input that helps us work smarter and more

efficiently.

Non-board Member Committee Chairs

Our board structure is evolving. In the past, every ISO board member was the chair of one of our committees. This has not been the case for the last two years. This means that these non-board member chairs do not attend or present their annual goals and business plans to the full board at the Board's Working Weekend. The first year of this trend the board had these chairs phone in to give their presentation. This past year, we adapted further and had these chairs present their plans to the ISO board via Zoom videoconferencing at the Board Working Weekend. This created a much more dynamic discussion and idea exchange. We have also been asking these chairs to attend the ISO of COSA monthly board meetings to give updates and receive any support from the board they may need. These efforts have fostered greater communications and helped bridge the gap that has been challenging us for the past couple of years.

Critical Data Document/Executive Summary

At the 2018 Board Working Weekend we discussed the need for a document that would capture our critical data and contacts in one safe place, much like an Executive Summary does for a succession plan. For example COSA's insurance policy documents are securely stored in the ISO's Dropbox. While our Dropbox files are neatly organized, our information spans years. Rather than having to go to the Dropbox files and search for our current Insurance Representative's phone number, this document will provide a snapshot of our current insurance information. If you need a deeper dive, you can still look through the trove of documents in Dropbox. This will make navigating much simpler and will make the transfer of information at the rotation of service much easier for all involved. It will also prudently and responsibly provide vital information in the event of an unforeseen occurrence.

Portable Sound System

In response to feedback from attendees of the Oakland Convention who experienced an inability to hear due to the faulty sound system in the hotel, the board sought solutions to prevent this from occurring at future conventions.

Finally, after months of research, a modest but capable portable sound system was identified that fit our needs. Prior to final purchase it was tested in meeting rooms with COSA members who had attended Delegate meetings and conventions. This system fits together modularly for easy transport and storage.

About Your Board

These brief paragraphs do not begin to capture the essence of all the thoughtful discussions and passionate labors of love that we endeavored together this year. Seven very different personality types and a Power greater than the seven of us alone came together in a common love of COSA to achieve this. It wasn't easy at every turn, but I hope you'll see what our work says about the caliber of people serving on your board.

Sandy S.

International Service Organization of COSA Board Chair

International Service Organization of COSA Board Committee Reports

Budget and Finance Committee Annual Report 2019

The Budget & Finance (B&F) Committee had the following goals for 2018-2019:

- To foster communication and collaboration between B&F and Central Office.
- Conduct a monthly Zoom meeting with B&F and the Central Office.
- Improve the following applications: PayPal, Authorize.net, QuickBooks, and Chase Bank.
- Streamline and document processes.

B&F Committee Accomplishments:

- Errors were discovered in prior year tax returns and those were corrected. In addition, the preparation of the annual nonprofit tax return has been brought in-house and is currently being prepared by a member of the B&F Committee.
- The annual tax donation letter was brought into compliance with new IRS guidelines.
- We were able to get PayPal to recognize our non-profit status and thereby reduce the fees charged by them for processing payments.
- We are working with Central Office to streamline and to more accurately keep track of donations by donor.
- We are working with the Convention Committee to standardize the accounting for financial transactions at conventions.
- We continue to upload more types of financial information on income and expenses directly into Quick Books, thereby reducing the need to keep paper records of transactions.

Convention Committee Annual Report 2019

The start of the service year for the 2019 UNITED we are STRONG ISO of COSA convention located in Houston started immediately after the Oakland Convention. We were able to secure experienced Convention Committee members which has helped by sharing their experiences of expectations of attendees and ways of working the annual convention roles. Coming together nationwide we learned each other's strengths, weaknesses, time availability, and eagerly started our Convention Committee.

Business Plan Update

Early on a Convention Committee Business Plan was created and we met with the ISO Board which allowed the Co-chairs to incorporate suggestions from the Board and has been our guiding light through the year. Calling into the monthly ISO board meetings to give real time updates and hear accolades and concerns have helped both Co-chairs through the year to prioritize goals.

Outreach and local Texan COSA's started announcing the Houston COSA Convention early June 2018. When possible, we shared with other Twelve Step Programs, local therapists and recovery centers in the Houston area.

We plan to utilize, for the first time, a sound system purchased for COSA Conventions. Due to many unknowns we decided not to pursue the tele-conferencing for Houston Speakers and Workshops, though recordings will still be done according to individual workshop preferences.

Google Drive has been a struggle for a variety of reasons including users without a Gmail account who cannot access Google Drive; some users found navigating Google Drive difficult. For security reasons quite a few companies do not allow Google Drive access on company computer/laptop. Some users do not have a computer/laptop at home, and some users prefer spreadsheets and documents e-mailed to them instead. We are encouraging the usage of Google Drive and accommodating those who cannot operate in Google Drive.

The Convention Committee Treasurer was given the budget originally approved by the ISO Board early November and the message was passed along that the ISO wanted more transparency in 2019. Unfortunately, the Treasurer was not able to access Google Drive and was unable to access to her personal e-mail at home for several months, though that has been addressed now. A Zoom meeting was held a few weeks ago to reiterate the need for budget updates. An updated Seventh

Tradition plan has been discussed and will be implemented. Additional envelopes will be passed out 15 minutes before the workshops and Speaker programs.

Convention Committee Co-chairs

Most of the other Committee Chair members were filled with Houston members, and additional local COSA's have stepped up to take up coordinator roles. We have 31 – 33 roles filled for the Houston Convention. Life has a way of getting in between best laid plans even for the Co-chairs, however we are determined and excited to deliver an awesome COSA convention. Unfortunately, we were not able to fill the Media Chair role, so one of the Co-chairs has taken on the lead working with the Program Chair. In addition, we found out in early April that the Registration Chair has business travel during the Convention weekend, and we regrouped. Registration will be manned between a Co-chair, Vice-chair, former Registration Chair, and volunteers. We also just recently found out the Volunteer Chair has resigned her position and we were able to fill that role as well.

Having two Co-chairs allows us to take turns facilitating monthly Co-chair meetings and sending out the monthly meeting notes. In addition, we meet monthly with the Oakland former Co-chair as our mentor, and with the 2020 Columbus Chair for her to learn the role and learn best or better ways of handling the many activities. Additionally, Houston Intergroup meets monthly for face-to-face convention communicating and work days.

Having Linda P. and Chris C. attend the monthly Convention Committee meeting has been immensely helpful. We have a saying "we don't know what we don't know" but, gratefully, they do. At the beginning of each Convention Committee meeting we share a COSA Concept and it's allowed attendees to understand why we must stay true to our Traditions and Concepts utilizing the Twelve Steps and our experience, strength, and hope.

Committees

The Outreach Committee and many others of us reached out to other Texas and Louisiana COSA groups trying to incorporate some of them into Convention Committee but with little success. The convention schedule is complete, and we are looking forward to 22 workshops, some of which are a little different from the past couple of years. Speakers have been secured, and the final program is being formatted as we speak. We have an SAA Liaison who is also a COSA and she's been a breath of fresh air being able to share information real time. Care & Support is ready to assist Convention Committee members who may feel overwhelmed at times during the final stretch.

Silent Auction is receiving a lot of donations. Facilities Chair is working with Chris C. to ensure the sound system is optimized for the Delegate meeting and Speakers. Co-chairs are working closely with each committee reviewing all the action lists and ensuring all items have been executed or added to the action list for next year. Learning how to navigate the Literature Committee's Expedited Review process was a learning curve for the Convention Committee when writing for the Balance and convention literature. Once we understood how to navigate the process, the reviews have gone smoothly.

Registration

COSA Registration has been a little tricky as some initial registrants did not pay during registration. Additional verbiage was added to remind them to pay at time of registration. We found out once the Early Bird rate was changed the old verbiage appeared again. International credit cards transactions have been an issue, which has only recently been remedied. As previous Convention Committee members are registering, they are agreeing to mentor the committees and Co-chairs. The timing couldn't be more perfect, and we are grateful for the additional support.

To date, food and beverages revenue required by May 8 is \$8,000 and we have exceeded the amount by \$306. The overage will be applied to the total hotel revenue requirement.

Facilities

The initial hotel revenue commitment for hotel rooms, food and beverages is \$29,020. April 21 is the final day to register for hotel rooms. As of April 15, the remaining total hotel revenue commitment is \$8,300. We continue to promote staying at the hotel for fellowship and ease of attending the Convention program. Uncertainty, of attendance due to SAA split between Convention and Conference might be playing a role in the reduced numbers.

The Meridien Hotel has merged with Marriott and are undergoing merging issues. One of them is in Registration, in their new software "blocks" of rooms must be designated to the UNITED We Are STRONG Convention and once full, not even a call to Registration can allow a COSA to register. Thankfully, an e-mail, or phone call to a Co-chair and then to Meridian allows more rooms to be added to the Convention "block" and then attendees can register.

The Facilities chair and Co-chair have met with the hotel to detail many setup issues and early May we plan a sound test with Zoom. The hotel is awesome, and we feel strongly it will help us to deliver an engaging and supportive Convention to all attendees.

United and Strong Together

We have a variety of COSA's on the Convention Committee - some decades into recovery, others have months to a few years in recovery. Some are still with their partners and others have decided to move on. We have some that attended and volunteered the last Houston convention and others that attend the COSA Conventions around the United States. We have an array of work experiences which has been very helpful. All of us have enjoyed the process of coming together to work and deliver a COSA Convention that shares our experience, strength and hope, calls on our Higher Power to be our best selves for the good of delivering an outstanding Convention, and supports all COSA's in their own recovery.

Literature Committee Annual Report 2019

The Literature Committee had four goals this year:

1. Continue executing on the basic text - our main focus has been on writing the basic text; working towards releasing twelve chapters this service year, for delegate review and approval at the annual meeting.
2. Engaging volunteers/staffing – reaching out to the fellowship for additional members, ensuring our teams are staffed appropriately, new members trained, and members are supported with backups in place.
3. Rotation of service - ensure good rotation of service, providing growth opportunities for the fellowship and current LitCom members.
4. ISO Support - provide additional support to the ISO as needed, specifically in 2018-2019 assist in opportunities to grow literature sales. Develop a single Twelve-Step Book, incorporating our existing step booklets.

During this service year we put forth significant effort to engage new writers and editors so we could deliver on our goal to write twelve chapters. It was an aggressive goal and compared to previous years with a few chapters released, we accomplished “nine” new sections of the basic text. We will be delivering Step Six, Step Seven, Tradition Two, Tradition Four, Tradition Five, Concept Three, Concept Four, and a new Meetings chapter for our COSA Tools section. We are pleased that these will be ready for the delegate meeting in May. Publishing a COSA basic text is an important goal for the fellowship, and we appreciate all the new team members, and fellowship writers that aided us this year.

When it comes to engaging members for service and staffing our teams well, one of the challenges we face is finding qualified and willing fellowship members. Many roles require critical monthly work or even weekly dedication by team members. Some roles require certain skills such as strong editing expertise, so filling key roles and having backup is crucial. It’s also very important for us to ensure we rotate service to support each other, and keep service work balanced. We worked hard this year to fill gaps such as adding new writers and editors. We had an existing member take the lead role for all Literature in Development and a new co-chair joined the team as well. We had a member move into the LitCom Chair role recently and is a perfect example of how we rotate and balance service while keeping talent on the team.

In our work to assist the ISO in enhancing our literature sales, we have a new Twelve-Step book, which is a reprint of our Step booklets into one large book. This should help bring more sales as well as bring interest in completing the Steps for any new member who might purchase the full book.

Additional work that is in progress this year was the kick-off of the Spanish Translation Team working toward expanding additional literature for our fellowship members who desire it in Spanish. We have an ever-growing fellowship worldwide and this sub-committee is writing translations of our Step booklets on Steps One through Twelve into Spanish in the 2019 - 2020 service year.

Our Literature Committee consists of three teams (Balance team, Expedited Review team, and Literature in Development team). Each team meets at various intervals due to the critical nature of their work, and works diligently towards the goals for the coming year.

- The Balance team consists of 7 active members and completed six Balance editions for this service year. They filled open editing positions and trained new members. They continually look for writers sharing their own personal stories. The goal to release a Balance Survey to the fellowship was not accomplished this year and will move into the coming service year.
- The Expedited Review team has 2 active members who edit regularly, and one additional editor who assists annually on our basic text. This team reviews all COSA literature, conference materials, website information, and fellowship email. Our Expedited team also completed an extensive review of the COSA website ensuring it met writing standards and made recommendations for improvement. In the coming year we are looking for some additional editors to support the team. If editing is your thing we'd love to hear from you.
- The Literature in Development team has 11 active members and is always looking for new team members (writers, editors, and general members). This team focused on continuing the basic text. If you are interested in the basic text this is a team who needs you!

Nominating Committee Annual Report 2019

This year's Nominating Committee comprised five members. Over the course of this service year, our team held five meetings and spoke to numerous qualified COSA members to ask them to consider board service or recommend someone they believed was an outstanding candidate.

These combined efforts led to the Nominating Committee securing three new and one returning candidates for board service. In addition to their recovery and sobriety, each candidate has diverse skills they bring to board service, which is a prime example of how the individuals' gifts combine to make the whole board more effective.

One goal we completed was finding candidates to shadow current trusted servants to have a plan for succession. For example, we had a lovely COSA step up to train with the current Delegate Liaison in case we ended up with a vacancy in this position. Guess what? We did!! The Delegate Liaison is now a Board nominee, and we have a phenomenal COSA trained and willing to serve as the Delegate Liaison for the next year.

Please reach out to the Nominating Committee if you feel called to support this endeavor at nominations@cosa-recovery.org. Alternatively, during the Convention, please notify any current or former board member and let us know you are willing to be of service.

As we enter the new service year, the Nominating Committee will continue seeking new people to serve on the board. This rotation of service keeps COSA healthy today and in the future. Those COSA members who are qualified for board service meet the following requirements: have worked all Twelve Steps, have a sponsor or equivalent, is a member of a registered COSA group, and have two years in COSA. Are you interested in serving COSA as a board member? If you're not ready now, please keep your mind and heart open for the future. Until then, please consider volunteering for another service position that would benefit from your unique experience, strength, and hope. The service you give comes with deep, lasting rewards and growth in your personal recovery.

Thank you for letting us be of service.

Outreach Committee Annual Report 2019

Our primary goal is to carry the message to those who are still suffering. We do this by letting COSA groups know that we can provide letters, cards, etc. free of charge to do local outreach. Local groups can send letters to medical professionals and therapists, post signs in chosen localities. To encourage attendance at the annual convention, we work with the convention committee in the area of the convention to get the word out. We do this by targeting COSA groups in the host state and providing convention cards to these groups. We saw a need to translate the COSA booklets into Spanish and we set a goal to find translators to help us achieve that goal. We also wanted to create an e-flyer that groups can use to do outreach via email. We are a small committee with 6 members. We met four times this year and we had 33 action items.

ACCOMPLISHMENTS

Throughout the year, we received requests for business cards, flyers, convention cards from COSA groups, and responded in a timely manner. We met with the convention committee and with their help we were able to distribute cards to many COSA groups in Texas. The groups that were not covered by the convention committee, were contacted by email. We asked them if they would like to receive convention cards and were sent materials as requested. This year, we also contacted all intergroups and asked if they knew of any retreats in their areas. We contacted the retreat organizers and asked if they wanted convention cards to distribute at the retreats. We received several requests. We also sent out an "early bird" email to remind COSAs of the early bird deadline for registration for the convention.

In addition to mailing cards, we were able to email sample letters and posters that local groups could customize for their own local outreach.

We met with several individuals who showed an interest in translating the COSA booklets. We prepared agreements/contracts for the translation work. They will be starting the translation of the booklets in the near future.

Throughout the year, we mailed cards and emailed sample letters and posters to any COSAs who requested them. We supported our United Kingdom COSAs to attend a mental health conference in the UK by paying the registration fee for one COSA member. In addition to paying for outreach materials, funds are also used to pay for postage of all material we send out. We were able to stay within budget.

Recently, we made a decision to develop a card using the e-flyer design. We received permission from our board and from the SAA board to distribute these cards at the respective conventions.

VISION

We want to continue carrying the message by duplicating what we did this year: placing announcements in the Balance, printing materials, sending out materials to COSA groups, and complete the translation of the booklets.

Another area that we feel needs attention is the Spanish Speaking COSA community. We need to develop short and long range goals to reach out to this group of COSAs.

We need to write more articles for the Balance on the topic of outreach. We would like to create a booklet on outreach.

SERVICE VOLUNTEERS NEEDED

To do outreach in Ohio, we will need volunteers who are willing to distribute convention cards/business cards to COSA groups to encourage attendance to the 2020 ISO of COSA

Convention. We also will need to recruit additional outreach committee members who have the desire to carry the message.

Technology Committee Annual Report 2019

The Technology Committee's oversight includes the maintenance of the COSA website (cosa-recovery.org) including the COSA Online Store; sending emails to the fellowship; converting convention recordings to MP3s; setting up and maintaining the registration page for the convention and Annual Delegate Meeting; maintaining the database of meetings; and various details involved in setting up emails, data storage, and things "techy".

The majority of the work involves maintaining and offering services through the website. At the beginning of the 2018-2019 service year our goals included increasing the number of members on the committee and continuing to support the board and fellowship with technical support. Since we had completed the conversion of all earlier convention recordings to MP3s, we wanted to update the descriptions of the earlier recordings to be more representative of the content.

Since last April, TechCom has sent nearly 70 fellowship emails. This is the primary method of communicating information to the fellowship. We started in mid-July combining weekly meditations with other fellowship emails into one weekly email. During the prior service year, we sent out nearly 100 fellowship emails. Our goal with this new format is to reduce the number of emails sent so as not to overwhelm the recipients.

We added the Oakland convention recordings to the COSA Online Store. We added descriptions that are more representational to 46 of our older recordings. We also continued to offer a one-click purchase of an entire year's convention recordings at a 20% discount.

The Technology Committee oversees the posting of information for the 2019 COSA convention in Houston, UNITED we are STRONG. We continued to improve the delegate and convention registration processes.

TechCom now oversees the maintenance of the meeting database and updates meeting information on cosa-recovery.org as supplied by our registered meetings. Currently, there are 136 registered COSA meetings; this means we have two less registered COSA meetings than we had last year at this same time.

Our shared vision for the 2019-2020 service year is to determine ways to make cosa-recovery.org more accessible to the newcomer as well as make it easier to use/navigate on mobile electronic devices; to continue to update older recordings with more representational descriptions in the COSA-Store; to enhance the visual impact of fellowship emails; and to continue providing technical support to the board and fellowship.

The Technology Committee is very different from other ISO Committees. We do not have monthly meetings or an ongoing list of action items. TechCom is like a series of cogs where we all work together to accomplish our primary purpose. As we add new TechCom members, we increase the number of cogs and reduce the size of the individual cogs as well. If you would like to be a cog in the Technology Committee, please let us know! We also need non-technical cogs as well.

Thank you for letting us be of service.

International Service Organization Central Office
Annual Report 2019

The central office of the ISO of COSA continues to support the fellowship through its focus on providing literature to the fellowship. The majority of our literature is sent across the United States, but we also ship literature to the UK, Canada, and South Africa. This year, orders on the website totaled over \$13,000 with 2,714 items ordered. The biggest selling item is our Newcomer's Welcome Packet. In second place is our Step One booklet, with our booklets on Sobriety and Boundaries rounding out the top five most ordered items.

With important support from our Budget and Finance Committee the office continues to reflect on and initiate new processes to streamline our accounting processes and improve our end of year record keeping. Our volunteers continue to provide important support in our monthly auditing process. Many thanks to those who provide this service. We continue to look for ways to improve our responsiveness and support for the fellowship at large.

My thanks to the fellowship for allowing me to have the opportunity to work in the COSA office and support our fellowship.

Susan K.

ISO COSA

BALANCE SHEET

As of March 31, 2019

	TOTAL
ASSETS	
Current Assets	
Bank Accounts	
Bank Accounts	
Chase Money Market - Prudent Reserve	20,010.58
Chase Operational	65,548.50
Chase Payments Account	1,848.25
PayPal	2,879.18
Total Bank Accounts	90,286.51
Total Bank Accounts	\$90,286.51
Other Current Assets	
Pre-Paid Convention Expense	0.00
Total Other Current Assets	\$0.00
Total Current Assets	\$90,286.51
Fixed Assets	
Office Equipment	0.00
Total Fixed Assets	\$0.00
TOTAL ASSETS	\$90,286.51
LIABILITIES AND EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
Accounts Payable	0.00
Total Accounts Payable	\$0.00
Other Current Liabilities	
Payroll Liabilities	
A FICA Payable	0.00
B Medicare Payable	0.00
Federal Taxes (941/944)	100.42
Total Payroll Liabilities	100.42
Sales tax payable	0.00
Total Other Current Liabilities	\$100.42
Total Current Liabilities	\$100.42
Long-Term Liabilities	
Reserves for COSA basic text	10,200.00
Total Long-Term Liabilities	\$10,200.00
Total Liabilities	\$10,300.42
Equity	
Opening Balance Equity {4}	0.00
Unrestricted Net Assets	64,696.12
Net Income	15,289.97

	TOTAL
Total Equity	\$79,986.09
TOTAL LIABILITIES AND EQUITY	\$90,286.51

ISO COSA

BUDGET VS. ACTUALS: ISO OF COSA FY 2019 - FY19 P&L

July 2018 - June 2019

	TOTAL		
	ACTUAL	BUDGET	OVER BUDGET
Income			
Convention Income		22,175.00	-22,175.00
Convention Donations			
Pre-Convention Fundraising	1,500.00		1,500.00
Registration Scholarship	500.00		500.00
Total Convention Donations	2,000.00		2,000.00
Meals	480.00		480.00
Registration	8,229.00		8,229.00
Total Convention Income	10,709.00	22,175.00	-11,466.00
Delegate Registration	1,435.00	2,625.00	-1,190.00
Donations			
Automatic Recurring Donations	11,018.00	16,500.00	-5,482.00
Group	7,862.33	8,000.00	-137.67
Individual	3,499.00	6,000.00	-2,501.00
Total Donations	22,379.33	30,500.00	-8,120.67
In Kind donations	280.95		280.95
Interest Income	4.48	40.00	-35.52
Sales	9,811.95	15,500.00	-5,688.05
Total Income	\$44,620.71	\$70,840.00	\$ -26,219.29
GROSS PROFIT	\$44,620.71	\$70,840.00	\$ -26,219.29
Expenses			
Annual Delegate Meeting Expense	7.00	2,625.00	-2,618.00
Board Expenses			
Board Convention Travel		11,500.00	-11,500.00
Board convention/delegate registration	2,255.00		2,255.00
Board Working Weekend	4,326.21	4,500.00	-173.79
Supplies	41.82	110.00	-68.18
Total Board Expenses	6,623.03	16,110.00	-9,486.97
Convention Expense		16,339.00	-16,339.00
Fees	6.99		6.99
Total Convention Expense	6.99	16,339.00	-16,332.01
COSA Committees			
Literature Committee	195.00	195.00	0.00
Outreach Committee	91.00	1,000.00	-909.00
Resource Development Committee		500.00	-500.00
Total COSA Committees	286.00	1,695.00	-1,409.00
COSA Products			
Medallion/Pins	446.13		446.13
Postage/Shipping	1,622.84	2,400.00	-777.16
Printing	2,391.95	3,000.00	-608.05
Total COSA Products	4,460.92	5,400.00	-939.08

	TOTAL		
	ACTUAL	BUDGET	OVER BUDGET
Office Expenses			
Bank Fees	77.75	20.00	57.75
Foreign Exchange Fees	40.11		40.11
Total Bank Fees	117.86	20.00	97.86
Insurance	2,115.90	2,200.00	-84.10
Office Equipment		250.00	-250.00
Office Supplies	261.91	525.00	-263.09
Phone/Fax Line/internet	261.62	400.00	-138.38
Postage	50.00	10.00	40.00
Rent	5,152.96	7,354.00	-2,201.04
Total Office Expenses	7,960.25	10,759.00	-2,798.75
Payroll Expenses			
ADP/ QB fees	875.82	950.00	-74.18
Taxes	436.64	950.00	-513.36
Wages	5,707.80	9,500.00	-3,792.20
Total Payroll Expenses	7,020.26	11,400.00	-4,379.74
Professional Fees		700.00	-700.00
Spring Branch ISD	70.01	65.00	5.01
Staff Travel Expenses		150.00	-150.00
Staff convention/delegate reg	244.00		244.00
Staff Rooms		800.00	-800.00
Total Staff Travel Expenses	244.00	950.00	-706.00
State of kentucky	15.00	20.00	-5.00
Taxes Harris County	284.72	505.00	-220.28
Technology Fees			
Authnet Gateway Fee	84.00	170.00	-86.00
Getsy/Fetchapp	70.00	132.00	-62.00
Mail Chimp	458.38	360.00	98.38
Netfirms	391.27	210.00	181.27
Paymentech fees	1,002.76	1,800.00	-797.24
PayPal Fees	417.78	750.00	-332.22
Shopify Fees	504.60	750.00	-245.40
ZOOM	108.14	100.00	8.14
Total Technology Fees	3,036.93	4,272.00	-1,235.07
Total Expenses	\$30,015.11	\$70,840.00	\$ -40,824.89
NET OPERATING INCOME	\$14,605.60	\$0.00	\$14,605.60
NET INCOME	\$14,605.60	\$0.00	\$14,605.60

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

Vision for 2019-2020

The 2018–2019 service year brought to fruition two mid-range projects and introduced some interesting opportunities for growth and expansion. It felt like the closing of one door and the opening of another, creating a path for something new.

One of the completed projects was achieving the technical capability to receive international donations via the “Donate” button on our website. The other project was the introduction of an “8x11” softcover book that has all twelve of our Step booklets collected under one cover. The purpose and hope of both of these projects is that they will generate new revenue streams, allowing us to fund website improvements and other projects that will allow us to carry our message even further.

The new opportunity presented to us was establishing a relationship with a printer in the United Kingdom. In the past, all literature orders have been facilitated by our Central Office in Houston, Texas and all printing is done here in the U.S. Having an allied print shop in the UK gives us greater reach, gets our literature into the hands of international members in a fraction of the time, and saves the ISO money, since we have been subsidizing a portion of the international shipping.

It feels like COSA is gathering momentum and preparing for greater reach. We embrace this gift and will prudently move through the doors that meet our mission’s objectives.