# CoDA Service Conference 2011

## Motion Form

**Committee: Communication** **Date: 4/27/11**

**Motion Number: (data entry purpose only):_____**

**Result (data entry purpose only):**

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**Motion:**

Replace the FSM Section 10 Board Overseen Service Functions and CoDA Standing Committees, Fellowship Services section, Telephone Point of Contact with the following:

CoDA Telephone Point of Contact:

- A system that will provide meeting information and answers to questions using available technology to keep costs at a minimal level without diminishing service. CoDA volunteers should be used where possible.

**Intent:**

Ensure that the FSM reflects the way we are currently handling incoming telephone contact.

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**Remarks:**

**Current FSM:**

CoDA Telephone Point of Contact:

- A voice contact for all calls made to CoDA
- A Commercial answering service receives all calls and refers any calls that cannot be answered by the service to the appropriate board member, CoDA committee chairperson.
- When possible, the answering service provides meeting information as available in the CoDA meeting database.