# CoDA Service Conference 2011
# Status of 2010 Goals & Objectives

## Committee: Communications

**Chair: Evie S**

| | Committee Goals | | Committee Action Plans | Status as of 4/30/2011 |
|---|---|---|---|---|
| 1 | Continue to find and develop new ways to spread the word about CoDA | 1 | . Begin development of a Public Service Announcement<br><br>. Begin working on ways to help young adults and parents<br><br>. Work with VEs and other committees to determine what's working and what needs improvement in Communications within CoDA | . Located tools to help in the development of an online PSA; time did not allow actual development to start<br>. Email announcement sent asking for suggestions from Fellowship; little response received<br>. Two members attended 2010 CSC in addition to chair to work with other committees<br>. Committee chair has participated regularly in the Chairs Forum and was one of 3 chairs who shared facilitation responsibilities |
| 2 | Find ways in to increase participation of more VEs at CSC | 2 | Develop a CSC inclusion proposal and work to have it implemented for CSC 2011 | . Proposal not developed due to other priorities taking precedence |
| 3 | Provide documentation on proper email etiquette for use by the fellowship | 3 | Using the FSM as a basis, develop clear guidelines on what is proper and what is not proper email etiquette, to be included either in policies and procedures manual | . Motion submitted to 2011 CSC with proposed revisions to FSM |

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| 4 | Continue to look for ways to increase subscriptions to the email blast | 4 | Make an effort to reach the GSRs of all meetings, get them to subscribe and also to encourage attendees at their meetings to subscribe | . Increases in registrations between 6/30/10 and 3/31/11: Announcements- 142%; CoNNections - 650%; QSR - 174%; new H&I list created |
| 5 | Improve flow of information about upcoming events and general CoDA information, including the importance of doing service work | 5 | Develop and implement a process that includes a notice to be included with every Newcomer's Handbook and also with every literature order; notice to be updated on a regular basis | . CoRE invoice now contains information on how to register for email announcements<br>. Separate notice not implemented because email announcements process seems to be filling this need |
| 6 | Improve communication with those living outside the US | 6 | .Provide information on how people outside the US can join conference calls<br>. Begin looking for other ways to | . CoDA board has explored ways to do this because of their immediate need; requests for information from board not responded to |
| 7 | Promote sponsorship within CoDA | 7 | .Develop a plan for improving understanding of the need for and the understanding of the role of sponsorship in CoDA<br>. If time allows, begin to implement that plan | . Email blast sent summarizing available literature related to sponsorship |

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| 8 | Develop a policies and procedures manual to facitate the transfer of institutional knowledge and provide guidelines as to how things happen in CoDA | 8 | Start the process of gathering guidelines for procedures and operations from the various components of CoDA | . Board took over responsibility for coordinating the gathering of CMS data<br>.Draft Communications Committee document created and submitted |
| 9 | Take over management of the CoDA calendar, ensure that it is kept up to date and that it is available online | 9 | . Find and implement a calendar that will work on the internet and can also be downloaded for easy distribution via the email blast<br>. Develop and implement a process for gathering the information | . Recommendation made that CoDA events calendar be included in the Content Management System<br>. Motion submitted to 2011 CSC asking that the CoDA Board business calendar be reinstated in the Committee Work Area section of the CoDA website |
| 10 | Continue to look for and develop implementation plans for ways to improve communication up and down the inverted pyramid | 10 | Now that more information is being provided in the delegate package early enough to allow general fellowship review and input, develop and disseminate a possible methodology that might be used by geographies to soliticit input | . Sample local review process sent out via email announcements process |

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| **Unplanned activities** | | **. Developed and distributed 12 email announcements to increase general Fellowship awareness in a variety of areas**<br><br>**. Began to work on a new Telephone Answering Process that makes much more use of CoDA volunteers and minimizes or eliminates our reliance on a paid answering service**<br>**. Recruited a number of English and Spanish speaking volunteers who are willing to begin taking calls when the new process is implemented**<br><br>**. Implemented the use of Google groups as our primary online communication vehicle. Google groups stores items in a much more usable format than most email systems.**<br><br>**. Worked with two other committees to develop a message to the CoDA board expressing concerns about their lack of transparency and their disregard for the CoDA Fellowship Service Manual, the CoDA ByLaws, the CoDA 12 Traditions and the CoDA 12 Service Concepts** |