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

## Committee: Communications

**Chair: Evie S**

| | Committee Goals | Committee Action Plans |
|---|---|---|
| 1 | Continue to find and develop new ways to spread the word about CoDA to codependents who still suffer | . Develop an online Public Service Announcement |
| 2 | Continue to spread the word about how CoDA operates | . Continue to develop and distribute email announcements about various topics of interest<br>. Combine foundational documents and other important information and provide it for inclusion on the website as a downloadable document<br>. Implement a process that involves resending previous information email announcements on a yearly basis to ensure that new subscribees receive important information |
| 3 | Find ways in to increase participation of more VEs at CSC | . Develop a CSC inclusion proposal |

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| 4 | Continue to look for ways to increase subscriptions to the email lists | . Ensure that the subscription link is prominently displayed on the coda.org homepage is a manner similar to links for finding meetings and for getting literature<br>. Look for additional uses of the email list process that might result in new types of lists<br>. Look for other ways to get the message out about the email lists |
| | | |
| 5 | Continue to look for ways to improve communication within the entire CoDA World Fellowship | . Look at ways to reach communities and/or meetings that don't have representation at CS.<br>. Continue to work with VEs and other committees to determine what's working and what needs improvement in Communications within CoDA |
| | | |
| 6 | Improve communication with those living outside the US | .Provide information on how people outside the US can join conference calls<br>. Begin looking for other ways to improve communication |
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| 7 | Ensure that our policies and procedures manual (P&P) is as up to date as possible to facitate the transfer of institutional knowledge and provide guidelines as to how things happen in CoDA | . Periodic review of our P&P<br>. Inclusion in our P&P of any new procedures that we establish |
| 8 | Continue to look for and develop implementation plans for ways to improve communication up and down the inverted pyramid | 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 |
| 9 | Improve how calls to CoDA main phone numbers are handled while cutting the cost involved | . Complete development and begin implementation of 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>. Ensure that both English and Spanish recording and options are available on all CoDA's main telephone numbers and that both English and Spanish speakers are available to handle calls |