

Central Office Advisory Board Meeting Minutes for January 28, 2024

5pm Mike called to order

In attendance:

Chair-Mike

Vice Chair – Hilary

Treasurer – Walt

Advisory: Lanelle, Heidi, Helen, Jane

Central Office/Store – Joan & Kimberly

Observers: Russ & Frank

Quorum = Yes 7 voting members

Lanelle read the minutes, Heidi motioned to accept the minutes, accepted by all.

Mikes report:

Jan 2024 Chair Advisory Board Report

First off I want to thank all of you for the extra effort and time you have given to your positions this month. It feels like we are off to a productive start with a solid foundation for these next 2 years because of your efforts.

As part of preparation for this 2 year term, I reached out to the Service Chairs and introduced myself. Asked how their service was going and how the committees were doing. In those conversations there were issues brought to my attention that were clearly a shared concern with most of the Service Chairs. They all had the same complaint of the office manager interfering with their service, causing distress and frustration. Some examples:

Potluck Chair being told by the office manager what the potlucks need to look like, insisting on the money going with her instead of to the treasurer, what type of speakers are needed, rejecting fliers and pulling them from the website because they dont meet her standards.... Also the office manager taking charge of alcahthon organizing as well. None of these things have anything to do with the functioning of the central office. The Schedule Chair said she was not being able to get meetings updated to the website because of having to go through the Office manager instead of the Website chair. The Entertainment chair had to create an additional email address because the Office manager was receiving all of her emails. The Newsletter chair was unable to get the newsletter out in time because the Office manager insisted that she edit it before it gets published. And more. These are just a few examples.

Hilary and I got together and looked over the bylaws. They are clear that Service Chairs are responsible for their own committees. But we also noticed that along with the Bylaws there are additional documents that may confuse matters. We have the Bylaws, we also have a document of service position descriptions, as well as a third document called "*Intergroup service manual*" with some additional descriptions of the committees as well. Much of the information lines up and is just double documentation, but some does not align and can be questionable. A

couple of small quick examples would be: In the bylaws it is suggested that the sobriety requirement for an IGR is 1 year. In the COIG Service manual it is 2 years.

Bylaws number 6.2.1.8 (Under the Chair person's service position description) states: Shall verify with Intergroup Representatives if motions made are Administrative or Urgent, per instance. (Urgent: vote now) or (Administrative: take back to groups).

This is a. Incorrect and inconsistent with the definition of those terms, and b. Should not be under the chairpersons service position, but instead be listed with the rest of the voting procedures under "Motions, voting and Proxies"

As the newly elected chair I didn't feel comfortable trying to find a solution on my own or even to make necessary corrections without consulting the board, so Hilary and I held a board meeting at 5:30 PM Thursday, January 4th. Along with all board members, in the spirit of trying to remain humble and willing to ask for help and guidance from others who might have more experience with the Concepts than I, I also invited our DCM, Past Pacific Regional Trustee Madeline P. (Who also has extensive experience with Westside Central Office in Portland), and my sponsor, past Oregon Area Delegate Bruce L.

Some of what was discussed during this meeting was the following:

-We hire a paid employee to run our Central Office. To sell books and keep the office in order and running smoothly. Not to do service on intergroup service committees.

-Everyone agreed that this should be a job we could hire a non alcoholic for.

-Everyone agreed that if something were to happen to our paid employee and we had to hire someone else, no one could do the things she has been doing. They are not what we pay her for. Service should never be paid for.

-Everyone agreed that it is pointless and ineffective to place blame on anyone for how we got in this situation.

-An additional problem has been not having enough time at monthly meetings to properly elect officers and/or to take care of business because the room is now occupied at 6:30. Before the pandemic we had the room for when we needed to extend.

-Everyone agreed that we do need to come up with a solution and a plan of action the board can take to help to create a distinct line between the Central Office Managers job and the Intergroup Committees Services. To form a solution so that everyone including the Office manager can work stress free without stepping on each other's toes.

-The A.A. Service manual calls double headed leadership *a source of continuous conflict*. Another quote from page C36 from the service manual: *A condition to be avoided at all costs is double-headed business or policy management. Nowhere does such split authority or*

double-headed management so bedevil a structure as in its executive departments. (Service manual was read in the meeting)

-Solution that was decided on at the board meeting was 7 parts:

1. Update and clarify the Bylaws. It was decided to form an ad hoc committee to consolidate all these documents (Service position descriptions, bylaws and COIG Service manual) into one place under the bylaws for clarity and present it to the IGRs for approval.

#1. No action taken as of yet.

2. Meet up again to Clarify where the Treasurer's responsibilities end and where the Office managers responsibilities begin regarding Bills, financial reporting and Taxes. *(Detangle the roles and responsibilities)*

#2, the advisory board got together with the Treasure January 17th at 5:30 to differentiate and define the roles and the responsibilities of the Intergroup treasurer versus what the board pays a central office manager to do. Nick M. Current District 5 DCM took notes. *(Secretary position currently empty)* In attendance: Mike S., (Advisory board Chair), Walt W. (Treasurer), Jane L., (Advisory board member), Heidi T. (Advisory board member), Lanelle D., (Advisory board member) Nick M. (District 5 DCM for Traditions and Concepts) *Meeting Minutes January 17th 2024 -> [Advisory board minutes 1/17/2024](#)*

3. Create a clear job description and duties for our office manager (paid employee)

A clear job description and duties for our office manager (paid employee) was constructed, presented, *(on Jan 4th)* and agreed upon. [2024 Job Description for Central Office Manager](#)

4. Begin annual office manager performance reviews.

No action taken as of yet, but I have appointed board member Lanelle, as office liaison and she and I will be discussing performance reviews and how to proceed.

5. Suggest an intergroup group inventory to the body.

No action taken as of yet. The intergroup meetings as it is are very crunched for time with only 60 minutes available and there is no time for anything extra to be introduced. I am hoping to be able to suggest an inventory to the body after we have moved the time of the meetings up.

6. Have a conversation with Joan regarding what is to be expected of the office and what is not the duty of the office manager.

As per action item #6 Intergroups Chair and Vice Chair met up in person with the Central Office Manager on 1/5/2024 to have a conversation regarding Central Office Manager no longer helping with Service Committees and to go over her Job description, roles and responsibilities.

She agreed and seemed to have understood. See minutes here: [1/5/2024 Meeting summary with Central Oregon Office Manager.docx](#)

7. Schedule meetings earlier so that we have the option to extend and take care of business properly.

As per action item #7, Beginning next month I will schedule the time of the intergroup meeting 30 minutes earlier for time allowance to extend when needed as the room is now occupied from 6:30 on. This will put our board meetings at 4:30. Please take note for next month's meeting.

Thank you again, all for your time and effort!

Yours in love and service,
Michael A. Seeley
541-815-7458

[1/4/2024 board meeting](#)
[1/05/2024 Meeting with the Office Manager.docx](#)
[1/17/2024 Advisory board Meeting](#)

Hilary report:

Good afternoon
Hilary Alcoholic

Had the opportunity Jan 4th to sit down with Mike and Joan as a result of a board meeting to address service committee concerns and the job description for the central office Manager, this was very productive thank you.

This was followed up by a full report of the meeting. [Summary sent to Joan](#)

However it would now appear to have raised several questions so I look forward to being a part of a follow up meeting to discuss further.

Thank you for letting me be of service

The advisory board met last night on 1/4/2024 to discuss some recurring concerns that have continued to come up around the service committees and some frustration that the service committee chairs have had in regards to their service positions. After much discussion the board came to the decision that being as it is a new year, and a new term, it would be a good time for a new and fresh start.

- 1.) The board has decided to update the bylaws, service position descriptions and Intergroup service manual combining them all into one single simple document in hopes to provide clarity and achieve unity.
- 2.) Create a more clear job description and duties for our office manger (paid employee)
- 3.) Begin annual Central Office Manager performance reviews
- 4.) Intergroup inventories every 2 years
- 5.) To have a conversation with the office manager clarifying her role and providing some concise clear expectations regarding what is to be expected of the office and what is not the duty of the office. Therefore, as a reminder and a refresher, the advisory board hires a paid employee to run our Central Office. To sell books and to keep the office in order and running smoothly. **Not to do service on intergroup committees.** This should be a paid job we could hire a non alcoholic for. If something were to happen to the office employee and we had to hire someone else, we need to make sure everything being done could be easily hired out for. We also wish to provide the Office manager with a stress free work environment where all are clear who is responsible for what duties without stepping on each other's toes. The A.A. Service manual calls double headed leadership *a source of continuous conflict*. Another quote from page C36 from the service manual: *“A condition to be avoided at all costs is double-headed business or policy management. Nowhere does such split authority or double-headed management so bedevil a structure as in its executive departments”*

We are asking you, the Central Office Manager, to discontinue helping out with any intergroup service committees, and to just simply continue managing the Central Office in Redmond. If the intergroup service committee chairs need any help or assistance they will be able to contact their Chair and Vice Chair. It is our service positions as the Chair and Vice Chair to assist the intergroup. It is your job to manage the Central Office. (See page two)

Job Description for Central Office Manager Paid Worker Position

Maintains the Central Office

- Keep a safe, clean, and friendly office atmosphere.
- Maintain inventory of supplies for purchase. - *Milestone coins, A.A.W.S Conference Approved Literature, Service Material and Grapevine Inc. Material.*
- Receives payment for sales and prints out a receipt for each purchase.
- Receives and places literature orders for Groups, Meetings, Committee Chairs, District Officers and A.A. Members.
- Purchase office supply for the office.
- Manage incoming calls from outside entities and refer them to the appropriate committee chair(s) or contacts at District 5 or Area 58.
- Maintain an up to date bulletin board and/or clipboard for local intergroup fliers, groups-bulletins, as well as local District and Area General Service Events.
- When requested, help A.A. members learn to navigate online meeting directories
- When an inquiry comes from a new A.A. “*Group*” connect them with District 5 DCM to register the new Group. When inquiries come from new A.A. “*Meetings*” within the Central Oregon Area, connect them with the Schedule Chair to be listed in the Meeting directory. *Meetings do NOT need to be a registered group to be listed in the directory.*
- Answer the A.A. hotline during office hours when the hotline volunteer or hotline chairperson is not available and refers to a 12-step call list member.

Is Accountable for reporting

- Record hours worked and turn timesheets into Chairperson so that the Treasure is able to do payroll.
- Is accountable to the board.
- Attends the monthly Advisory Board meeting to give an Office report.
- Sends a monthly written central office report each month to the Intergroup Chair and Secretary more than 24 hours before each board meeting.

Supervises an office assistant and/or office volunteers - *Assistant duties below*

- Receive payment for purchases of coins and literature.
- Helps the office manager to maintain the office and phone line.
- Completes tasks delegated by the office manager.

Walt report: Started the month w/ \$1,674.31 and ended w/\$3,897.50. Still trying to figure out quickbooks. [1/17/2024 Advisory board Meeting](#)

Helen motioned to accept the treasurer's report, accepted by all.

Joan report:

COIG Office Manager Full Report: January 28, 2024

Thanks to: Groups and individuals who support the Intergroup financially and/or with kind words and thanks. You are greatly appreciated!! December contributions totaled \$3,225.00.

The COIG office is a much more pleasant place with the remodeling and clean-up. Kimberly completed an inventory of all books, coins, and miscellaneous items. Office equipment and furniture are next. We are now typing up and calculating the monetary value. We expect to have it finished this week. We will send it out when done.

QuickBooks continues to be a challenge. It has interesting and time-consuming quirks and fixes. Christine B. has been a great support. She believes the problems encountered today are related to the computer. I will have it looked at this week. Financially the money continues to be tight. We continue to “Trust God, Clean House, and Help Others.

The COIG office carries a variety of AA Books and literature. We also have sobriety anniversary coins. We carry the month coins in aluminum and bronze. Year coins are bronze. We also have an array of specialty coins for each year. Payments are made with cash, check, credit/debit card, and Venmo. The convenience is a service that we provide. 30% of transactions in December were paid through PayPal, Zettle, or Venmo.

Assistant Office Manager, Kimberly B., continues to work a flexible schedule that includes working on Fridays and filling in other days as needed.

Intergroup Office Hours of Operation:

Monday and Thursday: 9 a.m. to 2 p.m. Tuesday and Friday: 9 a.m. to 1 p.m. Wednesday 9 a.m. to 1 p.m. and 2 p.m. to 6 p.m. The Office is closed on weekends and national holidays.

We receive a variety of phone calls and walk-in visitors at the Intergroup Office. Some calls are from other districts in Oregon and occasionally other states. Every day is a different adventure. We manage and pass along calls as indicated.

Respectfully submitted, ***Joan C., COIG Office Manager***

TEC is paid thru June for the IGR Meetings.

Potluck venue for Jan 27th has been paid for.

Advisory is being moved to 4:30 pm for now on, this has been approved by the church

Meeting closed @ 5:27pm