

Families Anonymous
Minutes of the Meeting of the Board of Directors
March 21, 2020

INTRODUCTION

1. **Call to Order:** 2:02 EDT, by Barbara, Chair
2. **Roll Call:** by Maria on behalf of Christy, Secretary

<u>Name</u>	<u>WSB Role</u>	<u>Attendance</u>	<u>Monthly Report</u>
Barbara S	Chair	P	W
Maria S	Vice Chair	P	W
Cindy C	Treasurer	P	W
Christy R	Secretary	E	E
Alan B	BMAL	P	W
Ann P	BMAL	P	W
Bev B	BMAL	A	N
Bob S	BMAL	P	W
David M	BMAL	P	L
Donna D	BMAL	P	W
George R	BMAL	P	W
Hank H	BMAL	A	N
Helen L	BMAL	A	L
Jeff S	BMAL	P	N
Marc B	BMAL	P	W
Marcia C	BMAL	P	W
Odalys A	BMAL	P	N
Vince M	BMAL	P	L

Attendance Key: P=Present, A=Absent, E=Excused, LOA=Leave of Absence

Monthly Report Key: W= Submitted by deadline, L=Submitted after deadline,
N=No report submitted, E=Excused for extenuating circumstances

3. Acceptance of Published Agenda:

- George requested that we add a discussion on the temporary closure of the World Service Office (WSO).

- Maria moved to accept the revised Agenda, Marc seconded, voted on and accepted.

4. Tradition One:

- Read by Marc: *“Our common welfare should come first; personal progress for the greatest number depends on unity.”*

5. Approval of November 2019 WSB Minutes:

- Bob moved to accept, Alan seconded, voted on and approved. Christy to distribute.

6. Chair's Report:

- There were no comments or questions concerning the Chair’s Report.

7. Treasurer's Report:

- Cindy provided the financial reports as part of her monthly report.
- The Profit & Loss vs. Budget for the month and year to date show that literature sales and donations are behind budget. The cost of sales is also low. Total expenses are on track with the budget. The issue is revenue. There is a net loss of almost 21K for the 10 month period. Cindy expects a 32K net loss for the year; it is unlikely that the \$20K bequest will come in before year end (April 30).
- There were no other comments or questions.

STANDING COMMITTEE REPORTS

<u>Committee</u>	<u>Chair</u>
SC-1 Public Information	Alan B
SC-2 WSO	Maria S
SC-3 Literature	Ann P
SC-4 Twelve Step Rag Newsletter	Bob S
SC-5 Bylaws, Parliamentary	George R
SC-6 International Groups	Vince M
SC-7 Budget Committee	Cindy C
SC-8 Sponsorship	Helen L
SC-9 Group Outreach	Donna D
SC-10 Financial Oversight	David M
SC-11 Technology	George R

- **SC-2 WSO**
 - **Impact of Covid-19 (coronavirus) crisis:**
 - The governor of Illinois mandated that all but essential workers must stay home. The Board agreed to allow Angel to work from home. The WSO phone will be redirected to her cell phone so that there will still be coverage. She will also be able to access her work computer remotely. Marc volunteered to help with the computer access if needed.
 - As part of her goals for this year, Angel was to work on documenting key WSO processes, such as literature orders. This is an activity that she can do from home.
 - We won't be able to process literature orders while Angel works from home.
 - An email blast will be sent out using the "large" list. A notice will also be posted on the website. Both will remind the fellowship that the TABW is available as an e-book (in English and Spanish) for Nook and Kindle, and that there are free downloadable materials on our website.
 - George wanted the Board to be aware that an email blast won't reach all of our customers; there will be holes.
 - Donna mentioned that most groups aren't meeting, so we shouldn't expect group orders.
 - George will work with Nicole to figure out the best way to post the notice on the website. Neither is able to post something on the e-store page without involving MaxxPotential. It may have to be posted on the home page.
 - Marcia suggested that any notice on the website be done in such a way so that it stands out (i.e., different color font, box around the text, "Coronavirus Update" header, etc.)
 - George will investigate whether we can disable the e-store page, to prevent further orders. If not, we can disable BluePay.
 - Ann would like the Literature Catalogue to still be available even if we shut the e-store. George indicated it would still be on the website.
 - To determine the extent of unfulfilled orders, Cindy will check how many credit card payments have been submitted. She doesn't expect there are many. George suggested looking into QuickBooks. Cindy will then follow up with Angel. A standard letter e/mail can be drafted and sent by Angel to notify the purchaser and provide an option for refund.

- ▶ Marcia indicated that she has not been included on the email blasts. George indicated that all Board Members should be on that distribution list; he will follow up with Nicole.
- ▶ Ann mentioned that they had just ordered ~ 3K copies of TABW to be printed. No one would be available at the WSO to receive them; we also spot check the order before paying.
 - Cindy indicated she just submitted the purchase order; we can tell them to hold off on printing / delivery.
 - Ann will follow up with the printers on Monday and explain the situation.
 - Ann will hold off on ordering printing for any other pieces.
 - Cindy volunteered the services of her husband, who coaches troubled businesses. He could provide advice on the best approach.
- **MOTION WSO-1 (March 2020) “Approval of Cost of Printer for WSO,”**
Maria S
 - ▶ **Motion:** Approval for the cost of a printer for the WSO, to be purchased when Angel returns to work at the WSO.
 - ▶ **Rationale:** The WSO currently does not have a copy machine; the WSO Manager (Angel) relies on the use of a printer for her work at the WSO. During her performance review, Angel informed me that she is in need of a new printer.
 - ▶ **Feasibility:** Nicole did some preliminary research on printers, and came up with two suggestions which were reviewed by Angel, the WSO Committee, as well as members of the Tech Committee. This group’s recommendation is that we move forward to purchase one of these two recommendations: a Brother Business Color Laser Printer, HL-L8360CDW. It is available from Amazon for \$367.52. (For more details go to the following link: <https://www.amazon.com/Brother-HL-L8360CDW-Networking-Automatic-Replenishment/dp/B06XDSMKLT?psc=1&SubscriptionId=AKIAJV4KMHBMUG36SMIQ&tag=p00935-20&linkCode=xm2&camp=2025&creative=165953&creativeASIN=B06XDSMKLT&ascsubtag=02IGyXf7LENDgWkfYyMjDdN>)
 - ▶ **Implementation:** If approved, Angel will order the printer from Amazon.
 - ▶ **Cost:** The cost of the printer would be \$367.52 plus tax.

Motion made by Maria, seconded by George, voted on and approved.

- **SC-4 Twelve Step Rag Newsletter:**
 - George asked whether any decision was made regarding new publication software. Nicole needs to use it. Bob will follow up again with Elizabeth.

- Bob hasn't yet seen the final copy of the Serenity Messenger with the changes requested by Barbara and Ann. Barbara will send Bob and Ann the copy that includes the final changes.
 - Ann mentioned that we need a new FA email address for the Serenity Messenger. Donna suggested something general, so that we won't need to revise it in the future if the name is changed. By the end of the week, George will create a new mailbox: newsletter@familiesanonymous.org. George will forward to the new mailbox anything that comes into the old mailbox.
- **SC-9 Group Outreach**
 - Donna suggested that all Board members look at the message posted on the website concerning Meetings Without Walls (MWW). This format can be used 7 days a week, from 6 pm to 12 midnight.

AD-HOC COMMITTEE REPORTS

<u>Committee</u>	<u>Chair</u>
AH-2 Convention Liaison	Barbara S
AH-3 Intergroup Support & Development	Marc B
AH-4 Document Review	Ann P
AH-5 Long Range Planning	Marc B
AH-6 Revenue Growth Task Force	Bob S

- **AH-2 Convention Liaison:**
 - Barbara provided an update under NEW BUSINESS.

UNFINISHED BUSINESS:

1. Trademark (Marc B)

- On behalf of the Tech Com, Marc created a list of websites that looked like they may be infringing on our trademarks. He shared it with George and others.
- One site on Google was sharing a pdf copy of TABW. Marc immediately followed up with Google and they took down the site within 24 hours.
- Bob indicated that he's preparing a summary of appropriate responses to the offending sites on Marc's list. Marc volunteered to help Bob if he can't determine ownership or contact for any site. Bob will share his summary with the board before taking any action.

NEW BUSINESS:

1. MOTION Parliamentarian-01, George R

- **Motion:** Move that the current practice of establishing a two year review cycle for all of our Policies, Procedures, and Guidelines (PPGs) be replaced with a flexible review cycle based on significance / complexity of each PPG.
- **Rationale:** The task of reviewing, editing, submitting for WSB approval, and posting on the site each of our 20 PPGs every two years is significant, and prohibitively time consuming. Additionally, by their nature, not every PPG is such that review/update is necessary on a bi-annual basis.
- **Implementation:** If approved, the Parliamentarian will collaborate with the “owners” of each PPG to establish a review cycle.
- **Cost:** There is no incremental cost associated with this motion.
- **Board Discussion:**
 - Early in 2019 George began the process of reviewing / updating the PPGs. He still has 20% of them to go through.
 - Marcia wanted to be sure that someone would keep track of each PPG. George shared that the cover page of each PPG lists the date when last updated, and the date of the next review. In addition, he keeps a spreadsheet with this information, as well as who the PPG owner is. Barbara suggested that George forward this spreadsheet to the Board members, so that they can see which PPGs they are responsible for.
 - Donna recommended that we pull the “Media Kit” from our website; it was last updated in 2013. It’s a free download, and can be replaced once updated. Alan agreed; he will set up a meeting of the PI Committee and update the document. George will pull the current version from the website.
- **Motion made by George, seconded by Marc, voted on and approved.**

2. Shipping and Handling of Literature

- George looked at the orders placed in Jan / Feb of this year and prepared a spreadsheet with his findings. Cindy provided him with orders placed by phone and by hard copy. Currently, the handling fee is 6.5% of the order.
- George provided the Board members with a summary of his findings and analysis. During this time period, there were 150 orders, with net sales of \$9,749. The average sale was \$65. The average labor time per order is 20 minutes (per Angel). The average labor cost per order at Angel’s burdened rate is \$7.07. The average handling fee collected is only \$4.27. We’re losing at least \$2.00 per order. Given our overall financial situation, George recommended that we either increase the handling fee rate or have a minimum handling fee charge. For example, right now if someone purchases one copy of TABW, the handling fee is only 72 cents.

- Donna mentioned that years ago, there was a discount if you ordered over \$100 or over \$200 worth of literature. We should consider reinstating this. It would encourage groups to have a Literature Chair. Ann added that some vendors provide free shipping if you purchase a certain amount; it might encourage someone to purchase more.
- Marc asked whether we want to consider scanning more documents (ie., popular items, or bundled items) for purchase electronically. Ann mentioned that we have been careful with pdfs; we have found it resulted in a negative effect on our income stream. George added that we currently do not have a mechanism to sell e-books nor literature in pdf formats directly.
- David agreed that we need at least a \$3 or \$5 minimum handling fee. Bob agreed that we can't sell literature at a loss. Cindy will run the numbers and see what the break even point is. She'll also see at what point discounts for bulk orders would make sense. Once she completes her analysis, she'll send it to the Board.
- George mentioned that the Tech Com is looking into how to electronically link QuickBooks with WooCommerce. Currently it's a manual process and it might be an opportunity to increase efficiency, decrease costs and decrease errors.

3. 2020 Convention

- Barbara reported that we won't be moving forward with the Convention this year. However, Louisville would like to host it in 2021.
- The e-meeting also wanted to host in 2021; they were going to work with Nashville. Barbara will followup with Tom to let him know about Louisville.

4. Greek Collaboration

- Barbara got an email from Helen, indicating that Greece wanted to start collaborating with other 12-Step Groups and organizations in order to reach more people.
- Donna provided Helen with FA's history regarding this, and believes it has been resolved. Donna will send Barbara the email she sent to Helen. If anyone else is interested in seeing what Donna provided, let her know.

TABLED ITEMS: None

CLOSING

1. Announcements and Other Items:

- Jeff reported that his group is considering meeting on-line. He asked if other groups have done so, and what was their attendance. Donna suggested they make use of the Meeting Without Walls offered by the fellowship. It uses a

GoToMeeting format. Several Board members have made use of it and it worked very well.

- Ann asked about the “FCC Online Meeting” which is on our website. Donna indicated that it stands for Free Conference Meeting. It’s a different on-line meeting, but it is no longer convening.

2. Adjournment

- Motion to adjourn was made by Marc seconded by Alan voted on and passed (3:21 pm EDT).

3. Closed with the Serenity Prayer