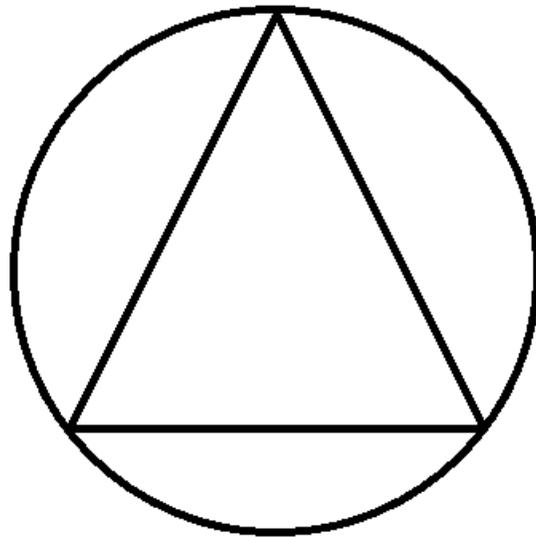


# Wichita Central Office Representative Committee

## Service Guidelines



Recovery --- Unity --- Service

Last updated 6/27/2018  
P. 6 Floor ProceduresP.  
12 Experienced Volunteer Scheduling  
Approved by COR Committee 25 July 2018

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# **Section 1 Central Office Representatives (COR) Committee**

## **Purpose and Services**

Provide a Central office / phone # / web site to answer inquiries from those with an alcohol problem who are seeking help; to provide an information exchange of AA groups by providing AA literature and a list of meetings in the Wichita area; to assist any AA committees by providing a central clearing house of information.

- Phone Number Hotline
- 12 Step Call List
- Meeting Schedule
- Website
- Inventory of AA Literature
- Office Facilities

## **Questions to Consider**

1. Will I give the job at least enough working time to do the best I'm capable?
2. Will I remain committed for the full term?
3. How will this affect my family relationships? Have I talked this proposed service job over with my family?
4. Do I have the time to serve? Will the priority remain high over other consuming endeavors?
5. Will I be financially able to perform my duties?
6. Is this an honest desire to serve and help other alcoholics recover? Or, is it an ego trip?

## **Membership**

The Central Office Representatives Committee will be composed of Central Office Representatives, their Alternates, elected Committee Officers and Standing Committee Chairs.

COR Committee Officers, Chair, Secretary and Moderator, will be serve a one-year term.

Standing Committee Chairs, Call Forwarding, District Liaison, Web and Volunteer Coordinator, will be recommended by the incoming COR Chair and approved with a two-thirds majority vote of the COR Committee.

## **General Information**

1. The service duties of the COR Officers shall become effective on January 1 following their election or appointment.
2. Outgoing Officers shall work with the incoming Officers to assure a smooth transition of duties, materials and responsibilities.
3. The Traditions and Concepts shall be the guidance of the COR Committee.

4. CO Representatives will serve as the link between the Central Office and the Group by attending meetings, taking information from the COR meeting to the group and, likewise, from the group to the COR meeting.
5. CO Representatives will engage in service to the Central Office through volunteering, recruiting members from the group to staff the Central Office (including coordinating with the CO Volunteer Coordinator by helping to confirm volunteers for their group as well as obtain last-minute replacements), and participating in key function roles.

## **Meetings**

The Moderator will conduct the meeting.

The COR meeting will be held monthly on the last Wednesday of the month at 6:00 pm.

Agenda items will be brought forward from “New Business” items and / or discussion items from previous Committee meetings. These will be presented at the next Committee meeting except in matters that need immediate consideration or that have an immediate effect on AA as a whole.

The Committee Meeting shall be composed of the following items and the order is left to the discretion of the Moderator:

- Minutes of previous meeting
- COR Chair Report
- Board Treasurer’s Report
- Standing Committee Reports
- Ad Hoc Committee Reports
- Old Business
- New Business
- Next Meeting

The meeting shall not exceed one hour and thirty minutes unless a motion to extend is made, seconded and a vote taken. The Motion shall require only a simple majority with no minority opinion needed.

Special meetings may be called by the COR Chair.

Standing Committee and Ad Hoc meetings will be scheduled by their Chairs.

The Audit Committee will meet once a year at a time to be determined by the Treasurer. The Audit Committee will audit office records and present a report at the next COR meeting.

The Finance Committee will meet twice a year. They will prepare a budget for Board Approval and present it to the COR Committee for acceptance prior to January 1st. The second meeting will be mid year to assess the budget. The Finance and Audit

Committees will also meet as requested by the COR Chair or Treasurer when interim Budget or Audit activity is needed.

## **Section 2 Voting**

### **Members**

Central Office Representatives will have one vote for their group. If the Central Office Representative is not present to vote, the Alternate may vote in their place.

The COR Officers each have one vote, Chair and Secretary. The Moderator is a non-voting member.

The Standing Committee Chairs each have one vote, Call Forwarding, District Liaison, Web and Volunteer Coordinator.

### **Floor Procedures**

The Central Office Representatives Committee will follow the District methods for conducting business. Modified Roberts Rules of Order will be used.

#### **Procedures used during periods of discussion**

- To speak, raise your hand to be recognized by the Moderator.
- Be brief and concise with your remarks. Time limits on speakers may be imposed by the Moderator.
- Please do not repeat ideas or information already presented.
- Persons who have spoken on an issue should defer to those who have not yet had an opportunity to speak.
- Be courteous to all speakers. Do not interrupt.

### **Making a Motion**

A Motion is a proposal that the COR Committee take action or express certain views. Only voting members of the COR Committee may make a Motion. To make a Motion, the member, upon being recognized by the Moderator, says, "I move that....", and states the action they are proposing. A Motion must be seconded before it may be discussed. If a Motion is not seconded, then it is not considered for action and is defeated.

### **Amending a Motion**

When a Motion requires a change to obtain the COR Committee's approval, a Motion to amend the pending Motion may be made. A proper Motion to Amend is done by inserting, adding, striking out and / or substituting new language in place of the existing

language of the Motion. For example: if the Motion is the allocate \$500 to some task, and the following discussion indicates that the COR Committee thought that amount was too much, a member could amend the Motion by saying, “I move to strike \$500 and insert \$250.” Motions to Amend must be seconded. If seconded, the Motion to Amend takes precedence over the original and the discussion then focuses on the merits of the amend Motion. Once the COR Committee acts on the amended Motion, they return to the discussion of the main Motion as amended.

### **Tabling a Motion**

This has the effect of removing the Motion from further consideration at this time, and postpones it to such time in the future. A Motion to Table requires a second. Motions to Table are not debatable. Motions to Table also require a simple majority to pass. Once a Motion has been Tabled, it may not be “taken off the Table” for further discussion or action until a Motion is made to remove it from the Table. If the matter is to be postponed to a specific time, then the appropriate Motion is not to Table, but to “Postpone until (date)”.

### **Calling the Question**

Calling the Question brings the discussion of the Motion to a close and allows the COR Committee to decide if they wish to vote on the Motion at this time or continue the discussion. Calling the Question requires a second and a simple majority to pass. This action is not debatable. A person Calling the Question out of turn or interrupting those who have been waiting to speak, is out of order and does not have to be recognized by the Moderator. The person Calling the Question may not address the Motion prior to Calling the Question.

### **Procedures for Minority Opinion**

After any vote the Moderator will ask if anyone who voted in the minority would like to share one more time. If none, the Motion stands as voted. If someone cares to share, then they may share one more time. Only the persons who voted in the minority may share. After everyone who voted in the minority has had the opportunity to share, then the Moderator will ask if anyone who voted in the majority would like to change their vote. If yes, the open discussion starts again. Once a second vote is taken, the outcome of the vote is final.

## Motion Matrix

You want to...	You say....	Second Required	Debatable/ Discussion	Vote
Make a Motion	I would like to make a Motion that we...	Yes	Yes	2/3 Majority
Amend a Motion	I would like to insert, add, strike out or substitute...	Yes	Yes	2/3 Majority
Table a Motion	I would like to Table this Motion	Yes	No	Simple Majority
Postpone a Motion	I would like to Postpone this Motion until (date).	Yes	No	Simple Majority
Call the Question	I would like to Call the Question.	Yes	No	Simple Majority

***Minority Opinion is the right of those that voted in the minority to share on the Motion once again. The purpose is to ensure that no action is taken simply on a popularity vote and that no action will be taken to harm Alcoholics Anonymous. It is the Moderator's responsibility to follow this procedure in all voting matters on Motions.***

## Committee Elections

COR Committee Officer Elections will be held in September. The duties will commence the following January. COR Officers are Chair, Secretary and Moderator.

1. All elections shall be by 2/3 majority vote by written ballot. Election procedures will be as set forth in the current AA Service Manual under Third Legacy procedures.
2. No officer can be elected or appointed to succeed him or herself in the same office. Exception – if they are fulfilling an unexpired term, then they are eligible for election of the next full term.
3. “In the spirit of service rotation”, no person shall be elected or appointed for more than one term with the exception as noted previously.
4. There are no “proxy” votes.
5. Duties for the office may be read prior to opening the floor to those who wish to Stand for Office.
6. Those wishing to Stand for Office will provide their Service experience.

7. A quorum shall consist of voting members present.
8. Any vacancy of an appointed Standing Committee Chair shall be filled by appointment by the COR Chair and approved by the COR Committee.
9. Any vacancy of an elected COR Officer will be filled by election at the following meeting.

The incoming COR Chair will recommend the Standing Committee Chairs and they will be approved by a two-thirds majority vote of the COR Committee.

## **Board Elections**

Central Office Board Elections will be held in October. (The number of members who rotate out will be timed on a four-year cycle: 1, 2, 2, 2, 1, etc..The duties will commence the following January. Three Board members will be elected every other odd year. Four Board members will be elected every other even year. Board members will serve a four year term.

1. All elections shall be by 2/3 majority vote by written ballot. Election procedures will be as set forth in the current AA Service Manual under Third Legacy procedures.
2. “In the spirit of service rotation”, no person shall be elected or appointed for more than one term. Exception – if they are fulfilling the unexpired term, then they are eligible for election of the next full term.
3. There are no “proxy” votes.
4. Those wishing to stand for the Board will provide their Service and other related experience.
5. A quorum shall consist of voting members present.
6. Any vacancy of an elected Board Member will be announced at the next COR meeting and filled by election at the following meeting.

## **Section 3 Specific Duties of COR Committee**

### **COR Chair - Requirements**

1. At least 2 years of continuous sobriety.
2. Leadership qualities that allow members to deal with AA growth and affairs with good feelings and a minimum of friction.
3. Good judgment, objectivity and a willingness to stand up and express themselves.
4. A firm grasp of the Central Office structure.
5. Availability to participate in COR Meetings, Board meetings and various other committees as deemed necessary.

## **COR Chair - *Duties***

1. Attend COR Committee meetings.
2. Prepare agenda for COR Meetings.
3. Conduct elections.
4. Implement and develop committees for the purpose of conducting the business of the Central Office.
5. Implements and develops Ad Hoc committees.
6. Reserves the right to sit on Ad Hoc committees.
7. Sit on the Board of Directors as a non-voting member.
8. Presents COR Chair report at COR Meeting.
9. Document suggestions and procedures as liaison to other COR Officers.
10. Keep documentation of reports between various Officers and the COR Committee.

## **COR Secretary**

1. Attend COR Committee meetings
2. Take minutes at the COR Meetings and forwards them to the COR Chair within three weeks of the meeting for electronic distribution COR Committee and Board
3. Will act as secretary for Ad Hoc Committees of the COR as requested by the COR Chair and the Ad Hoc Committee Chair.
4. Will read the minutes of the previous COR Meeting for approval at each meeting.
5. Maintain attendance sheet records, minute's records, documents, reports and other material from AD Hoc Committees, and other materials generated by other COR Committees.
6. COR Secretary will designate someone to record minutes in their absence.
7. Keep up-to-date list of officers.

## **COR Moderator**

1. At least 2 years of continuous sobriety.
2. Attend COR Committee meetings.
3. Conduct the COR Meeting.
4. Maintain order of the COR Meeting.
5. Assist in voting measures.
6. Regulate non-COR members' participation in COR meetings.

## **Call Forwarding Chair**

1. Attend COR meetings.
2. Maintain a Call Forwarding roster with contact information for Group and individual Volunteers.
3. Maintain and annually update a Call Forwarding information packet for volunteers which contains:
  - a. Phone instructions
  - b. Singleness of Purpose Statement from AA Literature
  - c. Open / Closed Meeting explanation from AA Literature
  - d. What AA is and isn't from AA Literature
  - e. 12<sup>th</sup> Step List
  - f. Meeting Schedule
  - g. List of dos and don'ts for 12<sup>th</sup> Step effort
4. Provide a calendar formatted report to the Committee members. Indicate what days and times a Group or individual has volunteered to answer the phone.
5. Maintain a committee to assist in calling the Central Office Hotline number to verify that the phone lines are being picked up by the appropriate Group or individual volunteer.
6. Report statistics at the COR Committee meeting.
7. Maintain and annually update a 12<sup>th</sup> Step list of names and phone numbers by area, example NW Wichita, SW Wichita, Central Wichita, NE Wichita. SE Wichita. Maize, Goddard, etc..
8. Form a committee comprised of the Chair and committee volunteers.

## **District Liaison Chair**

1. Attend COR Meetings.
2. Coordinate with the District Literature Chair to provide support.
3. Coordinate with other District Standing Committee Chairs to provide support to the A.A. Community if approved by COR Committee.
  - a. Requests for meetings at Treatment or Correction facilities.
  - b. Requests for Public Information.
  - c. Requests for Cooperation with Professionals.
  - d. Requests for Special Needs information.

## **Volunteer Coordinator Chair**

1. Attend COR Meetings.
2. Set specific hours that can be consistently staffed.
3. Recruit volunteers by providing a fun, productive and sober environment.
4. Maintain a database of Experienced Volunteers.
5. Follow office procedures and accountability as established by the Board.

6. Maintain a section of the desk procedure for volunteers to direct inquiries to the District Standing Committee Chairs.
7. Ensure training of volunteers in the daily functions of the Central Office.
8. Oversee volunteers with support, encouragement and gratitude.
9. This committee will develop and implement programs to improve relations between the Central Office, Volunteers and AA Groups.
10. This committee will meet as needed, and will report at the monthly COR Committee meeting regarding programs implemented and achievements.
11. The Committee will be comprised of the Chair and Experienced Volunteers:
  - a. The Chair will represent the Experienced Volunteer Committee and report to the COR
  - b. The Chair will schedule 2 volunteers for each shift of operation with the AA Groups
  - c. The COR Representatives will solicit volunteers from their groups and coordinate that information with the Chair.
  - d. An Experienced Volunteer will be scheduled for each shift of operation to support the volunteers from the AA Groups.
  - e. Any AA member with Experience in Central Office Operations may volunteer to be on this Committee.

## **Web Chair**

1. Attend COR Meetings.
2. Review and approve all material suggested or requested for posting on the website.
3. Coordinate changes with WebMaster.
4. Form a committee comprised of the Chair and committee volunteers.
5. Work with the Central Office volunteers to verify flyers on the rack in the office match the flyers posted on the website.

## **Section 4 Other Committees and Chairs**

### **Ad Hoc Committees**

1. These are temporary Committees appointed by the COR Chair.
2. Their purpose is to study and make recommendations about certain specific parts of the COR Business.
3. The COR Chairperson reserves the right to sit in on any and all Ad Hoc Committee meetings.
4. Any recommendations for Ad Hoc Committees will be brought to the COR Committee for a majority vote to accept with Appreciation, Reject or send back to committee for additional effort.

## **Audit Committee**

1. The Committee's purpose is to audit the financial records for the Board and present a report to the COR Committee
2. The Audit Committee is composed of the following.
  - a. Treasurer (consulting only)
  - b. COR Chair
  - c. At least four other persons to be appointed by the COR Chair
3. Samples of documents to be reviewed:
  - a. Bank statements
  - b. Accounting Ledgers or check registers
  - c. Budget – reconcile expenditure categories for authorization
  - d. Treasurer's Report – reconcile with bank statements and accounting ledger
  - e. Taxes – Sales tax, 990 form, Annual Corporate Report, Employment taxes, insure that taxes were paid on time and forms filed.
  - f. Contributions
    - i. review process for accepting contributions - cash & checks
    - ii. Match to ledger
  - g. Checks and Payments
    - i. Review vendor paid
    - ii. Review process for paying & tracking a payment
    - iii. Review all paper checks and e-checks to insure proper authorization
    - iv. Cash - check for any cash withdrawals from bank accounts
4. The Audit will be conducted annually. The Audit will cover the time period since the previous audit.

## **Finance Committee**

1. The Committee's purpose is to prepare an annual budget to support the Central Office approved services and periodically monitor the budget for recommendations or adjustments. The Treasurer will Chair the committee.
2. The committee will present the budget to the Board for approval and then to the COR Committee for acceptance by January.
3. The Finance Committee is composed of the following
  - a. Board Treasurer
  - b. COR Chair
  - c. Three other persons to be appointed by the COR Chair and Treasurer
4. The Committee may also be directed by the COR Chair or Treasurer to look into specific areas of finances.
5. The Committee will establish the following
  - a. Budget based on trend analysis for basic operations and discrete forecast for special items. Discrete items may be adjusted as contributions permit.

- b. A Signed Budget Authorization for expenditures will be signed by committee members. Electronic payment and single signature checks may be used for SBA expenditures. This SBA will be provided as part of the audit records.
- c. Expenditures outside those covered by the SBA or approved previously by the COR Committee will need two signatures on a Check Request by the Treasurer and designated Board Member. Check Requests will be part of the audit records
- d. Records will be maintained to separate AA Literature sales from Contributions for tax purposes.
- e. A written Treasurer's Report will be submitted monthly to the COR Committee.
- f. A prudent reserve will be established, monitored periodically and approved by a 2/3 majority vote. Funds in excess of operating expenses and required checking minimum balance will be placed in the Prudent Reserve savings account each quarter. Funds in excess of the Prudent reserve will be distributed to GSO, Area and District at the end of each year

## **Fellowship Committee**

- 1. Purpose: to bring AA groups and members together with social events centered around the Wichita Area Central Office and account for the monies generated for this purpose.
- 2. Fellowship Committee(s) will be established on an ad hoc basis at the discretion of the Central Office Representative Chair.
- 3. The Fellowship Fund (Fund) is established to distribute, collect and account for monies exclusively used for Fellowship events sponsored by the Central Office. None of the 7th Tradition monies of the Fund have been or will be associated with contributions made for the administration of the Central Office.
- 4. Fellowship Fund is established on a cash basis.
- 5. Administration of the Fund.
  - a. The monies collected for Fellowship events will be held in the Central Office savings account entitled "Fellowship Fund".
  - b. The Treasurer will write a check for the full amount of the balance of the Fund to the Social Event Chairperson once the committee has been formed by the Central Office Committee Chair.
  - c. The Social Event Chairperson will pay for and track all expenditures requiring receipts for items purchased for the Fellowship event.
  - d. Once the Fellowship event expenditures are paid and accounted for the remaining monies will be deposited back into the Central Office savings account.
- 6. Savings Account deposit procedure:
  - a. Fill out a standard sales ticket noted "Fellowship Fund" recording on the ticket the total amount of money that is being returned to the savings account.
  - b. Ensure that the Sales Director receives the money along with the sales ticket.

- c. The money so transferred will be kept in a separate savings account category “Fellowship Fund” found in the Central Office Book of Accounts.

### **Revision History**

4/28/2010	Original	Defined COR Structure
08/31/2011	R1	Updated Service Chair Duties
12/26/2012	R2	Added Fellowship Committee
5/29/2013	R3	
6/23/2014	R4	Added Sobriety Requirement
6/28/2017	R5	Updated COR General Information, Board Election Schedule, Service Chair Duties
6/27/2018	R6	Added Floor Discussion procedures. Clarified Experienced Volunteer scheduling.