WORLD SERVICE – BOARD OF TRUSTEES MEETING

February 28, 2021

Meeting opened at 9:00 AM PT/12:00 PM ET/6:00 PM SAST with the Serenity Prayer.

The Twelve Concepts were read.

Roll call: 6 voting members present.

Motion to approve the minutes was made and seconded.
Vote: 5 Yes, 0 No, 0 Abstained

Financials: 2020 database has been reconciled by the CPA.
Reports submitted:

- Profit and Loss – January 1, 2020 – December 31, 2020
- Balance Sheet – December 31, 2020
- Bank – February 4, 2021
  General Account: $89,638.41
  Prudent Reserve: $20,000.00
  WSC Account: $36,632.46
  Credit Balance: $13,819.76
- Final Balance pdf – February 4, 2021 $95,818.65
- Final Balance Spreadsheet – October 25, 2018 – February 4, 2021
- Stripe Comparison, Jan. 1, 2019 – December 31, 2019 vs Jan. 1, 2020 – December 31, 2020. Net volume from sales is down $317,700 (24.8%)
- Income Sources – 2020 vs 2019. Literature sales decreased by 46%. Donations increased by 46%.

The Budget and Finance Committee completed its research on alternatives to the donation page of the website. Various collection agencies i.e., PayPal, Stripe, etc. charge a transaction fee of 2.0% to 2.9% and suggest we negotiate to have those fees reduced. The current donation button does accommodate international donations via valid internationally recognized credit cards. The committee also discussed increasing the flexibility of the donation button to allow for repeat donations and will work with the Website Committee to achieve this goal.

It was pointed out that the Website Committee does not have input in the functionality of the donation button. The Budget and Finance Committee was asked to research other donation alternatives.

Donations of the difference between equalized expenses received for the postponed 2020 Conference and the 2021 virtual Conference will go into the general fund as donation from the applicable region.

Secretary joined the meeting at 9:30 AM PT/12:30 PM ET/6:30 PM SAST.

WSO Update & Needs

- The office is maintaining stock levels.
- Group orders are increasing. Orders by individual members make up 90% of all orders.
- Paper orders received: 4.

- New Newsletter subscriptions: 10.
- Donations are being received.

Old Business

- A new form, similar to the one created for Recovery Literature, will be created for Service Literature going out for fellowship review.
- Reduce Newcomers' Welcome on website to 25% of the total.

New Business

- New officers' nomination form and ballot form to be prepared and sent to the Conference Facilitator.
- Finding a Sponsor service pamphlet (P-101) was revised to replace the yellow book as a resource with the Nar-Anon 36. It will be given a new publication date.
- A change to GLS approved at the 2014 WSC was never updated.
- 20 Questions will be labeled "... may be photocopied."
- If the Narateen Handbook is approved at the WSC, changes to similar language in the GLS will be made by the Literature Committee.
- WSO will be asked to add templates for all literature documents be added to the Literature Committee Dropbox account.
- Duties of the Assistant Executive Director position need to be approved. Assistant Chair will send the proposed duties to the BOT for review. Two members agreed to research salary ranges.
- Going forward WS Committee quarterly reports to the BOT may be replaced with meetings at regularly scheduled times to be determined.
- 3 members will prepare a report from the BOT to the WSC.
  WS Committee reports for the WSC will be due to the board on March 31, 2021.
  The BOT folder to the 2021 WSC will contain the BOT report and the WS Committee reports.
- The BOT will host a roundtable after conference for the fellowship at-large to familiarize members with the BOT and Executive Director. An article will be placed in the next Serenity Connection.
- The WSC Committee was asked to notify the fellowship of the WSC daily operating times as soon as possible.
- Going forward minutes of the Executive Committee meetings will be circulated by email for approval prior to the upcoming BOT meeting.

Motion to close the meeting was made and seconded. The meeting closed with the Serenity Prayer at 10:28 AM PT/1:28 PM ET/7:28 PM SAST.

The next meeting is April 28,2021 at 9:00 AM PT/12:000 PM ET/6:00 PM SAST.

WORLD SERVICE – BOARD OF TRUSTEES MEETING

May 8, 2021

Meeting opened at 9:00 AM PT/12:00 PM ET/6:00 PM SAST with the Serenity Prayer.

The Twelve Concepts were read

Roll call: 7 voting members present

Motion to approve the minutes of April 28, 2021 postponed until June meeting.

No polls since our last meeting.

Financials: No financials since the April 28th update.

Welcome to new members and status of current members:

WSO Update & Needs

- No updates during this meeting.

Old Business

- The contribution button on the website is coming later this year. More research to be done.
- The Newcomers' Welcome on website has been changed to 25% of the total.
- The article for an Assistant Executive Director will be sent to the Newsletter Committee for the June edition.
- The BOT roundtable with the fellowship is set for September 26, 2021. 1 vote for July, 6 votes for September. The board will share about our duties and then answer questions submitted in advance. An ad hoc committee was formed. An article will go in the September newsletter and on the website.

New Business

- Copyright and Trademark (motion 52) laid on the table, now dead. If we set up electronic availability, we will need to find a way to protect it. It was recommended workbooks not be available electronically. The Intellectual Property Trust research needs to be finished. An ad hoc committee was formed. A company that prints on demand in multiple countries will be researched.
- An ad hoc committee was formed to review and revise the by-laws.
- CAT materials from conference S-322 *New to Nar-Anon or Thinking About Attending a Meeting,* S-325 *So You Have Been Asked to Speak*, and the Outreach posters will be moved from the Fellowship Review page to the Service and Outreach pages.
- Election of Officers (the Executive Committee)

- When ED hears from the attorney about pages 26-27 the board will put out a bulletin and it will go in the newsletter.
- Executive Director performance evaluation ad hoc committee was formed.
- It was decided the agenda will remain in Dropbox.
- The Fellowship Review spreadsheet be filled in with document names and dates.
- We have a Zoom account with two licenses. It was suggested we offer them to the WS Committees for conducting their meetings. We will research how to add co-host for the committee chairs.
- An article was requested from the Newsletter Committee from the board chair. It will be about the 2021 – 2023 conference cycle, introduce new officers and all board members. It will also include the roundtable with the fellowship and the board goals. Some suggested goals:
  - ✓ Protection of Intellectual Property
  - ✓ The donation button
  - ✓ Ways for literature to reach international countries efficiently

Motion to close the meeting was made and seconded by. The meeting closed with the Serenity Prayer at 10:45 AM PT/1:45 PM ET/7:45 PM SAST.

The next meeting is June 27,2021 at 9:00 AM PT/12:00 PM ET/6:00 PM SAST.

WORLD SERVICE – BOARD OF TRUSTEES MEETING

June 27, 2021

Meeting opened at 9:19 AM PT/12:19 PM ET/6:19 PM SAST with the Serenity Prayer.

The Twelve Concepts were read.

Roll call: (7 voting members present)

Motion made by and seconded approve the April 28, 2021 minutes. Approved.

Motion made and seconded to approve the May 8, 2021 minutes. Approved.

Motion made and seconded to approve the polls since the May 8th meeting. Approved.

Financials:
Bank balance – June 25, 2021
General account: $74,998.01
Prudent reserve: $20,000
WSC account: $28,129.46
Credit balance: ($29,218.93)
Available cash $65,779.08

WSO Update & Needs

- Robbie has given notice. His last day will be July 2nd. Cathy has contacted the employment agency.
- Cathy is shifting the responsibilities in the office.
- Now receiving more literature orders.
- A staff member can handle producing the Nar-Anon 36 and the new literature.
- A board member offered to do the data entry Robbie was doing.
- Motion was made and seconded to purchase 5,000 SESH. Motion approved 7 yes

Old Business

- The contribution button on the website is coming later this year. More research to be done.
- No interest yet for the Assistant Executive Director position. There will be another article in the September newsletter.
- The BOT roundtable with the fellowship is set for September 26, 2021. An article will go in the September newsletter and on the website with details, time, Zoom ID, etc.
- Information was compiled on non-profit salaries. A motion was made and seconded by for the Office Manager to be paid 90% of Market Rate, motion approved 7 yes

- We will vote on merit increases after the financials have been reconciled.
- Cathy is talking to our insurance broker about health insurance for the employees.
- Motion made and seconded to give one week paid vacation to full-time employees after the first year. Motion approved 7 yes
- Motion was made and seconded to give 6 paid holidays: Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Day, and New Year's Day not to include Friday after Thanksgiving, Christmas Eve, and New Year's Eve. Motion approved 7 yes.
- Motion made and seconded that full-time will be 32-40 hours per week. Motion approved 7 yes
- Marie will send Executive Director and Assistant Director positions to us for review.
- Assistant Executive Director salary to be decided in the future
- Motion made and seconded, Cathy to sign the contract with the hotel for April 27 – May 1, 2023. Motion approved 7 yes
- We will ask the conference committee to research a hybrid conference.

New Business

No new business at this meeting.

Motion to close the meeting was made and seconded. The meeting closed with the Serenity Prayer at 11:08 AM PT/2:08 PM ET/8:08 PM SAST.

The next meeting is August 22,2021 at 9:00 AM PT/12:00 PM ET/6:00 PM SAST.

WORLD SERVICE – BOARD OF TRUSTEES MEETING

August 22, 2021

Meeting opened at 9:10 AM PT/12:10 PM ET/6:10 PM SAST with the Serenity Prayer.

The Twelve Concepts were read.

Roll call: 7 voting members present

Motion made and seconded to approve the June 27, 2021 minutes. Approved.

No polls since our last meeting.

Financials:

The treasurer was not present for this meeting. We are up to date with information to the CPA. We need to confirm the funds in the general account do not contain any funds that should be in the conference account.

WSO Update & Needs

- We have four employees working in the office.
- A volunteer is helping with data entry.
- The binder and cutting machines were down, but now back in service.
- Cathy is considering outsourcing the binding for SESH.
- The office is up to date on SESH orders.
- Now receiving more group orders.
- Mail orders are down to about 2 a month.
- WSO is receiving donations vis check.
- The new literature should be available in the webstore next week.
- A banner will be going on the website for job opportunities at WSO.
- Outsourcing of SESH will happen if WSO cannot keep up or a machine is down.
- The turnaround for the outsourced literature is two weeks or less but would arrive in increments.
- The cutter and binding machine were under a maintenance contract until last year. The standard service is $150 per visit. We are still ahead financially by not being under maintenance agreement.

Old Business

- The contribution button on the website is to be separate from the webstore. We are still researching Paypal.

- We have two applicants for the Assistant Executive Director position. We will interview both applicants. We will submit a list of questions for the applicants. Cathy will start the list of questions. The questions need to be approved by the board by Saturday, August 28th.
- Break at 1:19 – 1:30 EDT
- Motion made and seconded on the salary for the Assistant Executive Director, which would increase if and when they become the Executive Director. Motion approved 7 yes.
- We have asked the attorney to answer specifically "does the language in the GWS prohibit screen sharing?" After we receive the answer a bulletin will be created.
- All WS committees said yes to using Zoom for their meetings except newsletter. Each committee will have a license with limited access for meetings and roundtables. The license would be on the committee email. We are suggesting training for the chairs and vice-chairs. This Zoom will not include translations. The board chair will have one of the licenses.
- The BOT roundtable with the fellowship is set for September 26, 2021. The adhoc committee will meet and put together an agenda for the roundtable.
- We will have an extra board meeting on Saturday, September 11th to prepare for the roundtable.

New Business

There was a question about the flip chart and Seventh Tradition poster which were approved for use at the 2016 WSC. There were concerns about whether the graphics were public domain. Mexico will be contacted to see if they are producing the flip chart.

WS Newsletter Committee had asked to speak during the board meeting. We will suggest a roundtable with the committee.

Everyone needs to respond to the poll on making "We've Been There" approved at the 2021 WSC into a reading card and including it with the other sets.

The Zoom meeting Id is 893 9136 4605 and password 928154 for the roundtable. We will also use it for our September 11th meeting.

Motion to close the meeting was made and seconded. The meeting closed with the Serenity Prayer at 11:26 AM PT/2:26 PM ET/8:26 PM SAST.

The next regular meeting is October 24,2021 at 9:00 AM PT/12:00 PM ET/6:00 PM SAST.

WORLD SERVICE – BOARD OF TRUSTEES MEETING

October 24, 2021

Meeting opened at 9:00 AM PT/12:00 PM ET/6:00 PM SAST with the Serenity Prayer.

The Twelve Concepts were read.

Roll call: 7 voting members present

Motion made and seconded to approve the August 22, 2021 minutes. Approved with one abstention.

Motion made seconded to approve the September 11, 2021 minutes. Approved with one abstention.

No polls since our last meeting.

Financials:

Bank balance – October 24, 2021
General account: $57,746.06
Prudent reserve: $20,000
WSC account: $28,129.46
Credit balance: ($15,453.16)

Available cash $62,292.90

There will be a discussion with the CPA regarding their cost.

The 2022 proposed budget will be brought to the December meeting.

WSO Update & Needs

- Sales are up from Jan – Oct 2020 compared to Jan – Oct 2021.
- Some specific increases in cases of SESH, the small Blue Booklet, Nar-Anon 36 workbook, and the Progress Not perfection Journal
- Total orders have increased from 3,111 in 2020 to 3,986 for the same time period in 2021
- Since the WSC we have sold 107 Grandparent's Stories and 180 Our Traditions Principles for Groups and Beyond
- A banner will be going on the website for job opportunities at WSO. The Assistant Executive Director will be listed separately from the Conference Facilitator and Board of Trustees.
- The contribution button will be active by December. This will stop contributions from going through the web store.

Old Business

- WS committees that said yes to using Zoom for their meetings are now using the Zoom account.
- Committee participation is improving
- The financials are in the June newsletter and the minutes that are posted after approval.

New Business

Copyright registration will continue.

Recovery literature polls are out for Traditions Three, Four, and Five, the Introduction, and Part One of Two of the Fourth Step Workbook

The Narateen Safety Handbook is with the BOT for review and comments.

Changes to the language in the contract for translations will be emailed to each board member.

There will be one Spanish translation.

Translated documents should be going to the Translation committee.

A motion was made to remove the delegate email address, 6 yes, 1 no

There will be a meeting with the Delegate Representative, then the email address will be removed.

A report from the Conference Committee will be on the December agenda

The secretary left the meeting at 2:00 PM ET. The meeting closed with the Serenity Prayer but uncertain of the exact time.

The next regular meeting is December 12,2021 at 9:00 AM PT/12:00 PM ET/6:00 PM SAST.

WORLD SERVICE – BOARD OF TRUSTEES MEETING

December 12, 2021

Meeting opened at 9:00 AM PT/12:00 PM ET/6:00 PM SAST with the Serenity Prayer.

The Twelve Concepts were read.

Roll call: (7 voting members present)

Motion made and seconded to approve the October 24, 2021 minutes. Approved

4 polls for recovery literature to go out for fellowship review since our last meeting.

Recording started at 12:08 pm EST

Financials:

Bank balance – December 3, 2021

General account: $63,469.23

Prudent reserve: $20,000

WSC account: $2,000.00

Credit balance: ($6,469.35)

Available cash $76,999.88

WSO Update & Needs

- WSO is doing an inventory.
- 2016 was the last price increase for literature. A suggested price increase will come from Budget & Finance committee.
- Nar-Anon email accounts have been removed for those old accounts. There will be a list in Dropbox.
- Discussion on using other point-of-sale for purchases, currently using Stripe.
- Discussion on the contract with the CPA for the upcoming year. Closing of the month will be by the 20th of the following month. B&F is in favor of renewing the contract. A poll will be posted for voting.
- Response to countries for contracts now has an email address, Contracts@nar-anon.org A board member (vice-chair) will be a part of this process. 8 board members in agreement.

Old Business

- Opportunities for jobs at WSO will be on a banner on the Home Page.

- Motion made and seconded “To postpone the decision on prudent reserve until the February 2022 board meeting. Approved.
- Registration of literature: it’s been 18 months and SESH is still not showing as registered. Everything is taking longer due to COVID.
- The roundtable with the Newsletter committee for January 23,2022 has been canceled.
- Narateen Handbook will be reviewed again and conflicts will be identified by Service Litcom and returned to the board who will in turn send to Narateen.

Break at 1:15 EST, roll call (8 voting members)

New Business

- We will rework the Royalty contract and set up polls for the Royalty and Translation contracts.
- Outreach proposal for using Instagram, Set up a poll.
- Newsletter proposal for a new piece of literature, Set up a poll.
- Discussion on the Global Region….

The secretary left the meeting at 3:00 PM ET. The meeting closed with the Serenity Prayer but uncertain of the exact time.

The next regular meeting is February 27, 2022 at 9:00 AM PT/12:00 PM ET/6:00 PM SAST.