

**Illowa Intergroup Business Meeting Minutes
September 14, 2020**

Web Meeting called to order by Monique M.

ATTENDANCE:

Groups Present: Present were, Bettendorf, Blandine, Camden, DeWitt, Henry Co, Last Chance, New Beginnings, Sisters in Sobriety, Three Legacies, West End.

Officers and Chairs Present: Chair –Monique; Secretary absent, covered by Julie, Treasurer - Al B, Telephone Chair Julie B, Office Manager – Lisa W, Web Guy, Randy C. Events Chair Absent

Motion made, seconded, and passed to accept June minutes.

Treasurer's Report 9/6/20

INCOME

Contributions	\$476.00
Sales	\$1,217.00
Events	\$237.50
Prudent Reserve Interest	\$0.95
Totals	\$1,931.45

EXPENSES

General	\$1,831.45
Events	\$0.00
Literature	\$65.00
Accounting services	\$0.00
Totals	\$1,896.45

TOTAL INCOME MINUS EXPENSES **\$35.00**

ACCOUNTS

Checking	\$2,143.86
Savings (Prudent Reserve)	\$4,755.61
	\$0.00
Totals	\$6,899.47

Office Manager's Report

September 14, 2020– Office Manager's Report Hello everyone, The office continues to remain closed until further notice. If you need literature or chips please contact me at 309-764-1016, and we can make arrangements for a pickup. As a courtesy to others, masks are requested and are available in the office. Please bring cash or checks with you as we don't accept cards. I would like to thank the individuals that made donations to our Birthday challenge. So far, we have

had 17 contributions for the challenge come in representing 266 years of sobriety. I know there are more than 17 alcoholics in the Quad Cities, so please consider participating! Check it out on our web page and see how many years of sobriety your group has contributed. We take cash, checks, and PayPal. Thank you. I would also like to thank the few groups and individuals that contributed not related to the challenge. We want to keep our office functioning and really appreciate it. Call counts for August were 1 12-step, 68 information, 15 visitors, and 1 AI-anon. The most up-to-date meeting information can be found on www.aaquadcities.org. Please contact the office with any schedule changes. Our business meetings will continue to be held online/by phone until further notice. Check our website for current information. Our next business meeting will be held on Oct. 5th

Telephone Chair report - Hello! There's really nothing to report regarding the phone rotation this month (all shifts are filled).

Below is my report to be discussed during Old Business = investigating other options for how we handle our phone after hours:

Why are other options being explored?

- 1) Our call volume on nights and weekends does not seem to warrant the amount of time & resources we invest in having a live person answer the phone. Additionally, we miss calls, for various reasons, but missed calls in relation to a 24-hour helpline is just bad business
- 2) Our calls are primarily information calls, only about 1-3 calls each month are 12-step calls. *(12-step calls in 2020: July-1, June-1, May-1, April-2, March-2...Sept 2019-7, Oct 2019-6)*

What do other near-by Intergroups do after hours?

Des Moines uses an answering service: A full-time staff works in the office (answering phones and selling literature) and then phones are transferred to an answering service after office hours/weekends (Note: since March, however, their phone has been transferred to one person 24/7 since the nature of the calls changed so much).

Peoria (and Pekin area) does essentially what we do: Their Intergroup office is run by volunteers and one part time paid worker. After business hours, volunteers sign up and answer the phone like we do (they are on a rotation though, where each group is responsible for a particular week).

Iowa City uses an answering service: They no longer have an Intergroup and have been using an answering service for about 3 years (same service Cedar Rapids uses).

What can you ask your groups to discuss and consider?

Please discuss these options with your group at your business meetings:

1-Answering Service: While answering services cost money, they are very flexible and can tailor their service according to our needs. We would provide the answering service with our website information so they are able to answer simple information calls about meeting locations and times. If, however, someone calls wanting to ask questions that only we can answer, for instance, someone wants to discuss their drinking and should talk to another alcoholic, the answering service takes their name/#, puts the caller on hold, and calls someone on our list (12-step list we provide them) and after reaching someone then connects the two together. At \$50/month for 60 minutes of call time, it isn't a terrible expense.

Discussion took place during the meeting about how the answering service could uphold the confidentiality of the members on the 12-step list. Julie will look into this, but noted the answering service deals with doctors/patients and has to adhere to HIPPA laws, so it seems logical they would have no problem with confidentiality of our members. Update to follow!

2-Our current phone company, Vonage, has a VM service. When VM is set up and a VM is left, a notification can be sent to an email address or phone alerting us we have a VM. We can have up to 5 email addresses and 5 mobile phone numbers for VM notifications. The outgoing message could direct callers to the

website for simple information calls about meeting locations and times, and if they want to speak with someone directly, ask for first name and phone# and someone will return their call.

3-Leave it as-is for now. Maybe we can revisit this again once groups are back to meeting in-person, able to hold business meetings, and contributions are back up.
In love and service, Julie

District 90 Liaison Report

Hello Everyone. We are still meeting Online as well. We might be hosting the NIA 20, 2020 Winter Assembly on Saturday, Dec. 12th, at the Hill Church in Kewanee, IL. Area 20 will decide in September at the Virtual Fall Assembly whether to hold it online or not.

That's all I have until next month. In Love and Service Randy C..

Webmaster Report

Hello Everyone, we had 2,207 users total but 1,207 actual users that were on the site for more than 30 sec. The Meeting Guide Page was the most visited page. The Challenge Page had 184 views which ranked it as the 3rd most viewed page, with Events being 2nd. I'm glad to see the Challenge Page getting viewed, hopefully it will inspire some donations. Here is the webpage: <http://www.aaquadcities.org/challenge/> (shared screen showing webpage)

We did have a spike on Tuesday the 18th. Last Month was Saturday the 18th, not sure why the 18th has spikes. We also have a spike at 4am. The spikes are not a big deal but it's something which seems odd and unexplainable.

That's all I have until next month. In Love and Service Randy C.

GROUP REPORTS:

New Beginnings:

Hello Everyone, the Stutsman Lodge is still closed to the public but the Meetings are still being held by the residents. I was able to put together a possible sponsor list for them and I thank all who offered their service. Please keep them all in your prayers. I would like to mention something that has come out of this closure. I started an online meeting for New Beginnings but what has happened is a new group has formed, the 8n8AA group. We have ZOOM Meetings everyday at 8am n 8pm every day. All the meetings are open discussion. So, if anyone is looking for an online meeting feel free to join us.

That's all I have until next month. In Love and Service Randy C.

Old Business:

District 9 Liaison position is still open. Allison R says she is interested in the position. Julie B nominated her, it was seconded and voted on. Allison R is the new District 9 Liaison. Lisa will provide her the packet of information.

Options for Phone rotation and what to do with after-hours phone answering: Julie will summarize the information provided in her report and have it posted to the website. Reps are encouraged to share the information with their groups and bring back any questions and feedback to the next Intergroup business meeting in October.

New Business: NONE

Meeting adjourned at 7:30pm.

The next Intergroup meeting will be held Monday, October 5th at 6pm via zoom video/phone conferencing.