

TCIO Tri-County Intergroup Meeting
Sunday, January 21, 2024

Opening the meeting: 4:00

- **Readings: Serenity Prayer, TCIO Purpose, Twelve Traditions**
- **Attendance: 32**

General Information:

TCIO Rep Responsibilities:

- **Homegroup voice for TCIO- make sure Intergroup continues to function and carry out its primary purpose.**
- **PDF “AA Guidelines”- explains what exactly intergroup is- on AA.org and linked [here](#).**

Bi-Laws:

- **Updated last year, moving forward, TCIO will adhere to these guidelines.**
- **Biggest change: terms are a two year commitment to appointed committee members and board members.**
 - **Board Members:**
 - **Odd year-people stand and we vote**
 - **Even year- term starts**
 - **Committee Members: Office Manager, PI/CPC, Treatment, Alt Secretary- appointed**
 - **Will change in June of the even year for two year term**

Appointed members chosen:

- **Treatment: Kevin O.**
- **PI/CPC: Lynette**
- **Alt Secretary: open**
- **Webmaster: Christy C.**
- **No longer have meeting schedule chair**
- **Office manager is Michelle and office assistant is Sheri**

Officer Reports:

Chair: Ashley	Alt. Chair: Nick
<ul style="list-style-type: none"> - Got rid of the meeting schedule chair due to the bookmarks- no longer paper meeting schedules, it will all be a QR code on a bookmark. There will be an area for phone numbers on the back. Will be automatically updated if meetings times/places change or are added. 	<ul style="list-style-type: none"> - Nothing to add
Secretary: Rachel	Website: Christy C
<ul style="list-style-type: none"> - Needs group information/rep/DCMs with emails and phone numbers to add to TCIO contact sheet and Drive 	<ul style="list-style-type: none"> - Stats: avg # hits/day 2023= 434 - Jan 2023- 521 average hits - 372 hits on average in Jan 2024 - Domain expired, but has been renewed and Christie paid \$115 out of pocket-will talk about reimbursement with the treasurer. <ul style="list-style-type: none"> - Do we want to set up auto renewal: \$115 for 2 years? Have to renew the domain name. - \$59.95 for 5 years to make the website a private registration- would ensure that nobody could steal the domain. - Could we put domain name renewal and private registration on autopay? - The form has been added back to the website with instructions to email it back to tciocharleston@gmail.com. <ol style="list-style-type: none"> 1. Print the form,complete it manually, then scan and email. 2. Print the form, complete it manually, take a picture then email the picture. 3. Download and complete the form electronically then email a copy of the form.
Treatment: Kevin	
<ul style="list-style-type: none"> - Upcoming Thursday 7pm at TCIO. - Charleston Center: new address, will be updated tomorrow, everything else explained on Thursday. 	
Alt. Treasurer: Jack	
<ul style="list-style-type: none"> - Bimonthly deposits: last one approx \$5,000- lots of end of year donations - No problems to report 	

Treasurer: Kathleen

- Roughly \$8,000 in bank with \$12,500 prudent reserve- did not have to transfer anything to prudent reserve in 2023.
- 2024 Budget Proposal:
 - Propose to set at \$66,500
 - Rent will increase by 4% (yearly), increase in answering service, chips/lit went down,
 - Suggestion: do business today and bring an updated, amended budget to the next meeting.
 - Office manager states that she has a budget for chips and literature: do not pass on tax or shipping to the customer, so getting rid of this section of the budget would complicate things and interfere with finances/budget. Same with credit card machine: pay to use it for sales, but don't pass that fee on to the customer.
 - **Budget proposal will be attached and is linked [here](#).**

TABLED UNTIL NEXT MEETING: motion accepted

Communications: Jennifer W.

- Answer service currently: Call Expert
- Majority of calls coming in have been IVR (automated answering)
- Current phone company took it upon themselves to IVR TCIO for answering service after hours: bill went up significantly and people were complaining about not getting a person. Do we really want to do business with them?
 - Question: if we stay with Call Experts do we have to use the IVR?
 - **Treasurer did more research after meeting, and it was found that if we get more group participation, we will not have to use IVR, therefore lowering the bill.**
 - Call Expert does not own the number on white chip, so we wouldn't have to buy it if we change the answering service.
- Are all groups volunteering for communications/do all groups have communications rep?
 - No, each group is autonomous
- Calls are currently be transferred:
 - M-F: 4:30pm-9:30am
 - Sat- 1:00pm- Sunday 9:00am
 - Current person on call on Sunday is on call 24 hours
- Call Expert: January- significantly higher number of phone calls than July- having more volunteers would result in lower cost.
- Problem with service we had was when talking to live person, they were not alcoholic
- So, switched to a system where the number was input of volunteers who were alcoholic to answer the phone. Used GrassHopper and it wasn't great.

- **Discussed other possible options which will be attached and [linked here](#).**
- Christy C (website), called the entire twelve step call list to update and keep or remove numbers. Will download list from TCIO and give it to Christy to update.

Office Manager: Michelle M.

- Looking at the credit card machine; ours is on its last leg and won't take any updates. Won't be usable by April- will eventually have to pay for a new machine.
- Current company charges 3.5% for every purchase.
- Quickbooks didn't work in the past: have to manually enter all information unless using their sales system which they quit offering.
- New proposal:
 - Square: 2.6% for each sale, then \$.10 flat fee for each transaction- have equipment that we would have in the office that could travel to events for donations, etc.
 - Annual fee for credit card expenses would be cut in half if we go with Square.
 - **Will be attaching the Square proposal and [linking here](#).**

Events Chair: *Unfilled*

PI/CPC: Jacqui

Need to vote for an events chairperson!!

- David- from East Cooper
Sunrise-standing for position
- **Motion: David voted in as events chair**

- Jacqui is rotating out and Charlene is stepping in.
- Meeting today and chose new secretary
- Workshop- May 2024- planning in process
- Jacqui is bringing all materials and supplies from her house to keep at TCIO so it's in a centralized location that everyone knows.

Group Reports:
Anniversaries, events, workshops, changes?

- No time to go around and introduce each group
- Opened the floor for questions or updates: no updates at this time.
 - Question: what do I bring back next month as a TCIO rep?
 - Your groups vote, questions, or suggestions regarding minutes or anything TCIO

Old Business:

- **Elections**
- **Reminder: no longer doing paper schedules: will be a bookmark with a spot for phone numbers and a QR code linking to the meeting schedule.**

New Business:

- **Proposed budget for 2024: attached to email and linked above in treasurer's report.**
- **Answering service considerations: attached to email and linked above in communication's report.**
- **Credit card machine concerns and considering Square: attached to email and link above in the office manager's report.**
- **Website domain: setting up auto renewal and purchasing domain for private registration- additional information located above in Website report.**
- **TCIO Contact List: being updated by secretary- if your group is not receiving email communication from TCIO please reach out to provide an updated email address.**

Motion to close: 5:06

Next meeting: Sunday, February 18th at 4:00pm