EAI Office Services and Support Committee
Revised Goals and Objectives FY12-13

Goals of the Committee:

The goal of the office committee is to make directories and information accessible to Intergroup contacts and to newcomers. Some of this information would be what they need in order to find a meeting, how to start and run an FA meeting, and how to do service in the program. The most useful tool that we utilize for this purpose is the FA website, although we also help create literature/pamphlets, and we also make one-to-one contact with FA members as necessary.

Functions of the Committee:

I. Support WSI Office Committee in any project they need from our group to complete, such as the census, and also to give feedback to WSI from the EAI fellowship regarding topics of concern.

II. Support and collaborate with other EAI committees in ongoing projects and to initiate work requested by the EAI executive board.

III. Office committee members perform specific duties to run the "virtual" EAI office. (In September '09 these duties were transferred from the paid office secretary to these volunteer members. The office is now a "virtual" office, as all duties can be performed from any computer. Mail is now sent to a PO Box in Everett, MA.)

    a. The Database Manager takes meeting information that is sent to the EAI office and updates the information in the database so that meeting directories are accurate. These updates are done within 48 hrs. of receiving these emails.

    b. The Treasurer and another office committee member work together to pay bills, deposit 7th tradition money, and keep track of the budget in general, which is done using the computer program 'Quickbooks'.

    c. A Quickbooks/Mail Manager member collects EAI mail from the PO Box, weekly, and contacts the Treasurer within 24 hrs. if any of the mail needs immediate/urgent attention (i.e. Bills to paid that may state a service will be discontinued, or reimbursements to FA members etc.), and then this member would either scan, email or fax any pertinent information to the Treasurer as needed. The Quickbooks/Mail Manager would also make a list of any checks received that are to be deposited. The listing of the checks would also include what type meetings the checks are from (i.e. a regular meeting, AWOL meeting, Intergroup or Chapter meeting). This member would also be the person to deposit these checks into the FA EAI bank account.
This member would then record these transactions on the FA online 'Quickbooks'.
This member then brings the remaining postal mail to the monthly intergroup meeting where each kind of mail is given to the appropriate person.

    d. Assure that the monthly EAI report and sends it via mass email to all EAI contacts. Any other important information that has been approved by the board is sent to EAI contacts via mass emails. As of now, the web manager is the only person who does this, or who knows how to do this.

    e. All voicemail that comes in to the phone of the office is re-routed to a committee member (more than likely the EAI Office Chair) via (Vonage system) email. Emails from newcomers

and FA fellows are answered within 24 hrs. Emails in regards to meeting changes/updates are responded to and updates made within 48 hrs.

    f.   The EAI Office Chair acquires 'newly' elected Committee Chairs/Board Members' email addresses for forwarding emails, and then sends these updated email addresses to the web manager to put in place.

    g.   The EAI Office (whoever is logging into the EAI web mail—(most likely the EAI Office Chair) puts the EAI Secretary minutes (the secretary report generated from all of the EAI Committee Secretaries' notes) in a folder on the EAI Office Web Mail site for archiving.

IV.   Offer support to Chapters in helping them serve our Fellowship (i.e. online training to do meeting changes/updates).

Annual Objectives of the Committee:

I.   To follow through with editing, approving and posting the FA Secretary Kit online for FA member resource. Continue to work with Rachel, FA Member, to edit and complete the FA EAI Secretary's Kit.

II.   Assist in building an EAI Sub Web Site, working along with Adrienne, FA World Service Office Director, Ruth, FA World Service Office Chair, George, FA EAI Chair, and all FA EAI Committee Chairs and FA EAI Chapters to assist all FA meeting contacts, such as EAI, WSI, Web & Directory, PI, Connection, and possibly all FA members to get important information sent to them.

III.   Submit EAI resource information to the WSI Office Director for the FA web manager to post on the EAI web page and soon to be EAI Sub Web Site.

IV.   Establish a protocol to respond to FA member inquiries in regards to long-distance service.

V.   When needed help WSI to complete the census.

VI.   Continue ongoing training for;
    a) Registering new meetings
    b) Meeting changes

VII.   Continue to answer all inquiries in timely fashion.

VIII.   Assure that MA meeting directories are updated monthly.

IX.   Assure that appropriate reports and announcements are sent to EAI contacts as necessary.

X.   Archive documents on the FA website such as the EAI Intergroup Minutes, EAI Annual Reports, and EAI Intergroup Reports.

Guidelines of the Committee:

I.   Chair should have at least 3 years of abstinence and completed an AWOL.

II.   Treasurer should be treasurer of the EAI board—with at least 3 years of abstinence and completed an AWOL.

III.   Database person should have at least 2 years and completed an AWOL.

IV.   Other members doing office duties should have at least 1 year of abstinence.

Operating Procedures:

I.   At least one member, most often the Chair, sits on the **WSI Office Committee Conference call** and takes notes to submit to the Chair**.**

    i. We participate in group discussions and volunteer our help where it is appropriate.

    ii. The Office Chair keeps email/phone contact with the WSI committee members who manage the call and who are in charge of whatever projects we join.

    iii. We shall also bring feedback on how certain projects are progressing.

    iv. We will bring requests and ideas from EAI, (for example, to have changes made in certain details on the FA website), ideas that require approval (such as changing the format of meeting directories) to the EAI board meeting. If the board approves, next the chair will bring it to the WSI Conference call.

II.   A **welcome letter** is automatically sent out when a new meeting is registered.

    i. The PI Committee automatically gets notified of the newly registered meetings. The EAI Chair announces the new meetings at Intergroup and notifies the Vice Chair to include these new (and discontinued) meetings in the EAI monthly report.

    ii. The PI Committee Chair will contact the new meeting's contact person and notify her that the next step for the meeting is to have a FA Information Session and the PI committee will assist them in doing that.

III.   When new Board members are appointed, the EAI Office sends a Work Request to the EAI Office Director to update the email address for the Board position.