



*"... a fellowship for those with
chronic pain and chronic illness."*

**9TH ANNUAL
2025 WORLD SERVICE CONFERENCE**

SUMMARY REPORT

January 25 & 26, 2025

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WELCOME

Submitted by: Irene P.

Service Body: Chronic Pain Anonymous Service Board (CPASB)

Position: WSC Planning Committee Chair

Welcome, Delegates, to the 2025 World Service Conference (WSC). My name is Irene, and I am a grateful member of CPA as well as the WSC Planning Committee Chair, which is currently a CPASB seat. I am honored to have this opportunity to serve CPA for our 9th World Service Conference and to be part of this growing fellowship.

This weekend, we have 24 meetings represented, which consist of meetings of every type! We have a total of 56 delegates registered, which makes this our largest conference in CPA's history! We also have 17 service delegates who have offered to relinquish their vote, and by doing so, the groups have the strongest voice. I want to thank all of our delegates for your commitment to serve today. This is a huge responsibility.

I would also like to thank the WSC Planning Committee members for their support this past year: Alisa, Billy, Greer, Janet, Jes, G, Halley, Marcia, and Terry. Also, thanks to those who are giving reports today! This conference could not happen without you!

I have been the chair of the planning committee for three years, and my term is coming to an end. We are looking for an apprentice for the chair position and a delegate registrar. Please contact me so we can chat about this opportunity.

As a reminder, if you are switching with another delegate, please leave the conference as soon as they are admitted to the room. No one will be allowed into the conference during the voting portion.

We ask that you contribute this weekend by sharing your meeting's voice and bringing back to your meeting the highlights of the conference. Within a few months, a summary report will be emailed to delegates, sent to the GAC, and

posted on CPA's website in order for those who were unable to attend to receive detailed information.

ROLL CALL

Taken by Janet C. (See Appendix I for list of delegate attendees.)

QUORUM

Irene reported that the WSC is not necessarily strictly about the number of people present, but there must be the right percentage of group delegates to service workers. We have to meet quorum. There has to be a balance between our service workers and our group delegates so it is balanced. It was determined both Saturday and Sunday that quorum was met. Thank you to those service workers who graciously gave up their vote to meet quorum.

CPA SERVICE BOARD CHAIR REPORT

Submitted by: Jes G.
Service Body: Chronic Pain Anonymous Service Board (CPASB)
Position: CPASB Chair

Interviewed and Approved

1. Halley D. as Publishing Coordinator (Manager)
2. Jolie F. as Inquiry Coordinator
3. Alisa E. as Technology Coordinator
4. Betsy H. as CPASB Trustee
5. Greer T. as CPASB Trustee/History and Archives Chair

Retired

1. Halley D. as CPASB Trustee/History and Archives Chair
2. Billy S. as CPASB Trustee
3. Terry H. as CPASB Trustee
4. Letha C. as Executive Director

Implemented Restructuring

1. Eliminated the GSVO Executive Director position to be replaced by three coordinators: Publishing Coordinator, Inquiry Coordinator, and Technology Coordinator
2. Moved the ChronCon Committee to the GSVO
3. Combined the CPC and PI Committees due to low participation
4. Considering moving these committees to the GSVO

Your Current Board:

1. Chair: Jes G. - Joined July 2021
2. Co-Chair: Irene P. - Joined August 2021 (WSC Planning Committee Chair)
3. Secretary: Stephanie M. - Joined February 2024
4. Treasurer: Janet C. - Joined September 2021 (Finance Committee/PI)
5. CPA Trustee 1: Terry M. - Joined July 2021
6. CPA Trustee 2: Betsy H. - Joined November 2024 (Finance Committee)
7. CPA Trustee 3: Greer T. - Joined November 2024 (History/Archives Chair)
8. Non-CPA Trustee 1: Ron W. - Joined February 2017 (CPC)
9. Non-CPA Trustee 2: Jay S. - Joined July 2024

Additional Information

Hello, WSC Delegation! My name is Jes G., and I'm a grateful member of CPA. I am so grateful to CPA for allowing me to serve the fellowship as the Service Board Chair since 2021. It has been an honor and an enriching learning experience. I feel like I have been given so much more than I gave over these last three and half years. The Twelve Traditions and Twelve Concepts of Service are such beautiful guideposts to live by, and it has been by being of service in CPA that I have learned how to adopt these principles into all aspects of my life.

The CPA Service Board's (CPASB) job is to guide the non-profit corporation, overseeing the General Service Virtual Office (GSVO), by relying on the Twelve Traditions and Twelve Concepts of Service to direct them in problem-solving the concerns of the fellowship and challenges within the GSVO. The board as a whole meets monthly to do this work as well as host this World Service Conference (WSC) yearly. We also assign members to interview candidates for recommendation or refusal for service positions within the GSVO and the CPASB. The officers of the board meet additionally to lend one another support for their myriad duties, and the trustees are encouraged to join one of the other committees such as the Finance Committee, Public Information/Cooperation with Professionals Committee (PI/CPC), ChronCon Planning Committee, or the WSC Planning Committee.

The board is always working to reinforce the service structure to make sure the strongest, loudest voice is that of the group conscience of our CPA meetings. We want all policies and procedures to be guided by the collective voice of the fellowship. You are who matter most and who I have focused all my efforts on prioritizing. We are a busy service body, but many of us believe that our service work is the best medicine available for our health and well-being. So it truly is a gift to serve CPA.

Highlights of 2024

Throughout the year, we've interviewed several people and voted to fill the new positions of GSVO Coordinators: Inquiry Coordinator - Jolie F., Publishing Coordinator - Halley D., and Technology Coordinator - Alisa E. We've been

conducting a search for several open service positions and are interviewing interested candidates on an ongoing basis.

We continue to look for ways to save CPA money while also following the Traditions, forever careful to not accept outside contributions in the form of unusual discounts or donations from vendors. There are often lively discussions around how to best apply the Traditions in all our interactions and plans. We pay attention to our existing contracts and make changes that will better serve CPA. For example, we recently changed our contract with one of our literature vendors in order to have more freedom to allow us to sell our digital books on the CPA website.

An inquiry came to our attention regarding a chip to mark time in CPA for our members. The board's job is to only overlook the legal and fiscal components of such a proposal. So once the task force comes up with design and options for contracting vendors, the GAC or the WSC approves it. Then the board will help to find the best way to make them available to the fellowship.

When there was such low attendance and no one to chair the PI committee, the CPC and PI Committees merged to better disseminate resources. There is a lot happening in this committee, and I look forward to seeing them execute some of their plans.

CPA is growing quickly, and in order to preserve the group conscience of the meetings, we looked at how to guard against any service body with perceived power. The CPASB Eligibility Proposal was approved by the board in December. This makes trustees ineligible to serve on the board if they hold a GSVO position, GAC position, or a voting position on any of committees. We believe this will help members feel secure in that their board is altruistically working for their best interests.

Trustees Rotation of Service

We have said our farewells to a few members this year. Billy S. and Terry H. have stepped down for various reasons. Sherry D. lovingly served as Secretary of the Board and as Delegate Registrar for three years. We deeply thank them for all they

have done for CPA's wellbeing. We treasured their viewpoint, knowledge, and expertise.

We've got some new positions being filled. Stephanie M. has graciously agreed to step in as our new Secretary; Greer T. as our new History and Archives Chair; Jay S. as our new Non-CPA Member Service Board Trustee; and Betsy H. as a new CPA Service Board Trustee. It's always so exciting to have new members join the board and bring a fresh perspective.

I would like to take this time to announce my resignation as the CPASB Chair effective April 1, 2025. As of that date, I will move to stay on the board as a non-voting Emeritus Trustee. I plan to support the board and help fill in any knowledge gaps for at least one year. I hope this will make for a smooth transition and set a new precedent for future trustees.

Irene who has been CPASB Secretary and Co-Chair will become the new Chair also effective April 1, 2025, depending on the votes of the WSC.

Future Plans and Projects

The board is working on the WSC Charter, which will hopefully come to the WSC in 2026. A new service structure flow chart, with coordinator responsibilities as well as the limitation of the Service Board, and changes to the CPASB committees are all being discussed. All this is to fortify the upside-down pyramid organization structure of CPA.

What the board needs is more trustees willing to give of their time and talents. A Treasurer Apprentice and Co-Chair are needed as soon as possible as well CPA members and non-CPA members (with special skills) who love and deeply understand the Twelve Traditions.

I highly recommend giving your time to the board. It will do more for you than you might expect. If you feel inspired to apply to become a CPASB member, we will be taking nominations shortly, and we look forward to welcoming you to the CPA Service Board.

Closing Statement

It truly has been an honor to serve CPA on the board these past few years. There is nothing I could possibly do for this fellowship that will give back all that I have been given. Being truly seen and understood is such a gift, and it's a gift I'm given every time I attend a meeting. I hope I've been able to contribute in a meaningful way, even if it is only a drop in the bucket. Thank you for trusting me.

General Advisory Council (GAC)

Submitted by: Keith B.

Service Body: General Advisory Council (GAC)

Position: GAC Chair

My name is Keith, and I am the GAC Chair. This year was my first full year of being the chair, and it was an exciting year! We have had many accomplishments this year, thanks to the fellowship.

In April, Michael was voted in as the GAC Co-Chair. We are grateful for Michael, and he has been a great addition to the GAC. Shari is our GAC Secretary, and after four years of service, she is stepping aside, so someone else will have an opportunity to serve. Thank you, Shari, for your service and dedication to the fellowship. If you are interested in being the GAC Secretary, please see the description on the CPA website.

This year, the GAC created the GAC Statement of Purpose and the Benediction to be used at the monthly GAC meeting. The GAC also created standards for efficient settings, putting into place time allotments for presenting topics as well as discussion.

The GAC brought in a guest speaker this year, Ronald Woosley, MD, who wrote "The Doctor's Opinion," and is a CPA Service Board Trustee. He shared what the Cooperation with Professionals Committee is all about and how important it is to the fellowship.

The GAC also voted on and reviewed a few proposals throughout the year. The most recent one was officially naming CPA's newsletter, *Chronic Chronicle*, and working with the Technology Coordinator to obtain an email address.

This year, some of the projects the GAC is working on include reestablishing the Unity Committee, creating a committee for the possibility of a CPA chip program, and creating a bylaws review committee. Most importantly for this year, the GAC needs your support. The GAC is for all groups; it is where the voice of the fellowship can be heard, where ideas blossom into realities, and where the decisions that

affect the entire fellowship are made. If your meeting does not have a GAC representative, now is the time!

Thank you for allowing me to serve.

GENERAL SERVICE VIRTUAL OFFICE (GSVO) REPORTS

INQUIRY COORDINATOR

Submitted by: Jolie F.
Service Body: GSVO
Position: Inquiry Coordinator

My name is Jolie, I live with chronic pain and illness, and I am grateful to have served as CPA's General Service Virtual Office Inquiry Coordinator since March 2024. You are going to hear a lot of acronyms, and if it is confusing for you, you are not alone! The General Service Virtual Office, also known as GSVO, is the business office for the Chronic Pain Anonymous organization. The business office does not maintain a brick and mortar office, and our trusted servants work virtually from their homes.

GSVO restructuring came when the CPA Service Board approved the dissolution of the Executive Director position and transfer of those duties to the Inquiry Coordinator, the Publishing Coordinator, and the Technology Coordinator. The restructuring flow chart below shows the delegation of service, and today you will have the opportunity to hear from each coordinator about her umbrella of service. As these are positions created in 2024, Halley, Alisa, and I are growing, adapting, and evolving our coordinator roles to better serve the fellowship.

Accomplishments This Past Year

1. Terry M. transitioned out of her role as Meeting Liaison
2. GSVO restructuring
 - a. The Meeting Liaison position was split into two separate positions: the Inquiry Coordinator and the Meeting Registrar.
 - b. With the retirement of the GSVO Executive Director, the CPASB approved the dissolution of the Executive Director position and transfer

- of those duties to the Inquiry Coordinator, the Publishing Coordinator, and the Technology Coordinator.
- c. On 2/27/24, the CPASB accepted Jolie's application as Inquiry Coordinator.
 - d. The outgoing GSVO Executive Director proposed the Inquiry Team move from the GSVO to the GAC. Two open forums were held, and the GAC did not bring the proposal to a vote. The Inquiry Team remains in the GSVO.
 - e. The Inquiry Team kept our existing five members (Beth S., Jolie F., Paula D., Tammi C., Terry M.), and we onboarded a new member to the Inquiry Team, Jade D.

Current Projects

1. Reply to phone and website contact form inquiries
2. Revise and streamline our inquiry team database
3. Implement the 12 Traditions in our work

Metrics Where Applicable

1. Replied to 249 phone and website contact form inquiries
 - a. Up by 3.75% from last year's 240 inquiries
 - i. Sent an average of 29 emails per month
 - ii. Down by 6% from last year's average, 31 emails per month
 - iii. The Inquiry Team met 10 times this year

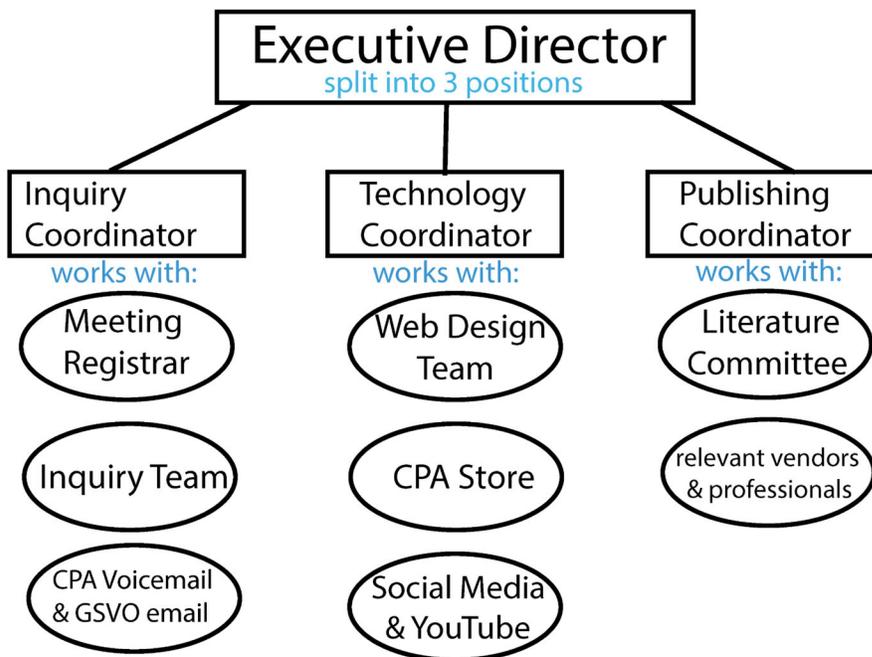
Additional Information

First, just what is an inquiry coordinator? As Inquiry Coordinator, I supervise the Meeting Registrar and the Inquiry Team; I monitor and respond to the CPA voicemail, the "contact us" form on the CPA website, and the serviceoffice@chronicpainanonymous.org account.

You might be wondering what kinds of inquiries come into the CPA voicemail, email, and website "contact us" form. We hear from potential new members who may be isolated, desperate, seeking help, and asking questions about CPA; family members in need of support; professionals like social workers, therapists, and employee assistance programs; and current CPA members seeking assistance on how to

navigate the website, how to set up automatic contributions, how to start a new meeting, etc.

I would like to thank the Inquiry Team members, Beth S., Jade D., Paula D., Tammi C., and Terry M., for their passionate service. The Inquiry Team is often the first contact someone has with CPA. In 2024, this Inquiry Team collectively replied to 249 inquiries. This is up by 3.75% from last year's 240 inquiries. The Inquiry Team met 10 times this year and are dedicated to being the hand of CPA when anyone reaches out for help. We do this through the application of the Twelve Traditions and by prioritizing a balance of self-care and recovery with service work.



MEETING REGISTRAR

Submitted by: Jolie F.
Service Body: GSVO
Position: Inquiry Coordinator/Meeting Registrar

Accomplishments in Past Year

1. Two new video meetings and one face-to-face meeting started
2. Terry M. transitioned out of her role as Meeting Liaison
3. GSVO restructuring
 - a. The Meeting Liaison position was split into two separate positions: the Inquiry Coordinator and the Meeting Registrar.
 - b. In February 2024, the CPASB accepted Jolie's application as Inquiry Coordinator.
 - c. The vacant Meeting Registrar position duties were covered by Letha and Terry M. the first half of the year and by Jolie the second half of the year.

Current Projects

1. The Meeting Registrar position has been vacant for 12 months.
 - a. Two applicants were interviewed and determined not qualified for the position. Two applicants withdrew their applications prior to an interview.
 - b. The Meeting Registrar position vacancy has been brought to the GAC and cross platform intergroup for support in finding candidates.
2. Monitor and respond to the meeting@chronicpainanonymous.org account
3. Register new meetings, update changes to current meetings, and coordinate with the CPA web design team and cross platform intergroup
4. Reach out to all existing in-person meetings to confirm they are still happening
 - a. Update contact information and registered meetings spreadsheet

Metrics Where Available

1. Average emails sent/month data is not available due to position vacancy and temporary coverage of duties by multiple service workers

Registered Groups 2024: 62

Face to Face = 12
Phone = 11
Video = 36
Online = 3

Change from 2023:

-1
0
+2
0

Additional Information

At the end of 2023, Terry M. left her position as GSVO Meeting Liaison, and we thank her for her 2+ years of dedicated service. At that time, the Meeting Liaison was split into two positions to better distribute the responsibilities. The Inquiry Coordinator and Meeting Registrar positions were created.

As you already know, I am serving as the Inquiry Coordinator, but what the heck is a Meeting Registrar?

The meeting registrar position is responsible for monitoring the meeting@chronicpainanonymous.org account, supporting existing meetings, registering new meetings, and coordinating with the GAC, WSC, Web Design Team, and XPI.

Unfortunately, the meeting registrar position has remained vacant for the entirety of 2024. I would like to thank Letha and Terry M. for covering the role the first half of the year. I have covered the role the remainder of this year. Our immediate focus is to get a qualified applicant into the meeting registrar position as soon as possible.

I'd like to update you on some exciting current data about CPA meetings.

We currently have 62 registered meetings across four different platforms:

- a. 12 Face to Face
- b. 11 Phone
- c. 36 Video
- d. 3 Online

In 2024 we added two new video meetings and one face to face meeting.

The Meeting Registrar works closely with a lot of service bodies. I would like to thank Billy S. for creating a flow chart for how to start a new CPA meeting. I would also like to thank the CPA and XPI web design teams.

PUBLISHING COORDINATOR

Submitted by: Halley D.
Service Body: GSVO
Position: Publishing Coordinator

Accomplishments

1. WSC 2024 Documents
 - a. Contracted a graphic designer and worked with the Literature Committee to create the bookmarks, table tents, etc.
 - b. Once designed, ordered the printed products to be sent to the CPA Store
2. Ordered CPA Store inventory as requested
3. Worked with independent contractors to have *Peace, Joy, and Comfort* (PJ&C) proofread, graphic design elements updated, and a cover created with member artwork

Current Projects

1. Publishing *Peace, Joy, and Comfort* (provided WSC approval)
 - a. Print, electronic, and audio formats
 - b. Audio format will be available a few months following the print release
 - i. Made available for purchase from many different vendors

Metrics

1. Restructuring
 - a. January-May: Letha
 - i. Very basic training her last 2 months
 - ii. Appreciated not being micromanaged and being able to figure out how to do things in the best way for me and the current climate of CPA
 - b. June: Search Committee Interviews
 - c. July-present: Halley

LITERATURE COMMITTEE

Submitted by: Halley D.

Service Body: GSV0

Position: Publishing Coordinator/Literature Chair

Accomplishments

1. 2024 approved WSC Documents
 - a. Came up with concepts and approved graphic designs for 2024 WSC approved documents, such as the ONAAT Bookmark
 - b. All available in print and electronic forms
 - c. Audio version of ONAAT will be available soon
2. *Peace, Joy, and Comfort*
 - a. Collected, reviewed, and incorporated fellowship feedback into the "Fellowship Review" edition of the daily reader. Made public February 2024
 - i. Different ways of providing feedback: feedback forms, in meetings, email, conversation, drop-in/pop-up sessions, etc.
 - b. Continued to collect and then selected artwork submitted by CPA members for the cover of this book

Current Projects

1. *Peace, Joy, and Comfort*
 - a. Audiobook version
2. Audio recordings of all CPA Literature (non-books)
3. Next book: Service Manual - *Every Voice Matters*
 - a. Currently working on in Thursday drop-ins
4. Fourth Step Emotional Inventory workbook
 - a. Available upon request. Taking feedback and need help in creating a draft for fellowship review
 - b. Hope to have ready for 2026 WSC
5. The Literature Committee needs support. We are in need of a Committee Chair, and project managers if we want to continue creating new and updating older literature. It's been nearly a year since we have had a literature chair. Publishing managers have stepped in to cover during this transition. No special skills are needed, just a love for CPA and wanting to spread the CPA message of hope.

TECHNOLOGY COORDINATOR

Submitted by: Alisa E.

Service Body: GSVO

Position: Technology Coordinator

1. This position started July 2024.
 - a. The concept is that this position is one third of the executive director position - a way to make serving CPA easier since we all have chronic conditions that can make working difficult.
 - b. Technology Coordinator currently has the following responsibilities:
 - i. Manages departments that are tied to technology:
 1. Web Design Team (including the Webmaster)
 2. Social Media
 3. Store (including the Store Manager)
 - ii. Helps Service Bodies (Board, GSVO, GAC) with technology-related issues
 1. Ensures technology-related bills are as low as they can be for what we need and use
 2. Manages accounts for software used by the board and GSVO departments
 - a. Google Workspace
 - b. Zoom
 - c. Adobe
 3. Helps Trusted Servants learn how to use technology they use in their position

Accomplishments This Past Year

1. Worked with the Board to establish the responsibilities of the position while also establishing the differences in Alisa's other positions (Web Design Team Chair & Webmaster) to ensure that a transition to another trusted servant will be as easy as possible
2. Helped hire and onboard our new Store Manager, Suzianna. For more information please see the Store Manager Report

Current Projects

1. Working with Social Media Team to reduce software cost
2. Working with CPASB Treasurer to improve bookkeeping costs when using Zoom Events
3. Working with CPASB Treasurer to possibly reduce Zoom costs
4. Revitalizing a position - Youtube Chair
 - a. This position will manage the CPASB's Youtube page.
 - b. The main work will be to upload videos to YouTube to help the fellowship.
 - i. ChronCon Recordings
 - ii. XPI Speaker Meeting Recordings
 - iii. These will need to be converted to video before uploaded.

Social Media

Submitted by: Laurelle M.
Service Body: GSVO
Position: Social Media

Accomplishments in the Past Year

1. Laurelle and Cat consistently posted memes with quotes from CPA literature.
2. Cat posted announcements for CPA events.
3. Barbara has created and posted memes using the Adobe account.

Current Projects

1. Working with the Technology Coordinator to reduce costs of software
2. A proposal is in the hands of the fellowship to be voted on at the 2025 WSC regarding updating the guidelines for YouTube. This will allow for YouTube content to be updated as the social media team feels is appropriate, instead of waiting for the WSC to vote on it, which would be once a year.
3. Support Barbara as she transitions fully into the social media position
 - a. Cat will share her announcement formats with Barbara as well and show her that process
4. The team will bring the concern of the political climate around the X platform to the GAC for fellowship review.
 - a. In the meantime, the team keeps the account active and continues checking messages, although it has decided to forgo posting on X until the GAC reviews this information.

Metrics

1. Formerly Twitter now X: no increase in followers, we are steady at 512
2. Instagram: up to 1274 from 1226
3. Facebook: down to 5.2k from 5.3k
 - a. Some specific Facebook metrics according to page likes (the metrics are limited to the last three months due to a platform update)
 - i. Audience for Top 5 cities w/r/t page likes: New York City, San Juan in Puerto Rico, Mexico City, Phoenix, Los Angeles
 - ii. Countries w/r/t page likes: 71% USA, 11% UK, Canada 4%, Puerto Rico 3%, Mexico 2%, Australia 2%, Ireland 1%, Philippines 1%, India 1%, and 1% South Africa

Store

Submitted by: Suzianna W.
Service Body: GSVO
Position: Store Manager

Accomplishments This Year

1. Received and sorted new items approved at the 2024 WSC
2. Store manager position transitioned from one member to another this year
 - a. Thank you, Sherry, for all your hard work in this position!
 - b. Inventory was boxed up and mailed to the new SM
 - c. Suzianna unboxed, sorted, and set up inventory to prepare for upcoming orders
3. Continually handles orders as they come in
 - a. Gathers items ordered
 - b. Purchases postage and supplies as needed/reports cost to bookkeeper
 - c. Sends out orders in a timely manner
 - d. Continually checks the store manager email to help the fellowship with orders as needed

Current Projects

1. Continuing to learn the position and how to improve it over time

Metrics

1. Received 24 physical orders (January 1 - December 31, 2024)

Good afternoon. My name is Suzianna, and I am the new Store Manager. Our store is where we sell beautiful color copies of our brochures and bookmarks.

The store manager position transitioned from Sherry D. to myself at the end of August. Sherry served in that position for four years. Thank you, Sherry, for your valuable service!

In early September, the inventory was shipped to me. Once I received the inventory, I unpacked, sorted, and organized the items. I ordered supplies and Alisa, the Technology Coordinator, trained me how to receive orders and how to

physically mail them. I was also trained on the Google file room and the store manager email.

In 2024, the store processed 24 orders. I processed a few orders last year. So far this year, I have processed 11 orders. I check the email daily for incoming orders and other interoffice emails.

In 2025, I will continue to process orders as they come in. I have some ideas for the store, which could be to update the newcomers packet and possibly design a second newcomer packet which would include more information. This year, I will be completing a full store inventory, which has never been done before. I am also proposing new ideas to promote the items that are in the store.

I'm excited and I'm looking forward to continuing to work toward improving the CPA Store as time goes on.

Web Design Team

Submitted by: Alisa E.

Service Body: GSVO

Position: Technology Coordinator/Web Design Team Chair

This team meets once a month to decide on how to best improve the main CPA website, chronicpainanonymous.org, as the fellowship grows and its needs change.

Accomplishments This Past Year

1. Onboarded several new team members as page managers/helped page managers with issues as they arose
2. Worked with the Meeting Registrar/Meeting Representatives/Committee Chairs to keep meeting info on website updated
3. Worked with the Inquiry Coordinator to help support fellowship members with any technical issues associated with the website
 - a. Store (login issues, help with orders, etc.)
 - b. Contributions (using PayPal/Venmo, setting up monthly contributions)
 - c. General issues (finding specific information, etc.)
4. Attended other committee meetings to ensure their needs from the website are being met
 - a. World Service Conference Committee
 - b. ChronCon Committee
 - c. General Advisory Committee
5. Kept the website running smoothly
 - a. Checked regularly for loading issues
 - b. Tested Wordpress/plugin updates before implementing them
 - c. Updated WooCommerce database as needed
6. Worked with the Publishing Coordinator to get draft of new book (*Peace, Joy, and Comfort*) to fellowship
 - a. Wrote and published a page describing the new book and how to get it
 - b. Added the draft of the book in EPUB format to the store
 - c. Supported an open forum to answer questions
 - i. How to get the book through the store
 - ii. How to open the book on the member's specific device
7. Added recordings of 2023/2024 ChronCon to the ChronCon page

8. Added yearly/monthly finance graphs to CPASB finance's page
9. Added new store items from 2024 World Service Conference
10. Worked with the Inquiry Coordinator to reduce spam coming from website forms
 - a. Added a CAPTCHA alternative that doesn't require users to solve a puzzle - this reduced spam without causing difficulty for the fellowship to use the forms
11. Worked with the WSC Chair to add two calculators to the WSC Page
 - a. To calculate quorum and substantial unanimity

Current Projects

1. Add eBook and audiobook versions of our literature to the store
2. Set up capabilities to share audio versions of some of our member resources
 - a. Create a new page under Member Resources - Audio
 - b. Add new audio files to both the audio page and the store
3. Add new payment options to the contributions page
 - a. Google Wallet
 - b. Apple Pay
4. Research the possibility of re-adding a search bar to the website
 - a. This was removed years ago because it didn't work
5. Re-upload every PDF file to the website to update them to the new business name
 - a. From "Chronic Pain Anonymous Service Board" to "Chronic Pain Anonymous World Services"
6. Rewrite service descriptions for open service positions to help Fellowship understand what each position entails
 - a. Write new Information Document for the Web Design Team
 - i. Alisa has been the Webmaster for over five years and wants to ensure everything she has learned is passed to the next set of trusted servants.
 1. This information spans from the simple (like how to edit a text page on the website) to the more complicated (like how to add closed captioning to videos uploaded to a page).

VOTING PROTOCOL AND PROCEDURES

What does quorum mean?

The CPA Service Handbook states in the description section of Concept 4: *There is balance in that the Service Board of Trustees and service workers together make up no more than one-third of the voting at the WSC.* For today's conference, board members and service workers have volunteered to surrender their votes. This is so the fellowship has the majority voice during the conference.

Why are some people giving up their votes?

In the past, we have had to calculate the number of service body delegates (Service Board Trustees, GAC Officers, and GSVO Staff) to make sure that no more than one third was present and voting. The WSC Planning Committee would have a list of members willing to give up their votes in order to meet quorum requirements.

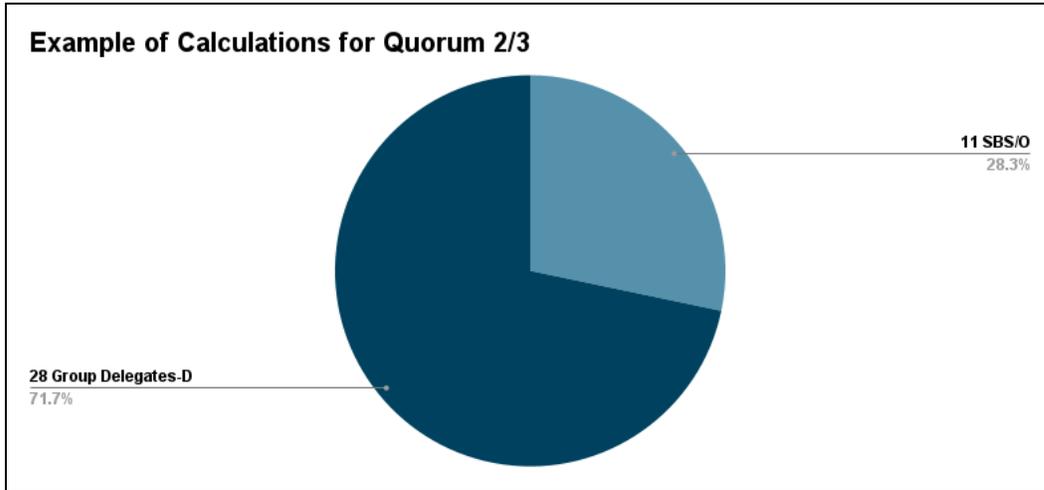
Calculations for Quorum

Example: Let's say the following are Voting at the WSC

	28 Group Delegates (D)
+	5 Service Board (O)
+	3 GAC Officers (O)
+	<u>3 GSVO Service Body Staff (SBS)</u>
	39 Total Voting

28 Total Delegates divided by 39 Total Voting = 71.7%

The Total Delegates is above 66.6%, or $\frac{2}{3}$, which means quorum is met and no votes need to be surrendered.



We have some amazing news this year. We will not need to calculate quorum at the 2025 WSC because most every service body delegate has relinquished their vote so that close to one hundred percent of the votes calculated will be coming directly from the most important voices in the room, the CPA Meetings! Thank you, trusted servants, for this beautiful display of trust and unity.

Warranty Four states “that it reaches all important decisions by discussion, vote, and whenever possible, substantial unanimity.”

When possible, issues are discussed until there is certainty that all minority opinions have been heard and most people can support the decision. Usually a two-thirds acceptance means a motion passes but how this ratio is calculated is decided at the conference each year.

Substantial unanimity

Substantial unanimity is the calculation of two-thirds of total members voting on any given item—not the total of registered delegates. Delegates may need to leave during the WSC for self-care or other reasons. If you need to leave during voting, we ask that you turn on the ‘away’ icon, which is in the reactions tab and looks like

a coffee cup. We are guided to consider all viewpoints and strive for substantial unanimity. Differences can be discussed, and a solution can be found. We listen to others and have permission to disagree, and we abide by the group vote.

Substantial unanimity explained in a different way.

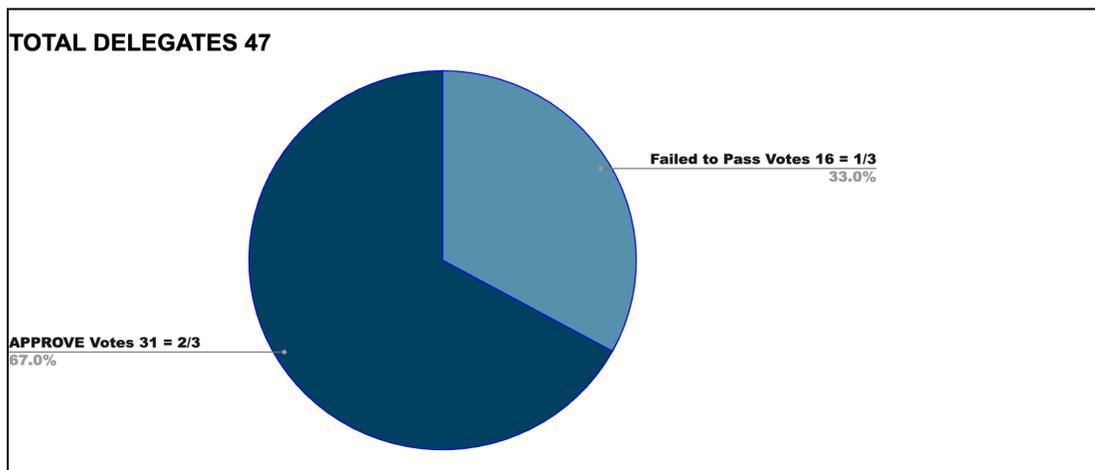
Substantial unanimity is when we have at least two thirds of the fellowship championing what we are voting on. CPA does not aim for just 51% as in the simple majority vote. We strive for greater backing from the fellowship.

Example: There are 47 Delegates (all voting participants)

Calculation: $.667 \times 47 \text{ Delegates} = 31.02$ (.01 to .49 rounds down and .50 to .99 rounds up)

A passing vote is **31** persons in favor.

Calculations for $\frac{2}{3}$ substantial unanimity

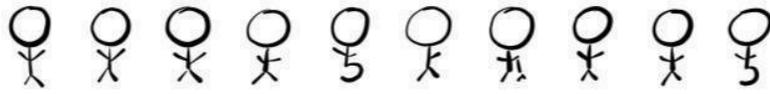


Does an abstention count as a no vote?

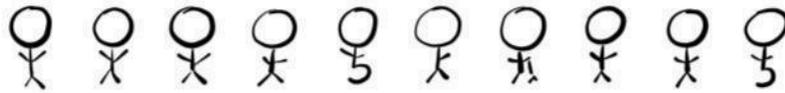
It is important that every delegate present for a vote understands their responsibility to that vote. You are counted whether you vote yes, no, or abstain. Enough abstentions might keep something from passing; however, that means that

the item up for vote didn't have enough delegates championing the cause. It wouldn't be an accurate representation of the fellowship's support of something if it passed with only three votes because everyone else abstained.

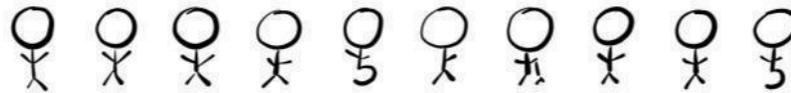
Let me show you...



every voter must be counted



PASSES: substantial unanimity



consensus or what we strive towards

What is the importance of the minority opinion?

Concept Five honors the Right of Appeal/minority opinion. Any delegate may state their minority opinion which ensures all views are honored and considered.

Once the minority opinion is shared, the chair asks if anyone who voted in accordance with the popular vote wishes to change their vote. If no one does, we move on with the agenda. If even just one person does wish to change their vote, the chair will ask for a motion and a second to retake the vote. (Reminder: only second an item if you agree with it.) Keep in mind that if no one seconds the revote motion, the motion does not pass and we move on with the agenda. If there is a second to taking a revote, the voting process begins again by the chair calling for discussion time.

And please remember any member is welcome to request a moment of silence or the recitation of the Serenity Prayer before any vote, as we seek Higher Power's will for CPA, not our own.

CPA SERVICE BOARD REPORTS

FINANCE

Submitted by: Janet C.
Service Body: CPASB
Position: Treasurer

Accomplishments This Year

1. Produced and implemented Business Expense Form with procedure
2. Procedure to process Zoom Event payments
3. Redistributed GSVO Stipends
4. Utilized new format for Budget
5. Quarterly Oversight continues to show proper documentation
6. Adjusted entries to four accounts bringing them to a zero balance, due to transactions dating back to 2016-2021

Current Projects

1. Adding Google Pay and Apple Pay moved to current year
2. Updated finance page on Chronic Pain Anonymous website quarterly
3. Pie charts for each book produced to show expense vs. income, break-even point
4. Procedure for Board Committees/GSVO/GAC to submit budget numbers to Finance
5. \$5 a Month for 2025 7th Tradition spiritual contribution appeal

Metrics Where Available

1. 2024 Year-End Financial Summary

- a. Cash on Hand: \$21,385.52

Total Income:

Books and Literature: \$2,451.80
Direct Public Support: \$14,360.94
Other Income: \$610.00
Fees: -.04

Total: \$17,442.34

Total Expense:

Accounting and Bookkeeping:	\$4,783.63
Operations:	\$808.67
New Meeting Support:	\$162,63
Website:	\$108.33
GSVO Stipends:	\$3,500.00
Books and Literature:	\$2149.65
CPASB Committees:	\$489.94
GAC/ChronCon:	\$479.39
GSVO:	\$1,335.63
Other	\$1,178.18
Revenue:	\$2,563.74

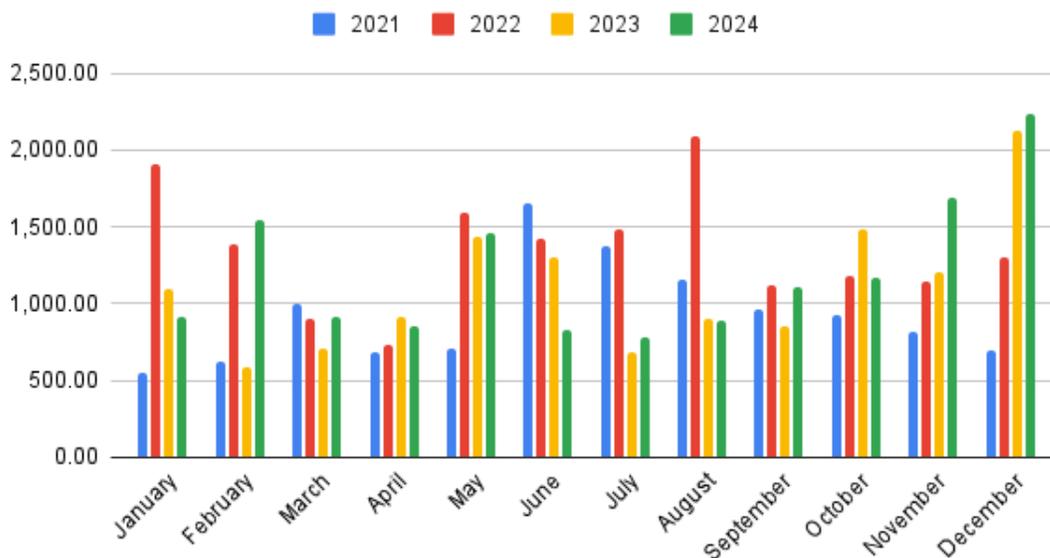
Total: \$17,442.34

2. 2024 Finance Graphs

1. Annual Donation Comparison by Month, 2021-2024

- December was the highest month for contributions.

Contributions '21, '22, '23, '24



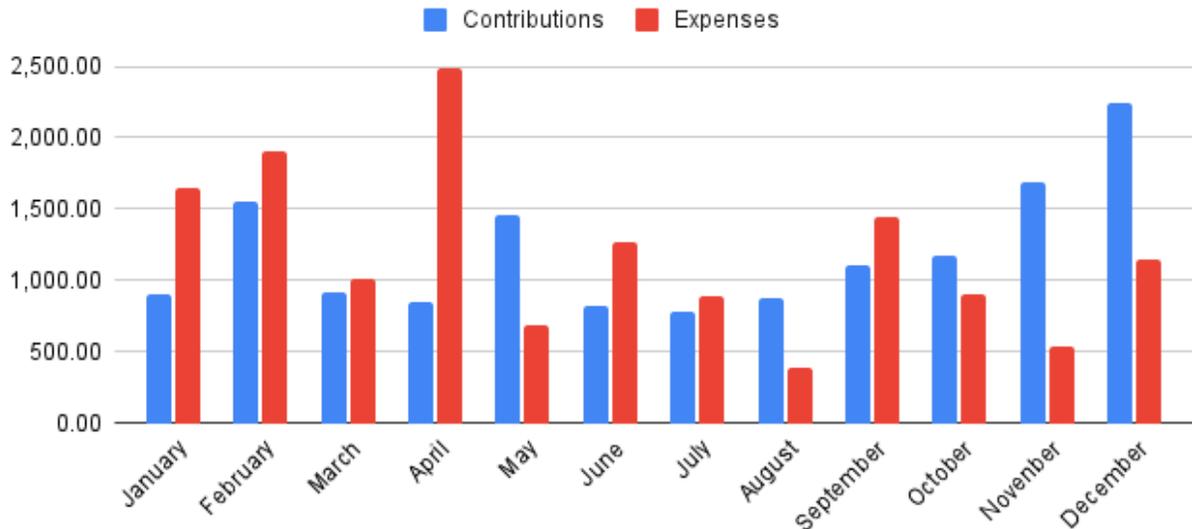
2. Annual Donation Comparison by Year, 2021-2024

- We ended the year with an 8.25% increase in contributions over 2023 but down about 12% from 2022.

	Totals
2021	\$11,146.53
2022	\$16,249.61
2023	\$13,287.57
2024	\$14,360.94

3. 2024 Monthly Contributions vs. Expenses

- Contributions were \$14,360.94.
- Expenses were \$14,337.29.
- We maintained our normal business expenses along with approximately \$3,000 of additional expenses toward the daily reader.
- Close to \$2,500 was from book related sales.



4. 2024 Statement of Activity by Class (Appendix III)

- This graph breaks down all account activity by month.

Additional Information

Hi, all. I am Janet, and this is my third year as CPASB's Finance Treasurer. I have loved being of service in this position and really appreciate all I work with as we can't do this alone. I especially want to thank our bookkeeper, Marn, who I work closely with. My term is up, and I am looking forward to working with an apprentice until they are comfortable as Treasurer. Please contact me for details.

Most importantly, I want to thank each and every member who has contributed to CPA knowing that we operate ONLY on donations made by our members. You keep CPA going!

This year, we have continued to moderate expenses and keep a watchful eye on money spent. We evaluate all dollars going out by getting competitive quotes where possible and continually reviewing all current expenses.

I developed and implemented a business expense form in order to track expenses in one place, including documentation, so that our bookkeeper no longer has to spend time reaching out to others for new information, which incurs bookkeeping expenses. I also do the footwork with vendors when issues arise, again for the same purpose.

I have written a procedure for processing Zoom Event payments, which are third party payments to our accounting system, as we have experienced complications the last two years.

The financial charts continue to be updated so that we have easy visual representation and comparison of annual expenses vs. contributions as well CPA's prior year contributions.

Quarterly oversight is done by alternating board members and continues to show required documentation of random transactions.

In the year-end review, I discovered that four accounts that could carry a balance did indeed have transactions from prior years, including dates back from 2016-2021. Adjusting entries were made to bring these accounts to a zero balance as there were no current transactions as of 12/31/24.

We are also going to strive to update the finance page of the Chronic Pain Anonymous website quarterly in 2025.

I am hoping to accomplish creating pie charts that will depict each of the books that CPA has produced to show expenses vs. sales so that we can visually see our break-even points.

While our first two quarterly appeals did not generate the level of support that we had hoped, we were extremely grateful for those who did participate. We chose not to continue the appeals in the last two quarters.

With generous December contributions, CPA was able to end the year with a revenue of \$2,563.74.

We are announcing 5 in 2025! We are encouraging our members whose lives have been positively impacted by CPA to make a spiritual contribution of a minimum of \$5 a month, which provides financial stability and helps us fund future projects, including literature and public outreach.

ChronCon

Submitted by: Jade D.

Service Body: ChronCon Planning Committee under the CPASB

Position: ChronCon Planning Committee Chair

Accomplishments in Past Year

1. Last year's "Turning Twenty Together," where ChronCon 2024 celebrated the 20th anniversary of the Chronic Pain Anonymous Fellowship, was the most attended convention thus far. There was an incredibly positive response from those who attended.
2. It was the smoothest ChronCon yet in terms of the "Zoom Events" technical side. This meant that the ChronCon committee and technical support members could participate in the convention much more than in years past.
 - a. Thank you so very much to Halley for all of her leadership, technical knowledge, ingenuity, and loving dedication during these last two years that she has been part of the ChronCon committee.
 - b. This last summer, Jade stepped into the ChronCon chairperson role; she is enjoying working with this wonderful committee.

Current Projects

1. ChronCon 2025: The theme this year is "How Creative Can We Be?"
2. 2025 session application form available January 15-March 15
3. Memorials: Please add any CPA member who has died within this last year that you'd like to be included in our Memorials session at this year's ChronCon.
 - a. A link to this form can be found on the ChronCon page year-round.

Metrics Where Applicable

1. 15 sessions, over 2 days
2. 129 participants
 - a. Sessions ranged from 30 to 70 participants.
3. Total event cost: \$812.84
 - a. Total ticket sales: \$1,306.00
 - b. Final balance: +\$494.16

Additional Information

The theme for 2025 is called "How Creative Can We Be?". It does not necessarily mean the ChronCon workshops, sessions, meetings, speaker panels, etc. will be about artistic creativity or that attendees will be required to participate in any arts and crafts type activity. Living peacefully, joyfully, and comfortably with chronic pain and illness asks us to be creative with how we live, think, and approach life. This year's theme, "How Creative Can We Be?", is an invitation to those who are submitting session ideas as well as for members attending the convention. Dream, imagine, play, pray, brainstorm work-arounds, celebrate! Just how creative can we be while honoring our limits and living our best lives?

The ChronCon Committee meets the third Thursday of each month at 4:00 pm ET, which is 1:00 pm PT. You can find the Zoom room info and details on the Chronic Pain Anonymous meeting calendar.

Please stop by and see what all the fun is about; this may be the committee for you!

Public Information/Cooperation with Professionals Committee (PI/CPC)

Submitted by: Ron W.
Service Body: CPASB
Position: PI/CPC Chair

1. The board voted to approve the merger of the Public Information and Cooperation with Professionals Committees in September 2024.
 - a. Streamline overlapping projects
 - b. Combine limited personnel resources
2. Revitalization of this committee brought new members with fresh ideas
 - a. How can we reach out to professional organizations that cater to the professionals that serve people with chronic conditions?
 - i. Joining organizations to let them know we exist
 - ii. Asking organizations if they would like to host speakers at their events
 - iii. How can we let other Twelve Step fellowships know that we exist?
 - iv. What technology can we utilize that will help these organizations get to the most pertinent information?
 - v. E-business card
 - vi. Link landing page (work with Social Media Chair)
3. Formalize Mission Statement that will be brought to the GAC
4. Continue to recruit new members to the committee
 - a. Including
 - i. Chair
 - ii. Co-Chair
 - iii. Secretary
5. We meet on the third Wednesday of the month at 4:30 pm Eastern.

Additional Information

The CPA Service Board approved the merger of the Public Information and the Cooperations with Professionals Committees (PI/CPC) in September of 2024. This was done to streamline overlapping projects and combine limited resources.

The revitalization of this committee has brought new members with fresh ideas. The committee is currently working on how to best reach out to professional organizations to let them know about CPA and all we have to offer. We are considering how to best let other Twelve Step fellowships know about CPA. Recommendations were made about how to best utilize technology as a tool for PI/CPC members, i.e. e-business cards, link landing pages.

In 2025, the committee will be finalizing the new mission statement that will be brought for approval at the General Advisory Council (GAC). We continue to recruit new members and hope to establish a new chair, co-chair, and secretary as soon as we are able.

This is a fun, lively committee with lots of great conversations. Come join us!

History and Archives

Submitted by: Greer T.

Service Body: CPASB

Position: History and Archives

I was voted into the CPASB/History and Archives chair position on 10/25/2024. I was granted access to the History and Archives documents and email account, and I was given some training on how to use Google Drive and Gmail. I'm reading through and organizing accumulated emails, and I continue to familiarize myself with the History and Archives files. I have updated the History and Archives document to the level of my ability thus far.

I will continue learning more about the History and Archives service position and how best to carry out my duties as well as how to be accessible and informative to the fellowship. I am formulating ideas for History and Archives's participation in ChronCon 2025.

I plan to invite the fellowship to take a more active role in helping me to gather significant events and information that belong in the History and Archives document by including that announcement in my GAC reports as well as in CPA meetings I attend. CPA History belongs to all of us, not just to the archivist, and I would love the fellowship's assistance, input, and inquiries at any time.

Nominees for the CPASB

Submitted by: Jes G.

Service Body: CPASB

Position: CPASB Chair

In 2024, the World Service Conference agreed to bring nominees forward to the CPA Service Board that the CPASB would then interview and elect, if they met the qualifications to become service board trustees. This is the first year that we are putting this into effect after the fact. Instead of us selecting officers for the CPASB, we wanted the fellowship to have a say in who becomes the officers, and who gets approved from the pool of nominees.

First, let me tell you a little bit about what the CPASB does. The CPA Service Board is the chief service arm of the World Service Conference. They are the Guardian of the 12 Traditions and 12 Concepts of Service. In managing the affairs of the Corporation, the CPA Service Board is authorized to maintain policies of the General Service Virtual Office (GSVO) that you hear us talking about all the time. The CPASB is responsible for CPA property and finances, makes long range plans, authorizes expenditures, appoints committees, takes actions to carry out the purpose of the fellowship, and approves the agenda for the World Service Conference.

There are a few requirements for trustee positions, and there are qualities that the trustees must possess. This is the letter that went out to the fellowship before this conference, [2025 WSC Nomination Letter](#). Today, we have a few different nominees that have come forward and a couple of people who have filled out applications that we want to bring here before we go ahead and move forward with the process. So let's take these one by one.

Nominees for CPA Service Board Trustee

Chris G. Nominee for CPASB Trustee

Motion: Beth

Seconded: Stephanie P.

Discussion:

Would like to know more about Chris. If it is HP's will for her to serve, she will. If not, she will apply again next year. She helped to get the phone intergroup started and has taken a reprieve from service and is ready to get back into it. If this is where the need may be where the need existed, she was very humbled about asking to be here.

- a. Has known Chris for a while now and seems very steady and calm.
- b. Chris started the Unity Committee.

Vote = For: 20 Against: 1 Abstain: 2 Percentage = 86.9%

Minority Opinion: No minority opinion expressed

Results: PASSES

Letha C. Nominee for CPASB Trustee

Motion: Paula

Seconded: Beth

Discussion: No discussion

Vote = For: 17 Against: 2 Abstain: 4 Percentage = 73.9%

Minority Opinion: No minority opinions expressed

Results: PASSES

Marcia F. Nominee for CPASB Trustee

Motion: Beth V.

Seconded: Shari W.

Marcia's comments: I am grateful to have the opportunity to share. This program has changed my life. A dear friend of mine brought me into this fellowship three years ago. I live a totally different way now because of our Steps and Traditions, utilizing the tools and being in meetings with all of you. I want to offer my help and support to the board. I have experience from years ago, and I want to do whatever I can for CPA, wherever it is needed.

Discussion: No discussion

Vote = For: 21 Against: 0 Abstain: 2 Percentage = 91.3%

Minority Opinion: No minority opinions expressed

Results: PASSES

Tammi C. Nominee for CPASB Trustee

Motion: BB

Seconded: Miranda

Tammi's Comments: I've dilly-dallied around with other service positions, and I'm just looking to grow and learn more and just help other members too while I'm doing it. Just doing service has just made my life so much better, and I feel like I have a purpose, and again, I'm looking for a different service body. I've poked around in other service bodies, and I'd like to try this one out and help you guys the best I can to make the fellowship grow and thrive.

Point of clarification: Yesterday, we did not offer for the nominees to wait in the waiting room where discussion was happening. We forgot. Today, we want to offer it to you. It's your choice since we didn't do it yesterday. We are offering to put people in the waiting room while the vote is happening, and then you can come back afterwards. Tammi agreed to wait in the waiting room.

Discussion:

- a. I actually think it's a good thing to put someone in the waiting room not just for their sake but so that if someone wanted to say something but they weren't comfortable, it keeps things safe on both sides.
- b. Q. Could somebody give me some examples of how I would be affected by who's on the service board? A. The service board oversees the World Service Conference, not the group conscience of the conference, just the conference. The board also oversees the GSVO. A lot of times, the board is making decisions that are financial and making sure that when they are problem-solving, they are problem-solving and keeping in line with the traditions and the concepts. So you really want people who are willing to or

who understand the concepts and the traditions really, really well and who exemplify working on them. That's what I (Jes) look for on somebody who's joining the board.

- c. Point of clarification: When nominees are brought forward and not on the agenda in advance of the World Service Conference, the delegates do not have the opportunity to discuss with their group the nominees, and it's my understanding that delegates are here voting their group conscience, not what they personally think. So I just wanted to put that out there that we had three nominees that weren't on the agenda, so they weren't ever able to be brought back to the groups. I will also point out that every person here who is representing a group has the right of decision. You are empowered to make your own decision with whatever information is put forth for you today. I just definitely want to make sure that you know you have the right to do that.
- d. Point of information: How many positions are there currently open on the board, just so we have an idea of how many? There are several open positions. We are not even close to filling up.
- e. I just wanted to say that I have worked with Tammi a little bit, and I've been impressed by her dedication to CPA and by her knowledge. She always seems to be up on what's happening.
- f. Tammy chairs a Monday night meeting and has been for several weeks, and I am bringing a group conscience from that meeting, even though I represent another meeting, but for that particular group conscience, we had taken a vote and voted her in.
- g. From the moment she first came in, she was all about service.
- h. I really appreciate Tammi's dedication to service.
- i. Some have been overwhelmed by the amount of information Tammi was giving them. Sometimes it can get complicated to work with her in that capacity.
- j. I appreciate all the service work that Tammi does.
- k. You mentioned that there are multiple service board positions that will need filling even if this one is filled. Q. What is the procedure for that mid-year for filling positions? A. This is fairly new that they are coming to the World Service Conference. We're trying to get the World Service Conference to pick the pool of nominees that the board actually either votes in or does not vote

in. Just because someone gets voted in here as a nominee, that does not mean that they will automatically be in that position on the board. There is a vetting process that goes into selecting a board, but we wanted the officers to be confirmed by the World Service Conference, and yes, we will still have open positions.

- I. If we have more nominees, we might do a mid-year vote. That might be one of the reasons that we would have a mid-year vote, if that proposal passes. The idea is to try to get the world service conference to weigh in on who is on their board. But this is fairly new. It used to just solely be at the board's discretion, and we are trying to shift gears.

Vote = For: 10 Against: 8 Abstain: 4 Percentage = 45.5%
Minority Opinion: No minority opinions expressed
Results: Does not pass

CPA Service Board Trustee Officer Position Changes

Irene P. to Chair of the CPASB

Irene's comments: I have been on the board, I have been the Secretary, Co-Chair of the Board, and Chair of the WSC Planning Committee. HP called me for service. I had been a member of CPA for many years and had not been involved in service. Being part of the board has totally changed my life. It has given me confidence and abilities. You have my word I will always do what is best for the CPA fellowship.

Motion: Paula
Seconded: Kathy

Discussion: No discussion

Vote = For: 23 Against: 0 Abstain: 0 Percentage = 100%
Minority Opinion: No minority opinions expressed
Results: PASSES

Stephanie M. to CPASB Secretary

Stephanie M.'s comments: I have been on the board since Feb of 2024. I would appreciate the vote of confidence from the fellowship. I have extensive experience editing, and I feel confident in my ability to complete these task.

Last year, Stephanie M. was here and was the first person to go through this process.

Motion: Marn

Seconded: Stephanie P.

Discussion: No discussion

Vote = For: 22 Against: 0 Abstain: 1 Percentage = 95.7%

Minority Opinion: No minority opinions expressed

Results: PASSES

2025 WSC Substantial Unanimity Proposal

The WSC Planning Committee would like to propose that the calculator on the CPA website found here, [WSC Calculator](#), is used to calculate substantial unanimity for the 2025 WSC. This will ensure transparency and accuracy.

Motion to use the calculator on the CPA website to calculate substantial unanimity for the 2025 WSC.

Motion: Marn

Seconded: Paula

Discussion:

- a. Q. Are people who are not voting allowed to enter into the discussion? A. No.
- b. Q. Why are those who are not voting participating in discussion? A. The voice of the fellowship should be the strongest voice here.

Vote = For: 21 Against: 0 Abstain: 0 Percentage = 100%

Minority Opinion: No minority opinions expressed

Results: PASSES

Proposal: Peace, Joy, and Comfort Book

Proposal for *Peace, Joy, and Comfort* to become Conference Approved Literature (CAL).

Motion: Cat

Seconded: Marn

Discussion:

- a. Thrilled we have this book because so many people helped to write it.
- b. Just love the cover art.
- c. Like the artwork. Q. Is it possible to have it on the full page? A. It is too late to make changes to the cover art.
- d. I would be disappointed if this book is not approved. There has been a lot of discussion and a lot of time, energy, and effort in creating this book and the cover. It seems it has been a long time coming. It has been carefully considered for quite a while.
- e. The cover design is someone's interpretation. That is all the different threads on the backside, beauty coming through on the front, it's messy but all comes together.
- f. Impressed by the process over the past year. Opportunities for members to see it, read, send in suggestions, and see the edits, it's an important piece of literature because it is from members. It is inspiring and helpful.
- g. I want to say this book was started the same year that I started CPA, so I was gratefully added into it, you know, 2020. This book was started, and actually, I do remember, it was supposed to have a totally different name, *Living in the Solutions*. I wonder whatever happened with that name. But then, of course, I did a little bit of poking online and found out that name belonged to another book in a different fellowship. I don't know if that's why that name was discarded, but both names are wonderful. I just want to say it's a great book. Everybody that had input and say and stories, it's just wonderful. Thank you, everybody, for putting all the effort into it.
- h. This book is just such an important piece of literature for CPA, for any twelve-step recovery, because it is from the members' input and it's been very inspiring and helpful for me.

Vote = For: 22 Against: 0 Abstain: 0 Percentage = 100%
Minority Opinion: No minority opinions expressed
Results: PASSES

Proposal to Change YouTube Guidelines

Suggested Revision of CPA YouTube Guidelines:

The purpose of the Chronic Pain Anonymous Service Board (CPASB) YouTube channel is to offer a platform from which Chronic Pain Anonymous (CPA) videos can be easily shared with a wide range of viewers in order to carry the message of hope to those with chronic pain and chronic illness, the general public, and the professional community. The link to the channel is <https://www.youtube.com/channel/UC-3kvhBXYNpTuXttweepsKoQ>.

Development of the channel began in 2018 as a response to the fellowship's desire to create a YouTube channel with comments disabled to avoid any controversy. Content is being posted to the channel in a way that is guided by CPA principles.

As of 2024, the channel has started with one video titled "An Invincible Summer," followed by CPA's first PSA titled "Isolation." The General Service Virtual Office (GSVO) will continue to expand the YouTube collection, with the ultimate goal of adding content which accurately reflects and helps to spread the CPA message of hope while also adhering to the CPA Traditions, adding all conference-approved videos. Only conference-approved videos will be posted on this YouTube channel.

An individual's interaction with CPA's YouTube channel and its content is entirely independent from involvement or membership in the CPA fellowship. These videos are for informational purposes only. The opinions expressed are those of the person speaking and not CPA as a whole. CPA membership is neither assumed nor implied for anyone subscribed to the page or for anyone who may like, share, etc. the videos on the page, which are for general information only. Subscriber names and profiles are not shown anywhere on our channel. However, our channel logo will appear on an individual's profile in their list of subscriptions, unless made private.

Any additional questions or feedback related to the CPA Service Board YouTube channel may be made through the "Contact Us" form on the CPA website, which is sent to cparecovery@gmail.com.

We would like to make updates to the YouTube Guidelines in order to allow for a broader range of videos and more regular posting abilities.

With the current guidelines, only WSC-approved videos can be uploaded to the CPA YouTube channel. This is very restrictive and would really only allow for uploading videos once per year.

Motion: Paula

Seconded: Jennifer & Barbara

Discussion:

- a. Q. What would the approval process be if this passes? A. For now, we will only post the XPI speaker and ChronCon tapes. That's all we plan on putting on Youtube, anything that's approved by the web design team.
- b. Something such as a public service announcement would come to the WSC before it could be posted; it does not preclude the WSC. That is the only thing currently on the YouTube channel. This proposal is only for putting other things on the YouTube channel.

Vote = For: 22 Against: 0 Abstain: 0 Percentage = 100%

Minority Opinion: No minority opinions expressed

Results: PASSES

Proposal for WSC Mid-year Vote Procedure

Background:

The 2024 WSC mid-year voting was not successful because some delegates were not available to vote.

Body:

The following process will be used by the planning committee for the World Service Conference should a mid-year vote be necessary:

- 1) Current delegates will be contacted via email and asked to register for the vote.
 - a) Failure to register for the vote will be an automatic withdrawal from said vote.
- 2) The delegate will be sent the proposal and given a deadline to vote.
- 3) The delegate will bring the vote to their meeting.
- 4) The delegate will submit their vote and comments by the deadline.
- 5) Within two weeks, the delegates will be notified as to the outcome of the vote.
- 6) The vote will be announced at the next GAC monthly meeting after the delegates are notified.
- 1) Substantial unanimity will be recalculated based on the number of registered delegates for the vote.

Proposal:

The WSC Planning Committee proposes the procedure listed will be used if a mid-year vote is necessary.

Motion: Barbara

Seconded: Miranda

Discussion:

- a. I know this has been an ongoing challenge to get votes when we are between conferences, and especially last year, there wasn't enough response to pass the proposal that was sent out.

Vote = For: 20 Against: 1 Abstain: 1 Percentage = 90.9%

Minority Opinion: No minority opinions expressed

Results: PASSES

Proposal for 2026 WSC

The World Service Planning Committee proposes January 24th and January 25th, 2026, beginning at 1:00 pm ET for the 2026 WSC, and February 21st & 22nd, beginning at 1:00 pm ET for the 2026 WSC makeup date.

Motion: Mica

Seconded: Paula

Discussion:

- a. I just think it's really great to go ahead and put that into place so that we have dates set for next year. You know, we were so close to having everybody sick last year, really sick at the same time, which can happen, especially at that time of year. Why not go on and put it there ahead of time? I think it's great in case important things come through that need to be voted on sooner than later.

Vote = For: 22 Against: 0 Abstain: 0 Percentage = 100%

Minority Opinion: No minority opinions expressed

Results: PASSES

General Service Virtual Office (GSVO) Question & Answer

1. Is there a package of ALL the items in the store as one package? We can look at doing that in the future.
2. Is an invoice or print out of the orders supposed to be placed in the orders that are sent out? Invoices are not placed in the orders that are shipped out. If there are concerns with an order,
3. Can the store email be placed on the website in order to be able to email them? Emails are not placed on the website for security reasons. When you are logged into your store account, it asks if you have any questions to email the store with the store email.
4. Can we have a directory of all the CPA contact emails? The web design team is working on a solution to get a directory on the website.
5. Where can I find the open positions in CPA? The service page on the website has all the open positions in CPA.
6. What do you think about adding the emails to the CPA phone contact list? That is a brilliant idea. We will work together to get that information on the list.
7. If you see an error on the website for a meeting, send a request to meeting@chronicpainanonymous.org.
8. When you have a change to a meeting, name, time, day, contact person, or any change at all, send an email to meetings@chronicpainanonymous.org.
9. Can we nominate someone for the open positions? GSVO positions go through an application, then interview with a small group in the GSVO, and then they are approved through the board.
10. Can you explain the process for the CPASB Nominees? They are nominated, then approved by the fellowship at the WSC, and then small groups interview the candidate. That information is then brought to the board for a vote.

CPA Service Board (CPASB) Question & Answer

1. Is there somewhere I can read the history of CPA? Greer will email the CPA history document to whomever would like to read it.
2. Are we going to include more recordings from ChronCon to the YouTube channel? They will be on the website first and likely on the YouTube channel.
3. For three coordinators: Thank you, all, for working together through the transition as it had to be tough when one job gets divided into three.
4. Thank you to Letha, our former Executive Director, for an amazing job for so many years.
5. We, the coordinators, do not do this alone. We have the support of each other, of the board, and of the executive committee. We use a lot of teamwork; we never do this alone.
6. Jes will be sliding into the Ermeritis position on the board once her term is complete.
7. We are amazing, and we can be even more amazing with more trusted servants.
8. If you know someone who would be good for the treasurer position, talk it up to them and send them to Janet to talk about it.
9. There is a form on the service page for members to request to come to the service board meeting. This is open to all members of CPA.

Announcements

1. A WSC feedback form will be sent to all delegates after the conference is over via the email you used to register for the conference.
 - a. Please fill this out to let us know what went well during the WSC and what could be done better. The deadline for submitting feedback is Sunday, February 9th.
2. Visit the CPA website to find information and the session applications for ChronCon 2025:
<https://chronicpainanonymous.org/member-resources/chroncon/>
 - a. Applications will be accepted through March 15th.
3. CPA has many open positions. Please share this information with your group:
 - a. GAC Secretary
 - b. Literature Committee Chairperson
 - c. Meeting Registrar
 - d. Web Design Team Chair
 - e. Finance Apprentice
 - f. Public Information/Cooperation with Professionals (PI/CPC) Chair
 - g. CPA Service Board (CPASB) Co-Chair
 - h. CPA Service Board (CPASB) Members
 - i. World Service Conference (WSC) Planning Committee Chair Apprentice
 - j. World Service Conference (WSC) Delegate RegistrarFor more information about these positions, go to the Service tab on the CPA website.
4. Lastly, if you have a partner delegate who is attending tomorrow, please let them know how today went and anything they may need to know.

This information will be emailed to you after the conference.

APPENDIX I: AGENDA



*“... a fellowship for those with
chronic pain and chronic illness.”*

Chronic Pain Anonymous World Service Conference

Saturday, January 25, 2025

A two-day, 3-hour (each day) video recorded conference held on Zoom,
starting at 10:00 am PT/11:00 am MT/12:00 pm CT/1:00 pm ET.

1. Welcome and Review of Agenda
2. Open with Serenity Prayer
3. Roll Call
4. Review of Voting Protocol, Substantial Unanimity, Quorum, Practice Vote

Restorative Break (10 mins)

Please note there will be no attendance changes to Delegates until after voting is complete. Please switch if necessary during the next break.

**** Approximate time for voting is 1:55 pm ET to 2:55 pm ET ****

5. Substantial Unanimity - vote
6. Nominees for CPA Service Board - vote
7. Pending CAL
 - a. Peace, Joy, and Comfort - vote

Restorative Break (10 mins)

8. General Advisory Council (GAC) Report
9. General Service Virtual Office (GSVO)

- a. Inquiry Coordinator
 - i. Meeting Registrar
 - b. Publishing Coordinator
 - i. Literature Chair
 - c. Technology Coordinator
 - i. Social Media
 - ii. Store Manager
 - iii. Web Design Team Chair
11. GSVO Q&A
12. Announcements and Closing



*“... a fellowship for those with
chronic pain and chronic illness.”*

Chronic Pain Anonymous World Service Conference
Sunday, January 26, 2025

A two-day, 3-hour (each day) video recorded conference held on Zoom,
starting at 10:00 am PT/11:00 am MT/12:00 pm CT/1:00 pm ET.

1. Welcome and Review of Agenda
2. Open with Serenity Prayer
3. Roll Call
4. CPASB Report
5. Review of Voting Protocol, Substantial Unanimity, Quorum, Practice Vote

Restorative Break (10 mins)

Please note there will be no attendance changes to Delegates until after voting is complete. Please switch if necessary during the next break.

**** Approximate time for voting is 2:05 pm ET to 3:05 pm ET ****

6. Substantial Unanimity - vote
7. Pending Proposals - vote
 - a. YouTube
 - b. WSC mid-year vote process
 - c. Proposal for the date and time of the 2026 WSC/Makeup

Restorative Break (10 mins)

8. CPA Service Board (CPASB) Reports
 - a. Treasurer
 - b. ChronCon Planning Committee Chair
 - c. Public Information Chair/Cooperation with Professional Communities (PI/CPC)
 - d. History and Archives
9. CPASB Q&A
10. Announcements and Closing

APPENDIX II: LIST OF DELEGATES

Name	Meeting/Trust Servant
Alisa E.	Technology Coordinator
Barbara H.	Next Generation Recovery 50 & Under
BB B.	Experience, Strength and Hope
Beth S.	Faith and Footwork
Beth V.	Step 1-2-3
Betsy H.	Service Board Trustee
Betty L.	Path to Acceptance
Carmen G.	From Pain to Gain
Cat P.	XPI Speaker Meeting
Debbie S.	Friday Phone Meeting
Debi D.	Houston Chronic Pain Recovery/Hybrid
Deborah C.	Chronic Pain and Illness 12-Step North Atlanta
Deborah M.	Faith and Footwork
Deborah P.	One Day at a Time
Denny C.	Houston Chronic Pain Recovery/Hybrid
Elle T.	Voices in the Stillness
Greer P.	Service Board Trustee
Halley D.	Service Board Trustee
Irene P.	Service Board Trustee
Jade D.	ChronCon Chair

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Janet C.	Service Board Trustee
Janice T.	Stronger Together
Jay S.	Service Board Trustee
Jennifer	Gratitude Happy Hour
Jes G.	Service Board Trustee
Jolie Ann F.	Inquiry Coordinator
Joy L.	Chronic Pain and Illness 12-Step North Atlanta
Juliana E.	The Young Warriors Meeting
Karen N.	Gratitude Happy Hour
Kathy T.	Saturday Phone Step Study
Keith B.	GAC Chair
Kimberly B.	CPA and Mental Health
Kristin D.	Attitude of Gratitude with Chronic Pain
Laurelle M.	Social Media
Marcia F.	WSC Planning Committee
Marn D.	Chronically Creative
Mercedes W.	Come as You Are (2SLGBTQIA+)
Mica V.	From Pain to Gain
Mike D.	Attitude of Gratitude with Chronic Pain
Miranda F.	Free to Be Me: CPA LGBTQ+ & Allies Meeting
MW	Come as You Are (2SLGBTQIA+)
Paula D.	Weekend Beginners
Ramona S.	Chronically Creative
RJ A.	Come as You Are (2SLGBTQIA+)

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Ronald W.	Service Board Trustee
Rose W.	Voices in the Stillness
Shari W.	GAC Secretary
Shay H.	Come as You Are (2SLGBTQIA+)
Sheana O.	Chronically Creative
Shoshi M.	Stronger Together
Stacy T.	Path to Acceptance
Stephanie P.	Next Generation Recovery 50 & Under
Stephanie M.	Service Board Trustee
Suzanne W.	Store Manager
Tammi C.	Committed to Hope
Terry M.	Service Board Trustee
Virginia S.	Tuesday Traditions

APPENDIX III

Chronic Pain Anonymous Service Board Statement of Activity January - December 2024

	GENERAL	OUR COMMON WELFARE	PEACE JOY & COMFORT	RECIPE FOR RECOVERY	STORIES OF HOPE	TOTAL
Revenue						
40000 Product Sales Income						\$0.00
40020 S of Hope eBook Sales					191.57	\$191.57
40025 S of Hope Distributor Sales					242.72	\$242.72
40035 R for Recovery eBook Sales				443.86		\$443.86
40040 R for Recovery Distributor Sale				310.75		\$310.75
40050 Our Common Welfare eBook Sales		62.47			5.56	\$68.03
40055 Our Common Welfare Distributor		140.44				\$140.44
40060 Peace J & C eBook Sales			53.34			\$53.34
40061 Peace J&C Distributor Sales			323.04			\$323.04
40065 Audio Book Sales		31.10	10.10			\$497.55
40067 Miscellaneous Literature	152.75			273.09	183.26	\$152.75
Total 40000 Product Sales Income	152.75	234.01	386.48	1,027.70	623.11	\$2,424.05
43400 Direct Public Support						\$0.00
43450 Donations from Individuals	14,360.94					\$14,360.94
Total 43400 Direct Public Support	14,360.94					\$14,360.94
46400 Other Types of Income						\$0.00
46410 Interest Income	0.51					\$0.51
Total 46400 Other Types of Income	0.51					\$0.51
Total Revenue	\$14,514.20	\$234.01	\$386.48	\$1,027.70	\$623.11	\$16,785.50
GROSS PROFIT	\$14,514.20	\$234.01	\$386.48	\$1,027.70	\$623.11	\$16,785.50
Expenditures						
60900 Bookkeeping/Accounting/Legal						\$0.00
60901 Bookkeeping Services	4,296.58					\$4,296.58
60902 Accounting	80.00					\$80.00
60904 1099-NEC Expense	52.05					\$52.05
60920 AZ Corporation Fees	35.00					\$35.00
60925 Bank Charges	26.50					\$26.50
Total 60900 Bookkeeping/Accounting/Legal	4,490.13					\$4,490.13
61100 New Meeting Support	34.24					\$34.24
61105 New Meeting Literature Fund	-1.67			10.98	9.33	\$18.64
61106 Postage for new meeting Literature	6.54					\$6.54
Total 61100 New Meeting Support	39.11			10.98	9.33	\$59.42
63000 Website						\$0.00
63015 Website Maintenance	29.00					\$29.00
63020 Domain Name	79.33					\$79.33
Total 63000 Website	108.33					\$108.33
65000 Operations / Business Expenses						\$0.00
65005 Mailbox - iPostal1	208.29					\$208.29
65040 Supplies	0.00					\$0.00
65047 Telephone	262.44					\$262.44
Total 65000 Operations / Business Expenses	470.73					\$470.73
65035 Stipend / GSVO Contractors						\$0.00
65035.1 Technology Coordinator Stipend	300.00					\$300.00
65035.2 Publishing Coordinator Stipend	600.00					\$600.00
65036 Executive Director Stipend	800.00					\$800.00
65037 Webmaster Stipend	1,500.00					\$1,500.00

Accrual Basis Saturday, February 22, 2025 09:09 PM GMT-08:00

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9TH ANNUAL 2025 WORLD SERVICE CONFERENCE SUMMARY REPORT

Chronic Pain Anonymous Service Board

Statement of Activity
January - December 2024

	GENERAL	OUR COMMON WELFARE	PEACE JOY & COMFORT	RECIPE FOR RECOVERY	STORIES OF HOPE	TOTAL
65038 Inquiry Coordinator Stipend	300.00					\$300.00
Total 65035 Stipend / GSVO Contractors	3,500.00					\$3,500.00

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Chronic Pain Anonymous Service Board

Statement of Activity
January - December 2024

	GENERAL	OUR COMMON WELFARE	PEACE JOY & COMFORT	RECIPE FOR RECOVERY	STORIES OF HOPE	TOTAL
65100 Book and Literature Expenses	465.60					\$465.60
65102 Graphic Design / Editing /Brochures / Bookmarks	1,264.04					\$1,264.04
65115 Indexing	120.00		675.00			\$795.00
65120 Misc - Shipping / Sales Tax	54.61					\$54.61
65200 Ongoing Book Expenses		12.00		12.00	12.00	\$36.00
Total 65100 Book and Literature Expenses	1,904.25	12.00	675.00	12.00	12.00	\$2,615.25
67000 CPASB / Committees Expense	29.98					\$29.98
65024 WSC Expenses	470.53					\$470.53
67003 Finance Committee	79.37					\$79.37
Total 67000 CPASB / Committees Expense	579.88					\$579.88
68000 GAC Expenses	29.98					\$29.98
69000 GSVO Expenses	29.98					\$29.98
69001 Executive Director	0.00					\$0.00
69003 CPA Store						\$0.00
69003.2 Store Postage / Supplies	258.26					\$258.26
69003.4 Store Supplies	138.66					\$138.66
69003.5 Store Printing	438.87					\$438.87
Total 69003 CPA Store	835.79					\$835.79
69004 Social Media	108.04					\$108.04
Total 69000 GSVO Expenses	973.81					\$973.81
Exchange Rate Gain/Loss	34.57		1.61	145.60	2.78	\$184.56
Miscellaneous Expense	-175.63					\$ -175.63
Total Expenditures	\$11,955.16	\$12.00	\$676.61	\$168.58	\$24.11	\$12,836.46
NET OPERATING REVENUE	\$2,559.04	\$222.01	\$ -290.13	\$859.12	\$599.00	\$3,949.04
Other Expenditures						
Bad Debt Expense	503.47					\$503.47
Total Other Expenditures	\$503.47	\$0.00	\$0.00	\$0.00	\$0.00	\$503.47
NET OTHER REVENUE	\$ -503.47	\$0.00	\$0.00	\$0.00	\$0.00	\$ -503.47
NET REVENUE	\$2,055.57	\$222.01	\$ -290.13	\$859.12	\$599.00	\$3,445.57