

## November 2016 – NHI Committee Reports

<p><b>Answering Service</b> Doreen D.</p>	<p><b>Apologies to NHI</b> The Answering Service Chair would like to extend their apologies to NHI as they didn't realize they were required to submit a formal report each month regarding the Answering Service activity. Going forward, a report such as this one will be submitted for each business meeting.</p> <p><b>October Call Activity: 5 Calls</b> Request for information regarding the 10/29 workshop: 1 Call Spoke with person and gave her information about OA, the workshop, and the name of some members who would be attending so that she wouldn't feel alone when coming into the meeting. Requests for information regarding a meeting: 1 Call Spoke with person who was unable to get information regarding the meeting from the contact person listed on the meeting list distributed at meetings. Made call to the same contact number and it turns out it was an incorrect number. Called another NHI member that was formerly involved in that meeting and got the information required to help the caller. Called the caller back with information they needed, as well as, asked the other OA member to have the current meeting contact person submit to the meeting list coordinator their correct phone number. The contact person both emailed and submitted the meeting's updated information via our website . Hang ups: 2 Calls In keeping with anonymity, as the callers didn't leave their names, a call back wasn't placed. Sales Calls: 1 Call Added phone number to our blocked calls list</p> <p><b>September Call Activity: 8 Calls</b> Request for general information about OA: 1 Call Spoke with the person and gave them information regarding our meeting schedule. Requests for information regarding a meeting: 3 Calls Returned all 3 calls, and gave them the information they requested. NOTE: One of these calls was from 2 OA members who were outside a meeting that had closed, but the change had not been made to the meeting list on the website or the PDF of our meeting list. Apologies were made and a suggestion of other meetings during that time slot were made. They decided to go to a meeting in Derry instead. Hang ups: 3 Calls In keeping with anonymity, as the callers didn't leave their names, a call back wasn't placed. Miscellaneous Calls: 1 Call Someone called the number, but was very disoriented and tongue tied when trying to leave a phone number different from the one they called form. Before hanging</p>
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	<p>up instructed us to “forget” the call. A return call was not placed based on their wishes.</p> <p><b>August Call Activity: 5 Calls</b>          Request for general information about OA: 1 Call          Somehow the chair missed the email notification about this call. As soon as they were made aware, they immediately spoke to the caller at length and apologized for the delay. Caller was going to go head to meeting later in the week and the answering service chair checked in via text (per caller’s request) with the caller to see how they were doing. All was well; caller had attended said meeting.          Requests for information regarding a meeting: 1 Calls          Returned call and gave them the information regarding our meetings.          Hang ups: 2 Calls          In keeping with anonymity, as the callers didn’t leave their names, a call back wasn’t placed.          eVoice Test: 1 Call          Due to voice mail messages getting cut off in August and September, contacted eVoice to have them troubleshoot issue. One call receive at our number was a test call from eVoice so they could see that messages were getting cut off. Issue was fixed.</p> <p><b>July Call Activity: 1 Call</b>          Requests for information regarding a meeting: 1 Call          Returned call and gave them the information regarding our meetings.</p> <p><b>June Call Activity: 1 Call</b>          Request for general information about OA: 1 Call          Spoke with the person and gave them information regarding our meeting schedule.</p>
<p><b>Back to Basics</b> Pat S.</p>	<p>Nothing to report.</p>
<p><b>Budget</b> Nancy S.</p>	<p>The Budget Committee met after the October NHI Business Meeting to prepare a draft Budget for the 2017 Calendar year.</p> <p>The proposed 2017 Budget will be presented at the November 6th NHI meeting.</p> <p>We identified these goals when looking at how to direct our funds:</p> <ol style="list-style-type: none"> <li>1. To increase publicity and Public Information Outreach</li> <li>2. Twelve Step Within             <ol style="list-style-type: none"> <li>a. To offer a Sponsorship Workshop</li> <li>b. To increase representation and participation by NHI meetings</li> <li>c. To reach out to long-term members and support struggling meetings</li> </ol> </li> </ol>

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	<p>We are aware of future unknown costs if the Audio/visual system experiences an equipment failure.</p> <p>NHI Reps are encouraged to review the proposed budget and raise questions at the November meeting.</p> <p>The budget will be voted on at the December meeting.</p>
<p><b>Event Flyers</b> Dorothy M.</p>	
<p><b>Meeting List</b> Diane L.</p>	<p>NHI currently has 37 meetings.</p> <p>Updated lists now include email addresses for the meetings who have decided to adopt an email address through NHI. Here is a list of the current list of meetings with email addresses:</p> <p>Monday, Laconia #51285 : <a href="mailto:mtg51285@oanewhampshire.org">mtg51285@oanewhampshire.org</a></p> <p>Monday, Manchester #46146 : <a href="mailto:mtg46146@oanewhampshire.org">mtg46146@oanewhampshire.org</a></p> <p>Tuesday, New Boston #53307 : <a href="mailto:mtg53307@oanewhampshire.org">mtg53307@oanewhampshire.org</a></p> <p>Friday, Wilder, VT #54554: <a href="mailto:mtg54554@oanewhampshire.org">mtg54554@oanewhampshire.org</a></p> <p>Saturday, Derry #24472: <a href="mailto:mtg24472@oanewhampshire.org">mtg24472@oanewhampshire.org</a></p> <p>Saturday, Claremont #54113 : <a href="mailto:mtg54113@oanewhampshire.org">mtg54113@oanewhampshire.org</a></p> <p>100 copies of the current Non-Public Meeting List will be provided at the NHI meeting.</p>
<p><b>Promises Editor</b> Sandy M.</p>	<p>Numerous Committee Chair articles have been submitted that are included in the current Promises newsletter.</p> <p>Everything is going well.</p>
<p><b>Public Information</b> Eileen RT</p>	<p>We are still looking for business cards from physicians or medical offices for our Lifeline subscription project :)</p> <p>At the meeting Sunday, we will have new and updated literature to distribute to reps, so hope there is a big group in attendance. We have:</p> <p>The Twelve Traditions Pocket Guide; Introducing Overeaters Anonymous: Is Food a Problem For You; Presentation Folders, and the poster: Put and End to Yo-Yo dieting; and the new Tradition Seven brochure.</p> <p>These should fit in to our discussions on Sunday about reaching out effectively. PIPO wants reps to have up to date literature as promoted on the OA website, to bring back to groups so they can make choices about what to order.</p>

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<p><b>Region 6</b> Elaine T, Dorothy M, Claire M, Pat G</p>																																																	
<p><b>Retreat</b> Sue W.</p>	<p>Online registration is up and working and we've already had some registrations sent in this way! Our last meeting was on Nov 2nd, we meet again on Dec 7th. One scholarship request so far and please ask your groups to donate specifically to the Retreat Scholarship Fund. An article in this month's Promises explains the many way it can be done.</p>																																																
<p><b>Sharathons</b> Pat S.</p>	<p>Celebrating the "Big 3" Abstinently And Sanely Sharathon October 29, 2016 Financial Report</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="4"><b>INCOME:</b></td> </tr> <tr> <td style="padding-left: 40px;">Registration</td> <td style="text-align: right;">\$65.00</td> <td></td> <td></td> </tr> <tr> <td style="padding-left: 40px;">Donated Prizes</td> <td style="text-align: right;">15.00</td> <td></td> <td></td> </tr> <tr> <td style="padding-left: 40px;">Beverages</td> <td style="text-align: right;">10.00</td> <td></td> <td></td> </tr> <tr> <td><b>TOTAL INCOME</b></td> <td></td> <td></td> <td style="text-align: right;"><b>\$90.00</b></td> </tr> <tr> <td colspan="4"> </td> </tr> <tr> <td colspan="4"><b>EXPENSES:</b></td> </tr> <tr> <td style="padding-left: 40px;">St. Andrew's Episcopal Church</td> <td style="text-align: right;">\$50.00</td> <td></td> <td></td> </tr> <tr> <td style="padding-left: 40px;">Copies</td> <td style="text-align: right;">7.50</td> <td></td> <td></td> </tr> <tr> <td style="padding-left: 40px;">Supplies (coffee, etc.)</td> <td style="text-align: right;">9.87</td> <td></td> <td></td> </tr> <tr> <td><b>TOTAL EXPENSES</b></td> <td></td> <td></td> <td style="text-align: right;"><b>67.37</b></td> </tr> <tr> <td><b>NET PROFIT</b></td> <td></td> <td></td> <td style="text-align: right;"><b>\$22.63</b></td> </tr> </table>	<b>INCOME:</b>				Registration	\$65.00			Donated Prizes	15.00			Beverages	10.00			<b>TOTAL INCOME</b>			<b>\$90.00</b>	 				<b>EXPENSES:</b>				St. Andrew's Episcopal Church	\$50.00			Copies	7.50			Supplies (coffee, etc.)	9.87			<b>TOTAL EXPENSES</b>			<b>67.37</b>	<b>NET PROFIT</b>			<b>\$22.63</b>
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<p><b>Special Project: Book Cover Kit Sales</b> Sandy M.</p>	<p>I will bring the Book Cover Kits to the NHI November meeting. I will come early (1:30) and any NHI attendee (delegate or visitor) can see me to purchase a book cover kit. Buying a kit at the Intergroup meeting can save you postage and handling costs.</p> <p><b>Complete Kit</b> \$5 per numbered kit Contains: basic yarn instructions, stitch instructions, book cover instructions, starter row diagram, grid diagram, plastic canvas grid size measurements, tapestry needle, and pre-cut 7 mesh plastic canvas for a book . Yarn will be available at the Intergroup meeting. Yarn is not provided when ordering kits by mail.</p>																																																

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	<p><b>Instructions Only Kit</b> \$2 per numbered kit          Contains: basic yarn instructions, stitch instructions, book cover instructions, starter row diagram, grid diagram, and plastic canvas grid size measurements No yarn provided</p> <p><b>Summary Kit</b> \$5 per kit          The Summary Kit contains grid size measurements for plastic canvas and starter row diagram pictures for all 4 numbered kits.          It does not have any instructions, or plastic canvas. It is suggested that this kit be purchased in conjunction with a Complete or Instructions Only kit. No yarn provided</p> <p><b>Kits are for a member that has some needlework experience, or access to someone with needlework experience to provide help if necessary.</b></p> <p>Kits are available for:</p> <ul style="list-style-type: none"> <li>#1 12 Steps &amp; 12 Traditions (Pocket) also fits Voices of Recovery</li> <li>#2 12 Steps &amp; 12 Traditions also fits Overeaters Anonymous Book</li> <li>#3 A Taste of Lifeline</li> <li>#4 Abstinence</li> <li>#5 Summary kit It is suggested to be used in conjunction with purchase of a Complete Kit or Instructions Only Kit              The summary kit contains grid size measurements and Starter Row diagram pictures for all the books listed above.</li> </ul> <p>I will bring yarn (available FREE with each Complete Kit purchase).</p> <p>There will be Book Cover Kit flyers, which includes an order form, available at the NHI meeting.</p> <p>Also, the Book Cover Kit info and order form are on the NHI Website:  <a href="http://oanewhampshire.org/book-cover-kits">http://oanewhampshire.org/book-cover-kits</a></p> <p>P.S. I will check with members, who have experience making the book covers, and see if they are willing to help, at a group session to learn how to make book covers. I'll try and organize a date, in 2017, before an Intergroup meeting (1:00 pm) for the training session.</p>
<p><b>Ways &amp; Means</b>          Effie S.</p>	<p>1 book cover was sold in October for \$6.00.          Nothing else to report.</p>

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<b>Website</b> Doreen D.	<p><b>New Committee Members</b> Please help us welcome Peter and Elaine to the website committee. They will be participating in the proposal and discussion of new website projects and are welcome to learn how to update the website if they are so inclined (updating the site is NOT a requirement to be on the website committee). Though very pleased to have them aboard, the Website Committee Chair is still looking for 2 more people to join the committee. Currently, there are no in-person meetings for this committee. To date, all conversation has been done over the phone and via email. If you are interested in joining us, please contact the Website Committee Chair (nhiwebsite@oanewhampshire.org).</p> <p><b>Retreat Online Registration</b> The retreat online registration is now active. Any OA can register for the retreat online using PayPal as a guest or as a member of PayPal. RECOMMENDATION FOR NEXT YEAR: Incorporate PayPal fees into the overall registration price rather than include it as an “Online Convenience Fee”, and if need be, offer those who register by mail a discount based on the PayPal fee.</p> <p><b>Anonymous Email Address for Public Meeting List Purposes</b> The website committee is actively contacting each meeting in our Intergroup to see if individual meetings would like to take advantage of the anonymous email addresses that have been established for our meetings. To date, 10 of our 39 meetings have been contacted. Of these 10: - 5 have already identified their contact for the email address - 3 are interested but need a group conscience decision - 1 has opted for the Answering Service Chair to manage their email box - 1 meeting is undecided Efforts to continue to reach the remaining 29 meetings are under way. NHI Group Reps are encouraged to have their meeting’s contact reach out to the Website Committee Chair directly if the meeting they represents would like to claim their anonymous email address.</p> <p><b>New Public Content in October</b> This month the following public content was added to our site: <i>Articles:</i></p> <ul style="list-style-type: none"><li>• NHI Book Cover Kits PLEASE NOTE: As of this report, the article allows members to download a print form for ordering; Online ordering will become live at a later time.</li></ul> <p><i>Events:</i></p> <ul style="list-style-type: none"><li>• IDEA Day for the following Intergroups: Metrowest, Northshore, and Southern &amp; Central Maine</li><li>• The 12 Steps in 5 Hours: Metrowest Intergroup</li><li>• Experience the 12 Steps: Northshore Integroup</li></ul> <p><i>WSO Flyers:</i></p>
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- Been Slippin’ and Sliding

Thank you to our members who have been forwarding the flyers to the web committee for the site. If you are aware of other OA events or flyers that need to be updated on our site, please send them to [nhiwebsite@oanewhampshire.org](mailto:nhiwebsite@oanewhampshire.org).

### **Secured Section Expanded**

The website committee has expanded the secured section of the website to more easily find NHI documents. This expansion includes creating the following topic specific sections:

- WSBC Documents
- Region 6 Documents
- Budget Committee Documents
- Event Flyer Documents
- Operations Documents
- PIPO Documents
- Retreat Documents
- Treasury Documents
- Ways & Means Documents
- Website Committee Documents
- Workshop Documents

If your committee isn’t included in the above mentioned list and would like a document section created for your use, please contact the Website Committee Chair ([nhiwebsite@oanewhampshire.org](mailto:nhiwebsite@oanewhampshire.org)).

### **Updated Documents**

The website committee has worked with the appropriate NHI service members to update these documents in the secured section of our website:

- NHI Contribution Form
- Intergroup Notebook Table of Contents
- 2016 Letter from the NHI Chair
- 2016 – 2017 NHI Meeting Agenda Items by Month
- What is NHI
- Intergroup Job Descriptions
- What Do Reps Need to Know About Intergroup
- Event Flyer Checklist
- Public Information/Professional Outreach Data Sheet
- 2016 Lifeline Subscription Project

If you would like your committee’s documents to be included and/or updated on the website, please contact the Website Committee Chair ([nhiwebsite@oanewhampshire.org](mailto:nhiwebsite@oanewhampshire.org)).

### **Online Payment Process: Under Review**

Until today, PayPal buttons have been the only way for NHI to collect money

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	<p>online. Though sufficient up until now, with the new online registration for the retreat, other methods of collecting payments via PayPal are now being integrated into our site.</p> <p>Currently the site uses a component called DT Register for all event related registrations. This registration component allows us to charge for registration, as well as, allows people register for free (which could be helpful when trying to plan for how many people will attend an event).</p> <p>With the inclusion of selling the Canvas Book Cover Kits, another component is currently being tested that will allow the Book Cover Kit Coordinator capture all the information they will need to process the order – including type of kit, size of the book, etc. This new component will also allow a customizable email to be sent to the purchaser and the Book Cover Kits Coordinator when a purchase has been made. Until a new component has been successfully tested and approved, OA members interested in purchasing kits can do so by downloading the order form and mailing in their payment.</p> <p>In addition, another component that will provide us more flexibility regarding confirmation emails for 7th tradition contributions is also being tested. Until a new component has been successfully tested and approved, the PayPal button we’ve used to date for 7th Tradition contributions is still active.</p> <p><b>Recovery Blog</b></p> <p>The website is currently revisiting the original proposal made during the October NHI 2016 meeting. Please look for more details in December.</p>
<p><b>Workshops</b> Pat S.</p>	<p>The Workshop Committee is happy to report that although we were small in numbers (15), our October 29 sharathon--“Celebrating the ‘Big 3’ Abstinently and Sanely”—was big in enthusiasm, participation and sharing. Attached is the financial report of the event.</p> <p>General comments on the workshop evaluation form were that the format met or exceeded the expectations of the participants and that they enjoyed the half-day schedule, the writing exercises, sharing in small groups and learning from each other. Suggestions for other workshops were: focusing on the steps, principles of the program, sponsorship and newcomers.</p> <p>The committee also has been approached by a member whose group may be interested in hosting a sharathon--possibly in the spring.</p>
<p><b>World Service Delegates</b> Dorothy M.</p>	