Key Outcomes

The meeting focused on approving financial and literature reports, reviewing website analytics, and addressing office security. The group approved the July minutes and the August financial and literature reports, while identifying a need for a formal policy regarding HSO office access *123*.

Financial & Literature Status

- **Literature Report:** August sales were nearly $1,000, a significant increase compared to the previous August *4*. Closing inventory was recorded at $10,163.75 *5*.
- **Treasurer's Report:** The net operating balance is $2,847, with total reserves of $15,740 *6*.
- **Reserve Funds:**
  - Technology Reserve: $5,000 *6*.
  - Self-Insurance: $8,000 *6*.
  - Social Fund: Currently $1,200, with an expected addition of approximately $500 from a recent picnic *78*.
- **Expenses:** The Church of the Epiphany cost was $461; Kojiko is providing a lower rate and monthly credits to correct previous billing anomalies *9*.

Website & Technical Updates

- **Performance:** Google Analytics showed a general decline in most metrics, though referral and unassigned acquisitions increased *10*.
- **Uptime:** The website maintained 100% uptime over the last 30 days *11*.
- **Software:** A yearly license for "cookie admin" was purchased for $57 CAD *11*.

Volunteer Coordination

- **Phone Shifts:** There are currently three open shifts available *12*.
- **Communication:** Kim intends to send an email blast to volunteers to improve ongoing dialogue and shift coverage coordination *13*.

Decisions Made

- **Minutes & Reports:** July minutes, August literature report, and August financial report were all formally accepted *123*.
- **Office Security:** The exterior keypad combination will be changed to limit unauthorized access to the HSO office *3*.

Action Items

- **Gary:** Investigate who is assigned to the Tuesday noon phone shift *14*.
- **Kim:** Send an email blast to volunteers regarding shift coverage and communication *13*.
- **Rob:** Assist Kim with the Gmail account and calendar tied to the volunteer coordinator position *15*.
- **Group:** Consider and develop a policy regarding who is permitted to use the HSO office for 12-step work or committee meetings