

St. Louis Bi-State Intergroup Minutes

July 10, 2022, 1:30 p.m.

Open: The meeting was called to order by Chair, Dianne S. at 1:30 p.m.

Communications: Meeting was held via ZOOM. Members were instructed on meeting ID and Password via email. Representatives were notified via email the agenda, previous meeting minutes, and committee/service reports.

Readings: Serenity Prayer, The Twelve Steps, Tradition 7, Concept 7

Welcome: 18 members in total were in attendance; all via ZOOM. Six BOT members, two committee chairs, nine IG representatives, and one visitor. 17 eligible voters and a quorum was confirmed.

Minutes: June 12, 2022 minutes were distributed via email for review prior to the meeting. Correction was needed to Old Business: Google Ad. Correction was for the add to run for three months at \$20 per day yet remain within the budgeted amount. Minutes were approved with this correction to the final version.

Reports: Chairperson and committee reports were distributed via email for review prior to the meeting. Additional comments were as follows:

- Newsletter committee requested to ask group members for article(s) featuring Step 8 and Tradition 8 for the August edition
- Literature chair gave a verbal report of selling \$7.00 in pamphlets and mailing the earnings to the bookkeeper.

Seventh Tradition and Roll Call: Participants were documented and signed in by Operations Administrator. Representatives were encouraged to be responsible to contribute for Seventh Tradition at [Products Page – Overeaters Anonymous – St. Louis \(stlouisoa.org\)](#). Reference Intergroup number 09029 for on-line donations.

Intergroup Reps Home Meeting Comments:

- Sunday 4pm Abstinence First/Newcomers Meeting has resumed in-person gathering but will also offer virtual component using a computer for members to use Zoom to attend if desired to remain virtual.
- Saturday 10am Reaching Out is offering hybrid meeting for those interested in attending in-person
 - Members are asking for other in-person meetings to attend
 - Tuesday 1pm New Me
 - Tuesday 7:15pm New Horizons
 - Sunday 3:00pm Step Study Columbia, MO
 - Wednesday 5:30pm Columbia, MO
- See the updated Where and When on-line or distributed version for more meetings
- Reminder for the August 19 recovery event “Benefits of Sponsorship” hosted by Webster Groves Step Study Group

Old Business:

- **Google Ad**

Elizabeth C updated members on Google ad launched June 16. Statistics gathered show 183 clicks on the ad from June 16-July 9. Most clicks appeared to go to our local OA website, but the website tracker currently used is not able to determine how many of the website visits came from Google ad.

Melanie T announced she will be meeting with the website developer soon and will investigate cost of the “pro” version of tracker. The upgraded tracker may give more information on the ad efficacy.

Elizabeth verified the ad uses a host of search parameters to have the OA ad pop up when inquiring about food addiction.

New Business:

- **Public Information Opportunity-MO DOT Adopt-A-Highway Sign**

Melanie T presented information about the Missouri Department of Transportation program that allows free highway signs to be posted at available roadsides.

- 3-year term free of charge in exchange for four days of public service per year.
- Public service list is varied and relatively easy to fulfill
- Visit [Adopt-A-Highway | Missouri Department of Transportation \(modot.org\)](https://www.modot.org/adopt-a-highway) for more information
- MO DOT makes and places the sign
- Could be done as a meeting group activity as well as public awareness project

Several questions were presented for consideration:

- Concerns regarding breaking Tradition 6
- Concerns regarding breaking Tradition 10
- Concerns regarding anonymity

Idea was tabled at this time. More investigation needed before presenting to our groups. Dianne S. to discuss with our Trustee regarding Traditions. The Intergroup body may form an opinion on this subject prior to presenting the option to groups to pursue through individual group conscience.

- **Service Opportunities**

- **Intergroup Board of Trustees**

- Board of Trustees (BOT) is currently at six members. Three members will complete their term in December 2022:
 - **Vice Chair**-See full description in Bylaws Article XII. Required qualifications: 1-year service in Intergroup, 1-year current abstinence
 - **Public Information Officer-See notes below regarding possible dissolution of position**
 - **Treasurer**- See full description in Bylaws Article XII. Required qualifications: 1-year service in Intergroup, 1-year current abstinence
- The current BOT met in April and again in June to discuss the upcoming Board openings. Christina D, serving as vice-chair is not seeking re-election for this position. Her experience has shown this position can be expanded in responsibilities. BOT discussed the redistribution of tasks performed by the Operations Administrator to vice-chair, treasurer, and chair. By doing this, the operations administrator position could be eliminated. The BOT is asking for consideration to remove this position from the Board and have the duties redistributed as mentioned above.
- Public Information Officer-BOT meetings in April and June to discussed this position. Melanie T, serving as the Public Information Officer is not seeking re-election for 2023. Her experience has shown this position to be much broader than anticipated. There are multiple areas of responsibility, challenges, and tasks, making this position difficult to manage for one service position. The BOT is asking for consideration to remove this position from the Board and offer multiple committees/ad hoc committees to do this work by many members.

- **Region 4 Representative**

- Seeking to fill four (4) positions.
- See Bylaws Article X for full description. 1-year membership in OA, 6-months current abstinence, and regular attendance at group and Intergroup in the preceding year.

- **World Service Delegate**

- Seeking to fill one (1) position
- See Bylaws Article XI for full description. 1-year current abstinence, 2-years' service beyond the group level, active in group and Intergroup in the preceding year.

- **Annual Business Conference November 13, 2022**
 - BOT meeting **August 4 at 10 am** to review Bylaws and Policy & Procedure manual. All OA members are welcome. Use Intergroup Zoom ID and password to attend
 - Bylaw change motions must be submitted to Chair by **September 30**
 - Written motions distributed to IG body for review by **October 14**
 - Application for open service positions must be submitted to Chair by **October 30**

Review: What Needs Announced in Home Meetings:

- Region 4 Convention in Omaha, Nebraska. July 15-17. Registration open [Convention Registration – OA Region 4](#)
- **Open service positions:** Intergroup vice-chair and treasurer, Region 4 representative, and World Service Delegate
- **2023 will be the 50-Year Anniversary of Overeaters Anonymous in the St. Louis area.** Begin creating awareness and energy to celebrate this momentous occasion
- Recovery Event on Friday, August 19, 2022 6:30-8:00 pm - Benefits of Sponsorship – see flyer for details
- Ask Newcomers how they found out about OA and keep your IG BOT informed

The meeting adjourned at 2:36 with the OA Responsibility Pledge

Next Intergroup Meeting

Sunday, September 11, 2022 at 1:30 pm

Platform via ZOOM. Communications to follow.

Report from Your Intergroup Newsletter Team

For August and September, 2022

We're glad to add a new member to the Newsletter Team. Welcome, Sue S.!

The Intergroup did not meet in August, so we've posted two newsletter editions since the last meeting. A summary of the content of each is offered below.

The August newsletter is posted at our Intergroup (IG) website at [THIS LINK](#). Our thanks to those who contributed the following:

- An invitation to newcomers, focusing on “When food is your first response” to any feeling with a quote from the New Members page at OA.org
- A Step Eight article
- A Tradition Eight article
- An article on the spiritual principles of Step and Tradition Eight
- A meeting day change announcement from HOPE in Herculaneum, MO
- First person accounts from OA fellows from our Intergroup who attended the Region 4 convention in Omaha in July
- A graphic of the “Repetition is the only form of permanence that nature can achieve” quote
- An invitation to join in outreach to health professionals as a Step 12 activity
- Synonyms for key words in Step Eight
- The Intergroup calendar of events
- A flyer for the August 19 recovery event focusing on sponsorship

The September newsletter is posted at [THIS LINK](#). We thank those who contributed the following:

- An invitation for newcomers highlighting resources at OA.org including the OA Quiz and “What to expect at a meeting”
- A Step Nine article
- A Tradition Nine article
- An article on the spiritual principles of Step and Tradition Nine
- A “Stinkin’ Thinkin’” page with a cartoon on magical thinking and an article on the insanity of doing the same thing over and over and expecting different results
- An announcement of the second edition of **Voices of Recovery**, available in hard copy and as a digital book
- A “back to school” themed article on how recovery supports us to change and in times of change
- Information about Intergroup service positions that are open
- Announcement of the launch of “Two Rivers Intergroup”

- Region 4 Assembly information
- The calendar of events
- Synonyms for key words in Step Nine

Please help your fellows know the newsletter exists by sharing information about how to access them during announcement time at your home meetings. It can be helpful to post a link in the Chat Box if your meetings are by Zoom or to take some printed copies to your meetings if you are meeting face-to-face. (That makes a simple, but potentially impactful service role for a member of your home meeting, and feeling useful is one of the most wonderful things that can happen in OA.) The newsletter, along with a **Where and When**, can also make an excellent leave behind resource when you have a Step 12 conversation.

If you wish to send a letter or an article about any topic – or send art - please let the newsletter committee know by email, text, or phone call. The email address is newsletter@stlouisoa.org. The **deadline is the 20th of each month**, but there's a little wiggle room if you let me know what's coming and when. Generally, articles should not exceed 400 words, but not every item needs to be that long. Shorter items of a paragraph or two are very welcome. Graphics can be JPG, GIF, or PNG format.

Our goal is for the newsletter to attract still-suffering compulsive eaters to our fellowship, to help those in relapse within our membership to regain abstinence, and to support the recovery of all readers. We want to lift spirits by sharing experience, strength, and hope, and we may even bring a smile or laugh at times because “we are not a glum lot.” We highlight OA events at all levels, offer a witness that long-term recovery is possible, and encourage our fellows to consider filling service positions. Rotation of service is part of how we live out the Seventh Tradition and keep the fellowship alive for all who need it.

J-MO, Newsletter Editor

314-775-3261

And Team Members:

Pat O.

LaNae S.

Anne H.

Melanie T.

Sue S.

As follows are the reports for the 3 roles I fill:

World Delegate:

I am pleased to report that a piece of literature intended as a guide, of nuts and bolts approach, to Sponsorship was submitted to the larger committee for review, comment and further processing as they sit fit. Our Sponsorship sub-committee to the larger CLC (conference approved literature is in this domain) will continue as part of that larger segment and, if asked, make any requested review or changes on the literature's way to a possible submission to the larger World Business Conference for approval.

Region IV Representative:

In my role as Chair of the Fundraising Committee (formerly Ways & Means), I participated with my committee in the procurement of materials to sell at convenient R4 events. We sold nearly half of our stock (kitchen, bath and bedding linens) which was a success as, due to generous donations, we ended up with nearly 100% more items than anticipated. The sale at the Convention in July netted over \$700 profit to sustain the mission for Region IV. The Convention was in-person and fairly well attended. It was a beautiful recovery event. I submitted a report the Region IV and would provide a copy of that if requested.

Vice-Chair:

A new event calendar was not generated as no new or updated information is in hand. We have scheduled November and December events to date.

Respectfully Submitted,

Christina Dougherty

WSBC Delegate report for September

The update of OA Inc., Subpart B for 2022 is available on oa.org. It includes all the changes that were decided at the 2022 WSBC.

If anyone is interested in proposing the St. Louis Bi-State IG submit a bylaw or policy change to the WSBC Agenda Questionnaire, now is the time to prepare them. They will be considered at the November IG meeting, but I am happy to help with crafting of any such motion prior to that meeting.

If you are curious about how that works, there is a simple video available now to watch that walks you through the process. A link to [How to Submit a Motion to WSBC on Vimeo](#) is on the events page of oa.org.

If you haven't visited oa.org in a while, there are several announcements on the What's New page you might be interested in.

The WSBC 2023 dates and theme have been announced. Concepts of Service, the Heart of the Fellowship will be held in Albuquerque NM, April 25 – 29. This will be an in-person event only. There will be a return to virtual the year after, so I encourage anyone who has always wanted to experience the WSBC to get your nomination form in for this service position. The requirements are one year of current abstinence and two years of service beyond the group level. That includes all service at Intergroup or Region 4. I believe in rotation of service and would like to encourage others to share in the valuable service experience.

As the delegate-co-chair of the WSBC Bylaws Committee, I'm thrilled to report that the motions from the committee have been completed and will be submitted in a few days. Other committee work is ongoing, but completing this task makes my job a lot easier.

In Service

Cyndy

Intergroup Meeting Report from Webmaster: September 2022 Meeting

My work on the web continues to be updating any forms, meeting lists, and events provided to me by the BOT.

Online traffic for stlouisoa.org from **August 4 – September 2, 2022**

- 662 sessions
- 1173 page views
- New vs. returning visitors 77% new, 23% returning
- Device breakdown: 46% desktop, 1% tablet, 53% mobile
- Top pages:
 - a. OA St. Louis home page (573)
 - b. Meeting Info (228)
 - c. Sponsorship—Evening event (73)
 - d. Products Page (46)
 - e. Intergroup Meeting Dates (43)

Submitted by: Colleen C.

September 2022 Intergroup
Treasurer Report

Just for Today:

I WILL release the past, letting go of my guilt or regrets about what happened “back then!” Finding fault or blaming myself and/or others keeps me stuck in the past.

Dear OA brothers and sisters,

Our group donations January through September 2022 are \$10,092.65.
We have sufficient funds to cover our expenses.

Remind our members to continue to give even though we may not be meeting in person.
Giving is easy!

stlouisoa.org (7th tradition at top of page),

oaregion4.org (Shop and Contribute at top of page)

oa.org (7th tradition contribution at the top of page).

Donations can always be mailed in, addresses can be found on all the OA websites.

If you have any questions or comments please feel free to contact me at 815-343-6412 or
treasurer@stlouisoa.org.

In Service,
Marina F.

Intergroup Outreach Committee
September 2022 IG Report

Committee members have met three times since the last IG meeting. The first meeting consisted of forming goals, dividing meetings to attend, and forming a script to relay pertinent information.

Goals:

- Relay Intergroup information to groups with or without representatives
- Each committee member to visit two meetings per month either via Zoom or face-to-face
- Committee members to use bullet point script to relay information so that each group is given the same information as pertinent to current IG work/needs. Have Chair approve/recommend information to be announced.
- Encourage group representation at Intergroup meetings
- Encourage service beyond the group
- Inform members of opportunities for service
- Encourage groups to share their needs with IG
- Committee to meet monthly to report on progress and reception within group meetings

A script was written and approved by Dianne S prior to visiting any groups. Each committee member committed to which meeting(s) they would visit and relay the IG information. Meetings without IG representation were encouraged to send a member to IG and meetings with representatives were encouraged to regularly attend and report back to their meeting.

At this time, five or six meetings have been visited and information given to members in attendance. The reception of the committee has been warmly welcomed, however, there has been little response to step into service or host a recovery event.

Members have taken on further commitments to attend more meetings in service to IG outreach. We will continue to update scripts as pertinent to IG work.

Submitted by Jeremy C

Committee Members: Eileen M, Della T, Susan T

Adopt-A-Highway vs. Traditions 6 and 10

Letter For Discussion

July 10, 2022

Dear Members of the Board of Trustees,

I have been thinking through the concerns shared by OA members in a particular meeting and voiced by Elizabeth C. related to whether OA home meetings might participate in the "Adopt a Highway" program at Missouri Department of Transportation (MODOT). The specific issues that I heard Elizabeth pass on were whether this would be endorsing an outside enterprise and whether OA might be drawn into a public controversy. Someone, Mary S. I think, added a question about anonymity.

As the newsletter editor who made the decision to publish that page from our PI Chair on page nine of the July newsletter, I'd like to share how I would answer these concerns.

- 1) Is participating in the Adopt a Highway program at MODOT endorsement of an outside enterprise? To me, the answer is no, unless I also think that driving to my OA meeting or a recovery event on a road maintained by MODOT is endorsing an outside enterprise. The MODOT signs sharing who picks up litter on a stretch of highway are a public announcement system that is not that much different than spreading the word about OA by using a community bulletin board or paying for a Google ad or for a public service announcement on a radio or television station.

Let me offer a couple of examples that I think may help clarify what's an endorsement of an outside enterprise and what is not:

- In Jefferson City, the local Coca Cola distributor has a big electronic billboard, and many groups in town use it to announce what they have going on (a Boy Scout food drive, a play at the local high school, etc.). Does use of that sign mean those who use it are endorsing drinking Coke? I don't think so. The family that owns the company may get some good will out of allowing their sign to be used, but mainly the sign is a public service that everyone is invited to utilize within a set of guidelines. (Their rules include that they do not advertise anything political.) As far as I'm concerned, if the Jefferson City home meeting decided to host a recovery event, having it announced in the Jefferson City Tribune daily paper and on that billboard would be in the spirit of Tradition Five.
- Many of our groups rent space from communities of faith (like churches) or for-profit enterprises (like banks). Paying rent to these outside enterprises does not constitute endorsement of those enterprises. If a person in a meeting at a particular church announced in an OA meeting that "This church is having a revival meeting next week. Why don't we all attend on Wednesday?" that could indeed imply endorsement of a particular religion and would violate our Traditions. It would also be a violation to invite someone from PNC Bank to attend a meeting to pass out brochures about a new credit card or a new checking account program with low rates that PNC has available. But paying rent for use of space does not automatically signal endorsement. The rental fee for putting the name of an OA meeting on a sign at MODOT is picking up trash four times per year for three years, and, to me, that is fairly similar to paying for other spaces used by OA.

- 2) Would participating in the Adopt a Highway program at MODOT draw us into public controversy? I can only conceive of one way that would happen, and I'll save that for after I discuss the concerns that a member or members shared with Elizabeth related to "MODOT used to pay people to clean up the highway" and "they are the government."

There are certainly many controversies in our world related to government in general and MODOT in particular. Will the gas tax be raised? What is the most ecologically friendly way to pave a road? What will state workers be paid? But use of the Adopt a Highway program does not automatically take OA into any of those public debates. There are public

scandals involving communities of faith, like the clergy sex scandal, and yet many of our meetings rent space from communities of faith, unconcerned that doing so will give OA a bad name – and I think that generally no harm is done to OA in renting such a space. (If a community of faith becomes scandalous in a community perhaps it would be wise not to rent space at that group's facilities.)

It would take many, many dots to connect Adopt a Highway to Budget Committee debates about how to fund highways, ports, and bridges, and most U.S. citizens are so woefully uninformed about civics that no dots are available to the majority. The chance of being part of a scandal because of participating in Adopt a Highway are exceedingly slim since picking up trash is generally seen as a virtuous act and public service, not as a public scandal.

Did MODOT previously pay people to clean up along the highways and now they do not? MODOT still does a lot of cleaning along highways as their website and the state budget acknowledges. Do they have enough employees to do all the cleaning that needs to be done? No. All state government in MO is underfunded and understaffed, and that is indeed an outside issue. Use of the Adopt a Highway program does not drop us down into the middle of a lively debate about that issue, however. I wish more people in our state would discuss the role of state government and what level of taxation is fair, etc., but there is remarkably little discussion on this topic. I have had a closer seat to this topic than most, and I am unaware of trouble brewing related to the Adopt a Highway program. As I said above, the average Missourians sees picking up trash as a virtuous action.

MODOT is a governmental agency, but this is also not automatically a source of controversy. Most people understand that certain public services must be undertaken by governments in order to organize life in society in a way that works. Businesses need roads to move their products to market. Families need roads to travel to hospitals, to work, to see relatives. And as I said earlier, most of us use MODOT or municipal-government-maintained streets and highways to get to our meetings, and that is just a fact of life, not a bubbling caldron of public discord.

Now about the way that a controversy might be caused by participating in the Adopt a Highway program. If an OA group signed on and then did not follow through on the four times per year commitment that they made, that might give the OA group a bad name. To me, this would be a violation of the Seventh Tradition, in that the group would have made a commitment and then not acted in a way that was “self-supporting.” An OA group should only sign up to participate in Adopt a Highway if they intend to honor the contractual obligations. A group conscience might be in order if members of the group noted the commitment is not being kept.

- 3) What about anonymity? We operate by attraction, not promotion, but part of attraction is for us to help still suffering compulsive eaters know that we exist. As it says on page 165 of the OA 12&12, “Anonymity is not the same thing as secrecy.” There are many people who need to know that OA is available, and seeing our name along a highway just might send someone to a search engine and to OA.org where they can take the quiz to see if they may be one of us. Anonymity is about being one among many and not gossiping – among other things. It is not about hiding our light under a bushel.

Is confusion about the meaning of anonymity widespread in our membership? In the past, the Board of Trustees has sometimes hosted a recovery event when they spotted a need within our Intergroup. For example, BOT has put on events about taking a fearless and searching inventory (in conjunction with conducting an Intergroup inventory), Traditions, and unity within diversity. It might be worth considering a BOT hosted recovery event focusing on anonymity and how to live out Traditions 11 and 12.

People are dying from our disease. It seems to me that we must get the word out that there is a proven and workable method to arrest our illness. In my opinion, and I'm certainly welcome to offer a full hearing to all the other opinions within OA, the Adopt a Highway is one vehicle that we can use.

Yours in service,
J-MO Newsletter Editor

GOOGLE SEARCH ADS PROGRESS REPORT

As of September 5, 2022

A. Summary of Results.

The Google Search Ads started running on June 16. By September 5 our ad had been shown over 13,000 times. **People clicked on our ad 812 times!**

Here are some breakdown numbers. People who clicked on the Ad were taken to our IG website. About 755 of them came from the Ad directly to the homepage. Then 183 went to the meeting information page from there. About 17 people came from the Ad directly to the meeting information page, clicking on a link that only showed now and then when the Ad was displayed.

B. Summary of Costs.

The Google search ads have cost \$1,863.42 as of September 5, 2022.

I (Elizabeth) will be checking frequently during the upcoming days in September so that I can pause the Ads campaign when I think we have spent the budgeted \$2,000. At that point the Ads won't run again in 2022.

We will be submitting a budget request as we build the 2023 budget this December, hoping to start the Google Search Ads running again in January.

Submitted by Elizabeth C, from the Google search ads ad-hoc committee:

END OF GOOGLE SEARCH ADS PROGRESS REPORT FOR SEPT 2022.

OPERATIONS REPORT, AUGUST 2022 (COVERS JULY DATA)

A. Meeting Changes .

The Herculaneum meeting has changed its day to Thursday. Nothing else has changed about it.

B. Incoming contacts Information.

Combined report: July IG Email (info@stlouisoa.org) and IG cell phone (314-638-6070)

- Inquiries about OA from non-members: (9) – 4 emails & 5 phone calls – was zero in June
- Inquiries from members: (5)
- Changes to Where and When meeting list: (1)
 - Herculaneum change of day to Thursday
- OA business: (3 levels of general communications, 2 special IG topics)
 - General communications from WSO: (1)
 - General communications from R4 or other regions (1)
 - General communications from our IG, copies of emails (5)
 - Topic: bill for website design (2)
 - Topic: stlouisoa.**com** being sold (1) – might be fraudulent
- Spam emails and phone calls: very many.

C. Intergroup business notes:

1. Google search ads. These started running on June 16. By August 1 the ad was shown 17,600 times.
People clicked on our ad 517 times! (They were taken to our IG website.)

D. Volunteer positions open:

1. for OA cell phone.

If you would like to be on the list to answer the OA cell phone, please write info@stlouisoa.org. The next available shift starts in April 2023.

2. for verifying meeting information in our Where and When and in oa.org.

This is done at least every six months. It needs an organized, detail-oriented volunteer looking for a short-term project that will last about a month.

END OF 8/2022 OPERATIONS REPORT.

Elizabeth C, operations administrator

OPERATIONS REPORT, SEPTEMBER 2022 (COVERS AUGUST DATA)

A. Meeting Changes .

None in August.

B. Incoming contacts Information.

Combined report: August IG Email (info@stlouisoa.org) and IG cell phone (314-638-6070)

- Inquiries about OA from non-members: (4) – 2 emails and 2 phone calls
- Inquiries from members: (6) – 4 emails and 2 phone calls
- Changes to Where and When meeting list: (0)
- OA business: (3 levels of general communications, 2 special IG topics)
 - General communications from WSO: (0)
 - General communications from R4 or other regions (2)
 - General communications from our IG, copies of emails (3)
 - Topic: Insurance renewal (3)
 - Topic: misc – about a group’s email activity (1)
- Spam emails and phone calls: very many.

C. Intergroup business notes:

2. Google search ads. These started running on June 16. By September 5 the ad had been shown about 13,000 times. **People clicked on our ad 812 times!** (They were taken to our IG website, where about 800 people saw the homepage and 200 of them saw the meeting information page as well.)

D. Volunteer positions open:

1. for OA cell phone.

If you would like to be on the list to answer the OA cell phone, please write info@stlouisoa.org. The next available shift starts in April 2023. Monica has it now. Flonnie will start in October. Someone volunteered for Jan-March, but I don’t have a record of who that was. Anyone know?

2. for verifying meeting information in our Where and When and in oa.org.

This is done at least every six months. It needs an organized, detail-oriented volunteer looking for a short-term project that will last about a month.

END OF 9/2022 OPERATIONS REPORT.

Elizabeth C, operations administrator