



**Adult Children of Alcoholics®/
Dysfunctional Families World
Service Organization, Inc.**

April 9, 2016

ACA WSO Teleconference Meeting Minutes

Chair, Larry A. opened the meeting with the Serenity Prayer and the reading of Tradition Four: **Each group is autonomous except in matters affecting other groups or ACA as a whole. We cooperate with all other Twelve-Step programs.**

Attendees: Larry A, Mary Jo, Ines Z., Bill D., Jeffrey F. – Quorum was established. Majbrit M. was absent.

Guest Introductions: Paul (CT, CT State Intergroup) x15; John (PA Intergroup) x4; Sandy (S. E. TX Intergroup) x2; Pam (Center Coast Intergroup) x 3 years; Patty (CO Intergroup) x Many; Jude; Matt (Fitchburg, WI rep W. Great Lakes Intergroup) x12; Bonnie (TX, Lone Star Intergroup) x1.5 years; Dennis (Russia); Marietta (CT, Telephone Meetings, USA Intergroup) x 24; Jillian (Calgary, Our True Selves Meeting); Marius (Lithuania) x1; Uma (Lithuania, ?) x1; Wayne (Canada); Robin (Texas)

Chair, Larry A. then extended an invitation to members who have been attending the TC meetings to consider committee participation.

MINUTES:

Motion brought forward by Secretary, Ines Z. to approve the minutes of the February 13, 2015 ACA WSO Teleconference Meeting. Second – Bill / Motion Passed Unanimously.

Motion brought forward by Secretary, Ines Z. to approve the minutes of the March 12, 2016 ACA WSO Teleconference Meeting. Second – Bill / Motion Passed Unanimously.

COMMITTEE REPORTS:

TREASURER'S REPORT AND FINANCE COMMITTEE (Chair: Mary Jo): **Mary Jo reported that** the 7th Tradition contributions for March totaled \$6,268. The individual contributions that make up that amount, as well as contributions for previous months, can be



**Adult Children of Alcoholics®/
Dysfunctional Families World
Service Organization, Inc.**

April 9, 2016

ACA WSO Teleconference Meeting Minutes

located on the Donations sub-tab under Treasurer's Report. Mary Jo advised that, should anyone find an error you can notify treasure@adultchildren.org to make corrections. Mary Jo further reported that the format of the [Profit and Loss Statement](#) (P&L) has been changed to reflect the Gross Sales before any direct expenses are attached, such as Cost of Goods Sold, making it easier to determine gross sale, which for March was \$70,943. This included a large sale of books and translated BRBs and Workbooks to the Danish Intergroup. On page 3 there is a breakdown of expenses thus far for this month's ABC in Florida. That includes an offset of the amount collected for Attendee Registrations. It shows as a negative in the P & L in that section, but it really a positive because expenses are actually debits which are minus figures, again if there are questions you can email treasure@adultchildren.org. Overall Net Income shown at the bottom of the P&L was \$14,900. The [Balance Sheet](#) is also available as well as the [Pie charts](#) that depict income and expenses.

For the **Finance Committee**, Mary Jo reported that committee has worked on the following items since the last TC: enhancing the Fiscal Policy in the OPPM; examining TransferWise as a less expensive payment method when wire transfers are required; completing setup of Amazon UK for selling books in Europe at a lower cost; changes to the Chart of Accounts, some of which is already reflected in the current P&L Statement mentioned in the Treasurer's Report; less expensive shipping using Media Mail and Library Mail; interpretation of the Executive Board approval of expenses under \$500. We plan to start tracking the P&L on each of our books and translations. We will also be working on 2015 budget vs. actual figures as well as the 2016 budget after the ABC. Although it will be late, our Treasurer did not have a Committee for several months during the timeframe when this would have been discussed.

LITERATURE COMMITTEE - Larry: Chair, Larry A. introduced the speakers of the subcommittees. Phyllis was not on the call and Ines was commuting.

(After all sub-committees had reported) Larry reported that over 1000 audio Big Red Books have sold and we are approaching 10,000 digital Big Red Books (9,710). Larry mentioned that the meeting that Robin referenced was well-attended and there were members from overseas which emphasized



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Dysfunctional Families World
Service Organization, Inc.**

April 9, 2016

ACA WSO Teleconference Meeting Minutes

the importance of translations. Robin typed notes of the meeting and after they are reviewed they will be posted to the website as well and will be sent to those that are doing translations around the world. litstaff@adultchildren.org.

Robin - Special Worker: Robin reported the 2nd Quarter ComLine has been published and is available for free download at www.adultchildren.org/comline. Best Practices -- Ready, Set, Go, is still open for review. A committee meeting took place on Sunday, April 3rd. A report has been written for those who wish to become a part of the Literature Committee. Regarding translations, the committee is focusing energy on outside order fulfillment solutions. The Danish Workbook is being verified prior to printing. The Russian Big Red Book is also being verified for production. The Big Red Book and Strengthening My Recovery for Greece should be ready in the next few months. Additionally, we are working on the 10th Anniversary Commemorative Edition of the Big Red Book. The full Literature Report is on the Repository. litstaff@adultchildren.org.

Spanish Translations - Ines: Ines reported that there were no updates at this time, work still in progress.

ComLine - Phyllis- (No Report as Phyllis was not on the call) Larry stated that Phyllis is not on the call but she is always looking for contributors, so if you have a story, a share, a poem, or art, please send it in to litstaff@adultchildren.org so it can be published on the ComLine.

ACA WSO DC Oversight Committee & Distribution Office-Ines/Mary Jo: Mary Jo reported that the report is not on the site yet but the committee has been working on doing performance evaluations. Staff is currently doing the self-evaluation. There is also a staff member going on medical leave of absence for about a month so preparations are being made to make sure there is coverage. Staff is also working on fine-tuning the shipping of the intergroup discount program, which is about ready to go live within a week or so, and the unique challenges that are presented due to the larger boxes etc.



**Adult Children of Alcoholics®/
Dysfunctional Families World
Service Organization, Inc.**

April 9, 2016

ACA WSO Teleconference Meeting Minutes

Security cameras will be installed which will be discussed later in this call as a motion.

ACA DISTRIBUTION OFFICE –Mary Jo: Mary Jo indicated that Gloria has uploaded the Product Sales Reports as well as various other spreadsheets onto the repository. There are currently 1,575 active meetings, and 58 active intergroups, an increase of 13 and 1 respectively.

MEMBER AND PUBLIC SERVICE (Chair Bill): Bill commented that it would be a short report as he has recently accepted the position and is just becoming familiar with the committee. He did say there was a full report on the repository. Bill stated the purpose of the Member & Public Service Committee is to support ACA members in becoming responsible for their own well-being through ACA related materials and to provide information for the public and professionals by providing ACA related resources and services.

Special Worker, Denise (Read by Bill): Bill advised that Denise was out this week and then submitted the report for March as follows: 956 emails received; 710 Sent email responses; 168 voice mails. International connection with: Australia, Canada, Finland, Germany, Greece, Ireland, Japan, Lithuania, Mexico, the Netherland, New Zealand, Norway and Spain. Most Common emails are about finding meetings, or meeting issues, how to start new meetings, literature order information. Most voicemails are about finding meetings and literature order information. There have been a few calls from people needing help to figure out if they are an Adult Child or not. As such a new committee policy was implemented where some of the free tri-fold PDF's of the 25 Questions and What is ACA are being sent with each email responding to those looking for help. Additionally, the "zip code" has been added to the "Contact Us" form on the website. This will help figure out where emails for help and inquiries are coming from with the hope of using the information to build a strategy for getting information to groups or intergroups so they may follow up with the person seeking help. Bill reiterated the goal of the Members & Public Service Committee is to



**Adult Children of Alcoholics®/
Dysfunctional Families World
Service Organization, Inc.**

April 9, 2016

ACA WSO Teleconference Meeting Minutes

communicate with members and professionals to make our attraction more visible to individuals and easier to find.

Bill wants the committee to work on ways of reaching out to the different areas and regions to support H & I and MPS efforts.

Hospitals & Institutions – (Reported by Bill): Bill reported that Joan was not on the call today but agreed to step back in as chair until after Bill finishes with the planning of the 2016 Convention in Florida. Bill indicated he had a good conversation with Joan and discussed how important organization and communication is. There really needs to be more diligent outreach to institutions and professionals to facilitate more efficient distribution of materials to facilities. There is now a staff person handling the purchase orders so things are timelier. Bill expressed how much he was looking forward to service with the committee and the hope of being able to reach more people.

Intergroup Liaison–Bonnie: Bonnie reported that email traffic at intergroups@adultchildren.org remained steady with about 35 incoming messages and generating about 26 responses. This month only 3 were forwarded through Denise as direct contact through the intergroups@adultchildren.org as the email address becomes more common. Bonnie stated there was a new page on the WSO website that now provides the email address, but it is still hard to find the page. Several committee members met last week by teleconference to discuss and set priorities. The agenda and minutes are available on the webpage. The committee agreed to widen and focus the search on an electronic bulletin board or a list of service providers. It is likely there will need to be a unique domain name. The intent is to, at some point, make a specific request to the board. Problems with meetings and intergroups listing seemed greatly decreased since the introduction of email confirmations. There were still one or two pre-existing problems to sort out, however. The committee is considering an attempt to contact and confirm the intergroup listings with a new invitation to participate in the subcommittee. Input would be welcomed from the European



**Adult Children of Alcoholics®/
Dysfunctional Families World
Service Organization, Inc.**

April 9, 2016

ACA WSO Teleconference Meeting Minutes

committee in handling that. New intergroups continue to form, and the committee is working on ways to receive their information more efficiently so they can be welcomed into the committee and they can become involved. The committee would also like to send an email to the intergroups announcing the 2nd Quarter ComLine if possible. Bonnie then closed by welcoming Bill as the new MPS Chair.

Larry mentioned the teleconference time on the Events Page has been set to Pacific Coast Time and queried about possibly changing over to GMT as a way of standardizing the times that are listed on both the Events Page and the Meeting List. Bonnie indicated agreement and said that it was PCT when she inherited the page but would like to standardize the time if possible.

WEBSITE AND DATABASE COMMITTEE- Larry: Larry reported that the full report is on the Repository. He indicated that for this record, he wanted to just focus on a few metrics. He reported that there are about 50,000 people visiting the website every month and about 30,000 are coming for the first time.

The predominate language of those users is English (greater than 95%) and the United States has the most users of all at 80%. The bounce rate is 69.94% and is about right for non-profits so we are doing well in terms of the website. Additionally, there have been a few small changes to the website i.e: When searching for a meeting, the list would appear under a lot of dialog so it looked like no meetings were available. Now the resulting page opens to the actual list of meetings instead of under the dialog. Bill then reported the "zip code" has been added to the "Contact Us" form. Larry then added that there has been progress made on the translation page, making that comprehensive. There are 19 languages of 19 different pieces of literature, all downloadable in A4 and letter formats. Lastly, we are close to launching the intergroup discount. It is in the final stages of testing. The last icons are being loaded on the shopping cart. A mass email will be sent to everyone announcing when it is live. Roll out should be in a week or so barring any



**Adult Children of Alcoholics®/
Dysfunctional Families World
Service Organization, Inc.**

April 9, 2016

ACA WSO Teleconference Meeting Minutes

major problems. Larry then reminded that full committee reports can be found online and he uploaded some more detailed information as to who visits the website, etc.

EUROPEAN COMMITTEE - Majbrit: Report was tabled in the absence of Majbrit.

OPPM REVIEW COMMITTEE - MaryJo: MaryJo reported that she and Ines are on the committee and continue to work on the project. They are almost close to the end of the first rough draft and will soon be submitting parts of it to the Board for review.

2016 ABC LIASON: Larry noted that there was a full report in the repository.

Larry reported that all are scheduled to be in Del Ray Beach, Florida on April 22, 23 and 24, 2016. The 22 and 23 will be the Annual Business Conference and delegates are coming from all over the world to hear and see how the World Service Organization functions. On the evening of the 23rd through the 24th, we will be hosting the first Inaugural ACA World Convention. There will be speakers, workshops, ice cream, dancing, and a fun time had by all. Final preparations are being made to get the delegates package together and Larry reminded the board members whose contributions have not been received, to please get them in. Larry indicated that all indications are for a very good turnout. Volunteers are excited and ready to go. Literature will be available for sale on site. If any information about the ABC or the AWC is needed, you can find it on the website on the "Home Page" under "News" and go to the "Repository" on the dropdown menu and look for the 2016 Convention. Larry gave a big thanks to Bill and the 50 volunteers in Del Ray who have stepped up and really put forth hard work. Larry encouraged all to come and participated in this special event.

Bill (Fla) affirmed Larry's thoughts in that, this will be a very rich experience as far as the ABC and AWC. There is a great program, activities and speakers lined up. To date there are 210 pre- registered and there are



**Adult Children of Alcoholics®/
Dysfunctional Families World
Service Organization, Inc.**

April 9, 2016

ACA WSO Teleconference Meeting Minutes

great expectations for walk-ins. The online registration has been closed but the phone calls to register on site have been rolling in. Bill closed by also encouraging participation.

EXECUTIVE COMMITTEE – Majbrit/Larry: (Reported by Mary Jo): Mary Jo reported that there was approval on the order of 5,500 12-Step Yellow Workbooks. As per the Board practices, orders can be approved as long as they are not greater than a previous order quantity. Approval for Majbrit to get reimbursement for her online airfare. There was a glitch in the system causing an additional charge of \$200. Additionally, there was additional expenses of \$305 (Danish Kroner = \$30 or 40 US) for BBI that was also approved.

NO OLD

BUSINESS NEW

BUSINESS:

- 1. Motion: For the April 2016 Teleconference, that the Board approve a wage increases for the Distribution Center Staff. (MaryJo)**

Background (Read by MaryJo): The DC Oversight Committee is recommending appropriate cost of living increases as well as an increase that reflects the minimum wage changes in the State of California.

Second (Bill) – Motion passes unanimously.

- 2. Motion: Verify the nomination of Bill B. as the chair of the MPS committee (Larry)**

Background (Read by MaryJo): Joan B. rotated out of her service as chair of the MPS Committee and the H & I subcommittee of MPS.



**Adult Children of Alcoholics®/
Dysfunctional Families World
Service Organization, Inc.**

April 9, 2016

ACA WSO Teleconference Meeting Minutes

Without a trustee as the chair of a committee, a committee is overseen by the full board. Bill D. is serving as the Chair of the 2016 ABC/AWC Host Committee and recently was selected as a Board of Trustee member. He has expressed a desire to serve as the MPS Committee and would have direct oversight over the MPS Committee

Second (MaryJo) – Motion passes unanimously.

- 3. Motion: To validate on the record to postpone any decision on when, where and with which printer the Russian language version of the Big Red Book will be printed and delivered until a review of all known costs, printing options, logistics, and risks associated with this activity. This assessment will be prepared and submitted in a few months–time by the European Committee and the Russian Intergroup. (Jeffrey)**

Background (Read by MaryJo): This issue was raised by Jeffrey (Prague) as Chair of the European Finance and Literature subcommittees on the February 17th during a weekly call of the Finance Committee because of the related announcement he heard on February 13th WSO Teleconference, when he pointed out potential financial difficulties for the Russian fellowship in being able to afford the cost of printing in and shipping from the USA because the Russian currency (Ruble) has collapsed against the US dollar in recent months due to the crash in oil prices.

Second (MaryJo) – Motion passes unanimously.

Discussion: Ines suggest amending this motion to include all languages. Per Larry, since the motion has already been passed Larry suggested to



**Adult Children of Alcoholics®/
Dysfunctional Families World
Service Organization, Inc.**

April 9, 2016

ACA WSO Teleconference Meeting Minutes

update the Russian portion next month and add, that this is an on-going part of the literature committee's report going forward.

- 4. Motion: That the Board approved the expenditure of 10,669.85 or .05 per word to (inaudible) the overall quality of the Russian translation of the Big Red Book. (Per Larry, Motion might be moot based on previous motion) (Larry)**

Background (Read by MaryJo): WSO received the Russian BRB from the volunteer translators but the WSO needs to verify the quality of the translations before it is laid out and ready to print. Note the printing of the Russian BRB will be dependent on the feasibility study mentioned on another motion on today's agenda.

Second (Jeffrey)

Amended Motion: To withdraw Motion 4 (MaryJo) / Seconded (John) / Motion Withdrawn

Discussion: Per Larry, Jeffery has been working on trying to find in Country translation verification specialist to lower the cost of the projects. Currently there is a prospect for the Finish Workbook and are currently working with the Russian Translation group for a similar arrangement in Russia. Currently we have been having the whole book verified but it has been realized that more of a spot check would be sufficient of about 10% to 20% of the books which would reduce the cost greatly and by using an in-country source the cost is even greater reduced. Although the intent was to withdraw the motion, it needed to be heard by the Board that a reduced cost method is trying to be worked out. As such, Larry intends to vote no on this

motion in favor of saving the WSO money and also getting the books done



**Adult Children of Alcoholics®/
Dysfunctional Families World
Service Organization, Inc.**

April 9, 2016

ACA WSO Teleconference Meeting Minutes

quicker. Jeffery then mentioned that there has already been a precedent established with the Finnish Yellow Workbook. Through a tip from the Finnish Translation Group, we were able to find the agency that did the Finnish BRB and their price compared to the agency in the states was about a tenth of the price for the same amount of work. Jeffrey explained that simply when you buy something from the country that makes something, it is by nature going to be less than buying the same item from a country that has to import it in. So there needs to do more price comparison to make sure there is the most bang for the buck. Ines asked if this would be the practice for all translations and Larry responded that, yes, it seems most likely and with the current projects that are just about done, we can get the books to press much quicker. Ines the asked about completed books that have errors, would they be vetted the same way? Larry replied that there are two types of vetting, a spot check for quality and then an implied agreement with the translation groups that as the money and the time allows, the WSO will actually get a word for word verification done. In terms of the books that are currently printing with errors, they may be eligible to go out for word for word to clear up all those errors, particularly the Spanish Workbook, which has several errors. The question is if Jeffrey can find a translation agency in a country that could do that. Ines further mentioned it would be good if we could find an agency that could bring it to an International Spanish level as it has been very difficult for the three people working on it currently. Larry asked Jeffery if he could find an agency that could be of assistance in that area. The final issue with Spanish is determining if there is a "international" Spanish that could work for all of the Spanish speaking areas or would it be better to do multiple Spanish versions and there should be later discussion possibly during the conference as to what might be the best methods.

5. Motion: WSO install security cameras inside of the Signal Hill



**Adult Children of Alcoholics®/
Dysfunctional Families World
Service Organization, Inc.**

April 9, 2016

ACA WSO Teleconference Meeting Minutes

Distribution Center Offices and Warehouse as soon as possible with recording capability no less than one month using LA Security Cameras at a cost of aprox. %3.250.00 adding \$395 each for two additional exterior cameras. The installation of the camera system which include integration of the camera reorder into our existing network to allow for remote monitoring. (Bill)

BACKGROUND (Mary Jo): During the Board of Trustees Working Teleconference session on March 26, it was reported to the Board by a member of the DC Oversight Committee that they were made aware of safety issues at the DC. It was discussed and agreed the prudent course

of action would be to install video recording cameras at the DC as soon as possible. This motion is made with the understanding that any installation of the video cameras will be made in accordance with California Workplace and Employee Privacy Laws.

Second (Mary Jo) – Motion passes unanimously

- 6. That the European Committee Chair be authorized to travel to Holland to speak and give an update on the European Committee at their ACA Event on the 9th of April, 2016. (Majbrit)**

BACKGROUND: Attendance at such events is an opportunity to meet the fellow travelers face to face. This brings the European Fellowship closer and breaks down any barriers that might be giving the WSO a face to relate to at the same time the EC gets familiarized with the needs and wants of the local fellowship. Majbrit is invited to stay with a fellow traveler, privately, and participate in their activities. She will also be meeting up with the literature chair who is very interested in the European Committee.



**Adult Children of Alcoholics®/
Dysfunctional Families World
Service Organization, Inc.**

April 9, 2016

ACA WSO Teleconference Meeting Minutes

Second (Jeffrey) – Motion passes unanimously

- 7. Motion 7: That the Board approve the Chair of the Hospitals and Institutes Subcommittee, Joan B, and the Chair of the Intergroup Liaison Subcommittee Bonnie K–M, pay for their reasonable expenses to attend the ABC/AWC. (Bill & Larry)**

BACKGROUND: The WSO Member and Public Service Committee's newly selected Chair, Bill D., we use the time to meet face to face and work with these two subcommittees to sketch out an overall strategy. In addition to having them present at the ABC/AWC, it will allow the fellowship to interact with these trusted servants.

Second (MaryJo) – Motion passes unanimously

Discussion: MaryJo asked if both Bonnie and Joan were definitely coming as she had not heard a mention of the expenses. Larry explained that it was a motion.

- 8. Motion:** The Board approve the use of ACA/AWC and or the BRB image to be printed on a cake to celebrate the 10th anniversary of the publication of the Big Red Book and expend \$100 on the cake. **(Bill)**

Background (Bill): The publication of the Big Red Book has spurred the growth of the fellowship and commemorating this 10–year anniversary event at the ABC/AWC is a worthy tribute.

Second (Jeffrey) – Motion passes unanimously

Discussion: Bill mentioned that the host committee through its own 7th traditions fund raising is matching the contribution of the WSO since



**Adult Children of Alcoholics®/
Dysfunctional Families World
Service Organization, Inc.**

April 9, 2016

ACA WSO Teleconference Meeting Minutes

number of attendees has exceeded 200 so will have to have more than one cake.

This concludes our Agenda. Thank you all very much.

Any guest comments or questions? (Q = Question / A = Answer / M = Mention)

Summary of guest comments: Guest comments focused primarily on: Q. Is it against ACA Traditions for a group or individual to make designated donations to the intergroup with a request to earmark for specific use? **A.** Intergroup are autonomous and they can make a decision themselves as long as the contribution is coming from an ACA member or Group and the action is within the scope of the traditions and cap the contribution at the same level as the WSO of \$7,500 per person per year. **Q.** Regarding the proposals, what number of votes did a proposal need to receive in order to move forward to the ABC? **A.** Of the total number of votes of cast a proposal needed 2/3 vote minus any abstentions.

Q. Has the audio streaming of the ABC been decided and if so how / when will the details be shared? **A.** It has been decided and the link will be published on the website under the 2016 ABC which is basically calling into this line like we do now. An agenda a complete delegates package will be posted on the website. **Q.** Is it possible to get copies of the Teleconference recordings to report back to the WSO instead of hand written notes? **A.** The minutes are comprehensive. We don't publish the audio. **Q.** Can a member group make an autonomous decision such as not allowing a small child to come to the group? **A.** As an autonomous group, that type of group conscious decision is acceptable. **Q.** How many voting delegates are registered for the 2016 ABC? **A.** Currently about 28 not counting the Board. **Q.** Will there be recordings of the workshops at the AWC? **A.** There have been proposals submitted for recording but the 3 speaker meetings and 3 of the 6 workshops will be



**Adult Children of Alcoholics®/
Dysfunctional Families World
Service Organization, Inc.**

April 9, 2016

ACA WSO Teleconference Meeting Minutes

recorded. The decision on how to broadcast or make available has not been reached as yet. M. Moscow is having a 3rd European ACA Meeting from 09/23 – 09/25, all ACA from the World and Europe and will be posted on the WSO Events page next month. M. Wayne from Toronto offered to help anyone set up a step study and can be reached at toronotowayne@gmail.com. Q.

Announcements: Larry – The next ACA WSO Board Teleconference is scheduled **May 14, 2016 at 2:00 p.m. EST.**

ABC/AWC is April 22nd through 24th 2016 in Del Ray Beach, Florida. Info in Fellowship Alerts or the Repository.

Is there a motion to adjourn the meeting? 2nd to the motion?

Bill – Motions to
adjourn Jeffrey –
Second the motion

Are there any questions or comments about the motion to adjourn the meeting?

Motion carried unanimously.

Closed the Meeting with the Serenity Prayer