



**Adult Children of Alcoholics®/
Dysfunctional Families
World Service Organization, Inc.
July 9, 2016**

ACA WSO Teleconference Meeting Minutes

Larry opened the meeting with the Serenity Prayer and the reading of Tradition Seven: Every ACA group ought to be fully self-supporting, declining outside contributions.

Attendees: Larry A. (Chair; Literature Committee Chair); Mary Jo (Treasurer, Finance Committee Chair); Majbrit (European Committee Chair, Vice Chair); Ines Z. (Secretary, Spanish Liaison, Translations Committee); Bill D. (MPS Chair, ABC Committee Chair, Finance Committee);

Absent: Jeffrey F. (Member European Committee, Finance Committee, Literature Committee)

Quorum was established.

Guest Introductions: Pam (Central Coast Intergroup) many; Kadeja D. (Covenant (?), SC) X 4; Kay (Santa Cruz, CA) x 1; John (PA Intergroup) x6; Judith (So. FL) x4; Mardi (Montana); Melanie (TN)x2; David (Miami)x10; Colleen (So. Florida) x2; Carry (Alaska) (?); Denise (Virginia); Bonnie (Texas)x25; Laura (WSO PA 1162)x76; Matt (Fitchburg, WI rep W. Great Lakes Intergroup) x15; Bob E. (West Great Lakes); Don S. (Oshkosh WI); Jude (Virginia Beach); Mikkel (Denmark)x5; Marietta, Telephone Meeting Intergroup 616 (CT) x27; Tom R. (Ballot Prep Committee Chair) x2; Robin (Texas); Jim (Brooklyn).

MINUTES:

Motion brought forward by Secretary, Ines Z. to approve the minutes of the May 14, 2016 ACA WSO Teleconference Meeting. Second - Majbrit / Motion Passed Unanimously.

Motion brought forward by Secretary, Ines Z. to approve the minutes of the June 11, 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 P/L showed a profit for June of \$13,000 (this amount would be adjusted as the accountant's fee had not been deducted yet.) 7th Tradition contributions for June were \$4,195, and can be found on the Donations subtab under Treasurer's Report. Mary Jo advised that, should anyone find an error, please notify treasurer@adultchildren.org to have it corrected.



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Finance Committee: Mary Jo reported that the committee had met a few times and had completed and submitted the 2016 budget to the Board and will soon begin working on the 2017 budget. There were two motions passed by the Board that are now being implemented: (1) To establish an audit committee to hire an independent auditor. Recommendations will be submitted to the Board in a few days, and (2) Purchase 2 licenses for QuickBooks (the purchase has been delayed to research the additional costs associated with this upgrade).

LITERATURE COMMITTEE – Robin: Robin announced she and the staff of the Distribution Center are coordinating to get a shipment of books to the UK for European distribution. Trustee, Jeffrey F., is looking into local printing and services in the UK. She then reported that the Literature Evaluation Committee is in the process of finishing up the evaluation of “Ready, Set, Go!”. Trustee, Larry A., also reported that as a result of a suggestion brought forward during the 2016 ABC, there is now a chip which recognizes the attendance of 6 consecutive meetings available for sale to encourage members to keep coming back. Robin added to please email litstaff@adultchildren.org with questions or concerns. Larry A., reported that the committee was working to have the Meditation Book in digital format by mid-September.

Robin – Special Worker: Robin reported: Sales of the Audio book for June were 81 bringing the total to 1,442. E-book sales for June are 27 bringing the total to 10,195. She added that there have been over 500 emails over the past month traded both domestically and abroad. Emails continue to cover the scope of literature offerings, suggestions for future publications, translations, printing/reprinting of new and existing products, and the international distribution project. litstaff@adultchildren.org.

Spanish Translations – Ines: Ines reported that work still in progress. The current format is that each committee member vets a chapter then there is discussion on the suggested edits.

ComLine – Robin (for Mardi): Robin reported that the Third Quarter ComLine was in the final stages of production. Phyllis served for a year as the ComLine editor and Mardi has taken over the duty along with doing layout for the first issue. The ComLine is to be published the following week (3rd week of July). She announced that the committee was always looking for contributors, so if anyone had a story, a share, a



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poem, or art, please send it in to litstaff@adultchildren.org so it can be published in the ComLine.

ACA WSO DC Oversight Committee & Distribution Office–Ines/Mary Jo: Ines Z. reported: the committee was currently at the distribution center conducting staff evaluations and informing staff of the transitions and reorganization of the business model that will take effect.

ACA Distribution Office –Mary Jo: Mary Jo reported that there are 1632 active meetings and 61 active intergroups; additionally, 7 BBI books went out to Texas, Washington and New York. More detailed reports are listed in the repository.

MEMBER AND PUBLIC SERVICE (Chair Bill): Bill reported that the MPS committee was actively working as are all subcommittees. The report for June was posted in the repository under the Member and Public Service menu tab.

Special Worker, Denise (Reported by Bill): Bill reported for Denise that she had logged in 1,034 emails; 555 email replies sent; 182 Vonage voicemails. International connections were made by Africa, Australia, Canada, Costa Rica, Germany, Ireland, New Zealand, Latvia, Sweden and United Kingdom. More detailed statistics are in the reported located in the repository under the Member & Public Service Committee. Bill reported that connection has also been made with the AA State Convention in Florida and the committee had received permission to set up a hospitality suite and put out materials on a non–AA table in the lobby. He further reported on being invited to speak at a meeting held in West Palm Beach with about 85 ACA members. The topic was establishing a local service body to coordinate public information, H&I, a local telephone hotline, meeting directory, etc.

Delegate Training Subcommittee (Laura): Laura reported that the committee had its first teleconference meeting in June and recently had its second. The committee posed a motion to rename the subcommittee to Delegates Support Subcommittee and an email was sent to the Board regarding this proposition. The committee has also been working on preparing a trifold which will be posted online once the various review steps have been completed. The committee is also working on outreach to delegates. Laura then turned the meeting over to Jim for comment. Jim reported that the object was to reach out to former delegates to get information regarding their experiences with previous conferences with the hopes of using the information to build solid support and information for new/first time delegates. Laura also added that Aaron, who was hosting the teleconferences for the subcommittee, has volunteered to put forth an article called “Delegates Corner” for



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the ComLine discussing the concepts and their relevancy to delegates. The full report is located in the repository.

Intergroup Liaison–Bonnie: Bonnie reported that email traffic at intergroups@adultchildren.org had increased the past month with about 45 incoming messages and generating about 28 responses. A mass email was sent to all the intergroup contacts inviting them to join the intergroup forum on SLACK. She noted that responses had been slow but it was still early. As requested by the committee, registration updates are now being copied to the committee. She reported that two new intergroups have registered one of which was in South Florida. She also reported that the committee was working on ways to get intergroups to keep up with relevant contact information. She stated that most of the contact this month was regarding the literature discount program. The subcommittee will announce their next telephone conference on SLACK when it is set up.

Hospitals & Institutions – Bill: Bill reported that Josie had to take some time away from the committee chair position so it was now available again. If anyone was interested, they should contact him at hichair@adultchildren.org. Bill then reported that there were 11 H & I shipments since the ABC. The shipments have gone to correction facilities and treatment centers.

Service Structure Ad Hoc Committee (Bill): Bill reported that the committee met on June 20th and the minutes were in the repository. Two additional fellowship presentations have been reviewed in terms of the organizational structure (total of 4 fellowship presentations). He reported that the next committee meeting was scheduled for July 11th at 6pm EST (teleconference number is posted in the minutes if anyone wants to join the meeting).

WEBSITE AND DATABASE COMMITTEE– Larry: Jim was not on the call, Larry reported that the committee was making new “how to” videos to help users navigate the website and were collecting feedback on how to change the site to make it easier to use. Feedback can be sent to webservant@adultchildren.org. June website activity: 50,000 user sessions up from about 48,000. 36,734 unique visits up from 34,500 and pages viewed were up from 96,500 to 101,779 pages viewed. 67.73% of users were new, up from the previous month. 52% of users used mobile devices and 39% with desktops. Bounce rate was up from 65.04% to 65.48%. Top 5 pages accessed in order: Laundry List (22,600); Find A Meeting; Find A Meeting Search Results; The Problem; General Literature Page. Sessions came from US (83%); UK (4%), Canada (3.48%), Australia (1.69%), Russia (.76%). All reports are available on the repository.



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EUROPEAN COMMITTEE – Majbrit: Majbrit requested to table the report until August. She did report that minutes from the past 4 months have been approved and posted to the repository. Teleconference meetings are scheduled for every 1st Saturday of the month with the next one being August 6th. A “Lights On” package was sent out to Malta, so they are now an official ACA Meeting. (Lights On signifies that the Board will send, free of charge, a complete meeting starting kit to a country that has no meetings so that they can establish their first meeting.)

OPPM REVIEW COMMITTEE – Mary Jo: Mary Jo reported the committee was in the process of submitting sections of the revisions of the OPPM to the Board for comment. Ines added that she wanted to encourage fellow Board members to review the sections that have been posted and give feedback accordingly. (OPPM stands for Operating Policy and Procedure Manual. There are about 15 sections to the document and to date 4 sections have been submitted to the Board for review.)

Bill commented that because the OPPM was being used in evaluating the service structure, should the OPPM revisions be shared with that committee? Ines responded that the Board should review and comment on the revisions and come to a consensus before sharing the revisions with the Service Structure Committee.

ABC LIASON: Report tabled until final report is complete.

2017 ABC Committee: (Bill) Bill reported that the solicitation for host committees has begun, with the first letter of invitation being sent on June 22. To date there have been 5 solid responses from San Diego, CA; Hickory, NC; Orland Park, IL; West Palm Beach, FL and Reno, NV. The hosting application and guidelines have been sent to them with a return deadline of July 30. There have also been 5 responses outside of the US to host (Vancouver, Canada; Russia; Kenya, Africa; London, UK), they have been notified that their responses will be held for the preparation of the 2018 ABC as it is held outside of the US every 5 years. Bill thanked Jim from Brooklyn, Marcia J. from Iowa and Mary Jo, for their help on the formulating the documents being used in the ABC Committee. The invitation was well received as it was sent to 1,440 contacts via Mail Chimp. There has been an open rate of about 44% or 634 of the 1,440 contacts. End of report.

After the report, Larry mentioned that he chaired the ABC Committee last year and he was available should any assistance be needed. He also suggested if there were any non-US trustees or members that might be interested in participating in the 2018 ABC preparation, to please make contact. Larry mentioned a letter that was sent last year and posted on the 2016 ABC webpage informing the groups of the timeline for



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submitting proposals which had a cut off of September 30th, maybe that letter/timeline should be updated and posted under the 2017 ABC so groups know when their proposals need to be received by the WSO.

Ballot Proposal Committee (Tom): Tom reported that the committee is working through the SLACK channel to review other 12 Step fellowships ballot process to get a better sense of how they work and what if anything can be incorporated in ACA process. One of the processes required the submitter to do a financial analysis before submission. However, he noted this may exclude groups as they would not have the cost implications of everything. Tom stated the committee should have some recommendations regarding the ballot process for the Board and the OPPM. Tom inquired whether the committee should submit suggestions directly to the Board through the ABC committee under chapter 7 of the current OPPM or do they go through the ballot proposal process? Larry responded that the request would come to the Board first and the Board would give further instruction as to whether it would need to be sent out to the fellowship for a vote and put on the agenda for the 2017 ABC delegates to approve. It depends on the particular changes, whether they are administrative or substantive changes. For committee information please contact ballotprep@adultchildren.org.

EXECUTIVE COMMITTEE – Majbrit/Larry: (Reported by Majbrit): Majbrit reported the Executive approval to order 2000 soft cover BRB as the quantity is within the approval limit. Larry reported that the Executive Committee also approved the reorder of 2000 hard cover meditation books; this order was not larger than previous order and is authorized by the Executive Committee.

NO OLD BUSINESS

NEW BUSINESS:

- 1. Motion: To authorize the treasurer to purchase a license for Quick Books Platinum Editions for 2 users at a cost \$2,200. (Mary Jo)**

Background (Read by Mary Jo): Mary Jo suggested to table the motion as the cost will change and this will avoid having to amend motion at a later time.

Motion tabled.



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- 2. Motion: That the Board approve another purchase order with the Sydney IG, in a similar amount and conditions as the April order (cca USD 1,400), in order to fuel their explosive growth and ensure this literature is delivered in time for sale at their first annual all day event on 17 July. (Jeffrey F.)**

Background: (Larry A.) The April purchase agreement with the Sydney IG has allowed them to grow very quickly and start new meetings, expanding to approximately 100 attendees per week. This record growth has also depleted their stock of books way ahead of schedule and allowed them to pay their deferred bill for these books in about the third of the allotted time. The message is clear: if the WSO can get ample stock of ACA books to Sydney at a reasonable cost, they will sell.

Second (Majbrit) – Motion passes unanimously.

- 3. Motion: The Board validate their Specific Concurrence to sell the limited special edition inaugural AWC Medallions at \$5 and limit one per customer. (Larry A.)**

Background: (Larry A.) These medallions were left over from the AWC and members of the fellowship may be interested in having these for posterity sake, and there is a very limited supply.

Second (Mary Jo) – Motion passes unanimously.

- 4. Motion: The Board ratify the motion to hire a General Manager to manage the Distribution Center. (Bill D.)**

Background: The Distribution Center has been functioning without an individual in a supervisory role for some time and the Board deems it necessary to fill this vacancy.

Second (Mary Jo)

Discussion: Per the motion, is the hiring of a General Manager solely to manage the distribution center? (Mary Jo). Per Bill, the General Manager is to serve the fellowship, but is located in the Distribution Center. Bill questioned



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that this had been voted on in June, why is there another vote? Larry advised it is ratification so the motion can be brought to the fellowship and put into the minutes.

Amendment: A friendly amendment was offered by Mary Jo to change the wording of this motion to replace “distribution center” with “World Service Organization”.

Second (Bill)

Discussion: Ines mentioned that she had requested input as to the proper wording and did not get an adequate and timely response and can only post what information is provided to her as the Secretary. Mary Jo added that the wording change should be made to the original motion being ratified. Bill countered that since the motion had been voted on prior, the wording from the original motion is what should be used. Larry suggested moving forward with the friendly amendment with possibility of a later amendment to address the other issues.

Decision: 4 Aye, 1 Abstention – Motion passes unanimously

5. Amended Motion 4: The Board ratify the motion to hire a General Manager to manage the World Service Organization. (Jeffrey F.)

Background: The Distribution Center has been functioning without an individual in a supervisory role for some time and the Board deems it necessary to fill this vacancy.

Second (Bill)

Decision: Motion passes unanimously

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: M. Congratulations on the EBooks. The e-books allow easy lookup for information and



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the price is affordable. **Q.** What justified the cost of the workshops that are now online from the ABC and also is there profit off of people's shares? **Q.** Are there issues as to why some literature on line is out of stock? **A.** Sometimes there are communication errors that affect restocking as well as space availability; both issues are being worked on with the launch of the utilization of a new fulfillment center. Shipping prices are also being worked on which affects pricing and flat rates would be very inequitable at this time. **Q.** How did you get \$635 as the figure for the Intergroup discount? **A.** The need to minimize the cost of labor to justify the 30% discount and two cases of books equaled \$630. **Q.** Are there instructions or templates anywhere about dissolving a meeting? **A.** When dissolving a meeting, any funds left can be donated to the WSO and the literature could be donated to a hospital or facility. Currently there is not a written procedure. **M.** ComLine articles are welcomed.

Announcements: Majbrit – The next ACA WSO Board Teleconference is scheduled **August 13, 2016 at 2:00 p.m. EST.**

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

Mary Jo – Motions to adjourn
Ines – 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