



Adult Children of Alcoholics®/Dysfunctional Families

World Service Organization, Inc.

September 10, 2016

ACA WSO Teleconference Meeting Minutes

Larry opened the meeting with the Serenity Prayer and the reading of Tradition Nine: ACA, as such, ought never be organized, but we may create service boards or committees directly responsible to those they serve.

Attendees: Larry A. (Chair; Literature Committee Chair; Website and Database Committee Chair); Mary Jo (Treasurer; Finance Committee Chair); Majbrit (European Committee Chair, Vice Chair of the Board); DCOC Member); Bill D. (MPS Chair; ABC Committee Chair, Finance Committee Member); Jeffrey F. (Member European Committee, Finance Committee, Literature Committee). **Absent:** Ines Z. (Secretary, Spanish Liaison and Spanish Translations Committee Chair)

Quorum was established.

Guest Introductions: Judith (So. Fl.) x 6; Charlie (Intergroup 626, DC); David (Miami) several; Pam (Central Coast Intergroup, Rio Grande, CA) many; Erin (PA, DT-Sub Committee) x3; Bonnie (San Antonio, TX) x years; Mardi (Montana, ComLine); Susan (New York) x years; Mona (Chicago); Susan (San Diego) x 2; (inaudible); Jude (VA Beach) x years; Wayne (Toronto Can.) x9; Jim (So. FL, Mem IT Web Committee) x11; Marietta, Telephone Meeting USA Intergroup 616 (CT) x29; Don (N. E. WI Intergroup) x 10; Robin (Texas); Karen (TX, Telephone Bridge).

MINUTES:

Motion brought forward by Secretary, Ines Z. to approve the minutes of the August 13, 2016 ACA WSO Teleconference Meeting. Tabled.

COMMITTEE REPORTS:

TREASURER'S REPORT AND FINANCE COMMITTEE (Chair: Mary Jo): Mary Jo reported that the Balance Sheet remains largely unchanged. WSO total assets are \$634,677, which include cash assets, inventory on hand and down payments to vendors, furniture and equipment, and intangible assets such as the website. She then reported that the Profit and Loss Statement reflects there was a net income of \$32,781, which was due to a number of factors, including a "catch up" in sales because the Distribution Center was out of some inventory in July. A specific breakdown of 7th Tradition Contributions is included in the Treasurer's Report under the donations tab in Repository. Additionally, Mary Jo reported that the contributions for the month of August were a little bit larger than normal and the total amount was \$14,801, it is usually around \$7,000. Mary Jo concluded by advising that, should anyone find an error or have any questions, please notify treasurer@adultchildren.org. Larry added that a new warehouse is being stocked so that will affect the outlook of inventory.

Finance Committee: (Members: Bill D., Jeffrey F., Melani M., and Mary Jo L.) Mary Jo reported Bill D. has left the committee and thanked him very much for his excellent input during his tenure with the committee. The committee met two times within the past month and discussed: changing the pricing of the tri-folds due to increased distribution and material costs; pricing of individual items that



Adult Children of Alcoholics®/Dysfunctional Families

World Service Organization, Inc.

September 10, 2016

ACA WSO Teleconference Meeting Minutes

will be sold on Amazon UK; establishment of an Audit Committee, which was approved by the Board in June (this will not be a full audit of the organization but rather a preliminary audit to ensure that we have appropriate systems in place.) Mary Jo reminded that volunteers for this committee are always welcome. If interested or have questions send an email to treasurer@adultchildren.org. Bill ended the report by thanking those that he worked with on the committee and that due to other commitments within the organization he would not be able to continue with the Finance Committee.

LITERATURE COMMITTEE – Robin: Robin stated the committee is continuing to focus on outside US literature fulfillment solutions. Jeffrey is looking into “crossing the river” with ACOA materials. The new literature evaluation subcommittee is meeting regularly via teleconference and is reviewing literature submissions. Robin further reported that all the tri-fold and booklets available in the shopping cart have been translated and are currently being prepared for printing and publication. You can email litstaff@adultchildren.org with questions or concerns.

Robin – Special Worker: Robin reported that they are almost ready to send the first shipment with Amazon UK. Robin reported the stats as: Sales of the Audio book for August were 88 bringing the total to 1,632. E-book sales for August are 233 bringing the total to 10,686. Currently the second round of revisions of the e-book for “Strengthening My Recover” is in progress as well as production of the 10th anniversary edition of the Big Red Book and 12-Step workbook updates. Robin closed by remind of the next committee meeting on October 9th; there will be a guest speaker who is conversant in trauma and recovery. Questions can be addressed to litstaff@adultchildren.org.

Spanish Translations – Ines: Report tabled as Ines not on the call.

ComLine –Mardi: Mardi reported that the 2016 fourth quarter ComLine is in the beginning stage of production and have received 16 stories from adult children around the world. Mardi reminded to try and keep submissions down to 600 words due to space concessions. Mardi mentioned that the committee was always looking for contributors, so if anyone had a story, a share, a poem, or art, please send it in to litstaff@adultchildren.org so it can be published.

Literature Evaluation – Charlie: Charlie informed that the new Literature Evaluation Subcommittee is now formed and in action. The team has finalized and submitted their final recommendations on “Ready, Set, Go”. Additionally, 4 additional tri-folds have been reviewed and the group has a pretty good understanding of direction and will be making recommendations during a meeting next Saturday so that it can be sent to the literature committee in time for the next WSO meeting. Charlie then reported that the subcommittee reached out to get a non-English speaking International volunteer, as a result 2 new members will be joining the committee one of which is from Holland and Harold S. that was recommendation of Robin from the Literature Committee.

ACA WSO DC Oversight Committee & Distribution Office-Ines/Mary Jo: Report tabled as Ines Z. was not on the call.



Adult Children of Alcoholics®/Dysfunctional Families

World Service Organization, Inc.

September 10, 2016

ACA WSO Teleconference Meeting Minutes

ACA Distribution Office –Mary Jo: Mary Jo reported there are 1,602 active meetings and 64 active intergroups. Additionally, Mary Jo reported that the Sales Comparisons are listed in the Repository under WSO Office Reports.

MEMBER AND PUBLIC SERVICE (Chair Bill): Bill reported that the MPS committee was actively working as are all subcommittees. The full report for August was posted in the repository under the Member and Public Service menu tab. Bill reported that August was a productive month for MPS. The committee continues to reach out to group service representatives and delegates. Additionally, the committee is developing training materials, sending information to treatment facilities and assisting with the formation of new service bodies around the country. Bill reminded to facilitate all the work of the WSO service body has set up a new team calendar on Slack, it is a Google calendar associated with a generic email account so that a variety of people can update it. This will enable everyone involved in WSO service to see at a glance when board and committee meetings are scheduled.

Special Worker, Denise (Reported by Bill): Bill reported for Denise that she had logged in 620 emails; 888 email replies sent; 172 Vonage voicemails and returned 72 phone calls. There were 20 calls from Professionals and 15 emails from new international contacts. Most of the calls were about finding meetings, make meeting issues and requesting information about literature. More detailed statistics are in the reported located in the repository under the Member & Public Service Committee. Bill thanked Denise for her hard work.

Delegate Training Subcommittee (Erin): Erin reported that the DTSC tri-fold has been complete and forwarded to the literature committee. An email contact list of previous delegates who attended the ABC from 2014 through 2016 was prepared for the delegate survey. The survey's goal being to assess conference experiences in order to make improvements. The survey has been forwarded to Bill to be sent out by Mail Chimp. An article was submitted for the first "Delegate's Corner" in the August ComLine which spoke to the need for service and that the DTSC is working on trainings to prepare delegates for the ABC, etc. Erin also reported that current work includes the review of the OPPM, the BRB and the By-laws for references to delegates to document for future reference. Additionally, delegate questions are being prepared for a "frequently asked questions" page as well as exploring ways of implementing a buddy system of former delegates assisting new delegates while serving at the conference; preparing a recorded or other online presentation slide to show prior to the ABC on topics such as Robert's School of Orders Made Simple, Concepts and Service Structure.

Intergroup Liaison-Bonnie: Bonnie reported that email traffic at intergroups@adultchildren.org has remained steady with about 35 incoming messages and generating about 20 responses about half of the of the contacts of incoming email were forwarded through the office and not directly to the intergroups. Most emails were about new or updating meeting registration information. Bonnie asked if anyone had any ideas on how to minimize the duplication of intergroups in the same area, to please share. Bonnie also reported that they have started posting queries to the SLACK forum to gather input from other intergroups to help support each other.



Adult Children of Alcoholics®/Dysfunctional Families

World Service Organization, Inc.

September 10, 2016

ACA WSO Teleconference Meeting Minutes

Hospitals & Institutions –Bill: Bill reported that the subcommittee chair has been ill but may be returning to service soon. Bill reminded that the focus on H & I has been to harvest contact information from various treatment facilities, hospitals and institutions so letters can be sent to them introducing ACA and offering materials and helping to connect them to ACA groups and intergroups in their communities. Bill further reported that for the month of August books were shipped to inmates in California, New York and Pennsylvania as well as to an addiction treatment center in California. Full report is on the repository.

Service Structure Ad Hoc Committee (Bill): Bill started by thanking all the members of the committee for the time and work they have all put in. The committee met twice since the last board teleconference on August 13th. The minutes will be posted once they are approved. Bill reported that on August 15th, the SVC Structure Committee meeting had a short presentation by David McB. from Miami on the functioning of Non-profit organizations. After the presentation the committee discussed some of the problems that face non-profits and some best practices based on David's experience. Bill then reported that during the August 29th meeting he did presentation of the service structure rubric of Crystal Meth Anonymous (CMA). Bill noted the similarities to AA's service structure, the diversity of the board by electing trustees from various regions which gave broader representation, and that any action by the delegates that received a 2/3 majority vote were considered directives to the board to be implemented. The Committee had a presentation by Sue B. from Toronto on their regional Service Committee. There was presentation and the use of rubrics to compare service structures of AA and CODA by Charlie H. The committee discussed these structures and compared aspects to the previously reported ACA service structure. One aspect of interest was AA's regions elect a Regional Trustee. During 2nd meeting the committee heard a presentation of the service structure rubric of Sex Addicts Anonymous (SAA) by Bill D. Of particular note was the contribution mechanism called the LifeLine Partners whereby members commit to regular monthly contributions to the ISO. This brings the total to five 12 step fellowships that have been evaluated by the SVC Structure Committee. The next teleconference meeting of the SVC Structure Committee is scheduled for August 15th @ 6pm. Anyone can participate by calling into the teleconference number.

WEBSITE AND DATABASE COMMITTEE- Jim: Jim reported that the full report is posted to the repository and questions, comments, concerns can be addressed to webservant@adultchildren.org. Jim then reported there had been activity around meeting contacts and the updated meeting form, the changes are now live on the website. The full data base of meeting contacts was shared with the Board and any groups or intergroups that were accidentally dropped were reinstated. A group update link has been added to the top of the home page with drop-downs for both the groups and intergroups. Additionally, an update meeting link has been added to the individual meetings listing; this link has been set to re-populate some of the basic information on the form, and a button has been added to indicate if nothing has changed. Once data is entered there is now a save button and a response is sent that information has been received and may take 2 to 3 weeks to actually be updated and appear on the website. Step by step instructions on updating the meeting information is also now on the website. The committee will still be making a how-to video to document the process. Jim then reported on the August statics as



Adult Children of Alcoholics®/Dysfunctional Families

World Service Organization, Inc.

September 10, 2016

ACA WSO Teleconference Meeting Minutes

follows: Website activity: 42,400 User Sessions up from 40,800 in July. 108,000 page views up from 102,000 in July. New users were down about 1%. The bounce rate was also down. Most active page is the Laundry List followed by search meeting results and then the literature home page and the Problem.

Larry added that separate tabs have been added to the left hand menu of the repository for OPPM and the By-laws. Additionally, the Board has published ACA Logo Usage Guidelines also shown in the left hand menu on the repository.

EUROPEAN COMMITTEE – Majbrit: Majbrit was not feeling well and requested to table the report and she will put the full report on the repository. Jeffrey then reported for Majbrit the highlights: the order has been placed in the shipper in the UK to pick up stock from the warehouse in CA to ship to Amazon in the UK, there will soon be stock available in the UK through Amazon UK; Jeffery attended the 18th Annual event of the Hungarian Fellowship in Hungary as a weekend retreat. Jeff worked with the Hungarian fellowship to handle translations, and various business activities. A report has been given to the ComLine about the experience to be published in the next addition. At the last committee meeting Henry G. from Finland was a guest speaker. He has been involved with translating many/most of the literature in Finland (BRB and Yellow Workbook). Henry did share that upon getting the BRB in Finland, the fellowship grew about 100% in the first year or two. The best way to expand the fellowship beyond the United States is to get the BRB in the language of the people. Jeff then noted that he made contact with someone at a Czech and Slavic Skype Group who are now helping with the translations. Majbrit and Jeff will be attending the 3rd European meeting in Moscow on the 23rd of September. (info for event at www.vdamoscow.ru/acauropeanmeeting2016). Contact has been made with Germany regarding the translations groups and committees with the Munich groups. A literature issue is being addressed in Germany that is requiring some extra attention. The Greek Meditation book is being proofread and should be finished around the end of September. The printing of the Russian BRB should occur by next month. Jeffrey wrapped up the report and announced that a proposal has been submitted to the Board to get more people and some professionals to help with the many translation projects. Majbrit added that the European Committee meeting is the 1st Saturday of the month at 1400 EU time. Additionally, there is a call back number so if you are in the States you can still hear the past meetings. Finally, Majbrit put a call out asking for sponsors to connect with people in Europe particularly Greek and Polish. EU@acawso.com

OPPM REVIEW COMMITTEE – Mary Jo/Ines: Mary Jo reported the committee was still in the process of getting Board feedback on sections and preparing others to be reviewed. There are a few sections that have received feedback and the final copy is being put together for submission and final approval.

ABC LIASON (Larry):

2016 ABC Committee: (Larry) Tabled for next meeting.

ABC/AWC Committee: (Bill/Jim R.) Jim was absent so Bill give the report. Bill reported that we now have a site for the 2017 ABC/AWC in San Diego, CA. The committee reviewed the proposals of San



Adult Children of Alcoholics®/Dysfunctional Families

World Service Organization, Inc.

September 10, 2016

ACA WSO Teleconference Meeting Minutes

Diego and Nevada and unanimously voted on San Diego and then made the recommendation to the Board which they then approved. Bill then introduced the Chair of the host planning committee, Susan C. Susan thanked the Board for the opportunity. She then sent out a call to get as many international guests as possible and if there is any input fellow travelers could provide regarding this, it would be appreciated. There are many meetings in driving distance of San Diego so the hope for a great attendance anticipated. The first donation has been received and committee chairs are being assigned so progress is being made. Bill welcomed the committee and thanked them for the work that is before them. Bill wrapped up the report noting that the Board approved the committee to start the planning process for the 2018 ABC/AWC as it will be held outside of US. Currently work is being done on preparing an application package as it will need to have more information than the one used for the US and the hope is to have that sent out before the end of September.

Ballot Proposal Committee (Tom): Bill provided the report as Tom was out of town. Bill reported that the ballot proposals that went out are due back at the end of this month, September 30th; if any group or intergroup has any input on the ballot proposals process, you can find all the information in the repository under the ballot proposal committee. For committee information please contact ballotprep@adultchildren.org.

Larry then congratulated San Diego for being the site selected for the 2016 ABC as well as the 2nd Annual Well Convention.

EXECUTIVE COMMITTEE – Majbrit: No report.

OLD BUSINESS: (FROM THE JULY 11TH, 2016 MEETING)

TABLED AT THE JULY 11TH, 2016 MEETING AND TABLED AGAIN AT THE AUGUST 13TH, 2016 MEETING:

- 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: MARY JO SUGGESTED TO TABLE THE MOTION AS THE COST WILL CHANGE AND THIS WILL AVOID HAVING TO AMEND MOTION AT A LATER TIME.

AMENDED MOTION: TO AUTHORIZE THE TREASURER TO PURCHASE A LICENSE FOR QUICK BOOKS PLATINUM EDITION FOR 2 USERS AT A COST OF \$1,760.00

SECONDED: BILL

DECISION: MOTION PASSES UNANIMOUSLY

READ INTO THE RECORD:

These motions are being read into the record as they were voted on during a working session or strategic planning meeting of the Board.

NONE.



Adult Children of Alcoholics®/Dysfunctional Families

World Service Organization, Inc.

September 10, 2016

ACA WSO Teleconference Meeting Minutes

NEW BUSINESS:

1. **Motion:** That the Board validate on the record the approved Specific Concurrence the ABC committee start work on the 2018 ABC/AWC to be held outside the US.

Background: Given that the 2018 ABC/AWC will be held outside the US there will be additional attention and resources required in planning this event and it needs to start much earlier than after the next ABC. We feel that by October 1st, a committee/ subcommittee should be formed with the approval of the WSO Board to begin the process of preparing for the 2018 ABC/AWC. We have already received 5 requests for applications from outside the US during the 2017 solicitation period.

Seconded: Jeffrey

Decision: Motion passes unanimously

2. **Motion:** That the Board validate on the record their Specific Concurrence to approve the ABC Committee's action items and proposed budget for the 2017 ABC.

Background: The ABC Committee prepared the actions items and a proposed budget for approval by the board. These items are needed to move forward with planning the 2017 ABC in order to meet established timelines.

Seconded: Jeffrey

Decision: Motion passes unanimously

3. **Motion:** That the Board validate for the record the purchase of 4,000 Newcomers Booklets at a cost of \$2,400. (DCOC)

Background: This will provide stock for the Distribution Center and also help replenish the supply of this item that was scheduled to be sent to Ware-Pak.

Seconded: Jeffrey

Decision: Motion passes unanimously

4. **Motion:** That the WSO approve a general pricing policy for its foreign produced literature whereby:

a) The Suggested Local Purchase Price (SLPP), which would be agreed by the WSO and the Local Fellowship (LF), minus the Total Cost (TC) to print and deliver the literature (which would be paid by the LF), equals the Total Margin (TM), which would then be split 70/30 whereby the WSO retains 70% and the Local Fellowship, usually represented by an Intergroup, retains 30%. The equation would look like this: $SLPP - TC/LF = TM$ 70%WSO / 30%LF. (Jeffrey F.)



Adult Children of Alcoholics®/Dysfunctional Families

World Service Organization, Inc.

September 10, 2016

ACA WSO Teleconference Meeting Minutes

b) The Local Fellowship, usually represented by an Intergroup, receives a number of books “at cost” when produced as a token of appreciation for having translated that book into their local language. “At cost” is defined as all costs associated with printing, delivery, taxes and duties where applicable. The number of books to be given at cost depends on the title translated as follows:

- Big Red Book (BRB) – 500 copies at cost
- Daily Meditation Book – 300 copies at cost
- Yellow Work Book – 300 copies at cost (if translated before the BRB)
- Yellow Work Book – 200 copies at cost (if translated after the BRB)
- Laundry List Work Book – 200 copies at cost

Background: The Board discussed at a working session on 11 August 2016 and approved a detailed draft proposal submitted by Jeffrey F. for pricing its foreign produced literature which this motion is derived from.

Seconded: Majbrit

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.** Susan from Chicago, announced her group will be hosting the 2017 World Conference and ABC Meeting. **M.** Charlie mentioned that the recommendations for the proposed delegate tri-fold are almost complete. Charlie also encouraged outreach for sponsorship of travelers from other countries. **M.** Jude thanked the Board and all committee participants for the continued work.

Announcements: Majbrit - The next ACA WSO Board Teleconference is scheduled **October 8, 2016 at 2:00 p.m. EST.**

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

Mary Jo - Motions to adjourn Jeffrey - Seconded 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