

SERVICE STRUCTURE COMMITTEE MINUTES
NOVEMBER 21, 2016
6PM EST
712-770-4010 ACCESS: 281687#

1. Serenity Prayer:

God, grant me the serenity
To accept the people I cannot change,
The courage to change the one I can,
And the wisdom to know that one is me.

2. Members Present: Marcia J, Bill D, Nancy U, Bonnie K-M, David McB, Jim B, Charlie H.

3. Purpose and objectives: *As an ad hoc committee of the ACA WSO, our purpose is to research the service structures of other global fellowships in order to recommend how ACA should best organize its service structure to serve its growing fellowship nationally and globally.*

Objective 1: Assess and summarize other 12 step organizations' service structures.

Objective 2: Assess and summarize the ACA service structure.

Objective 3: Perform a comparison of ACA service structure to the other 12 step fellowships' service structure and prepare recommendations to improve ACA's service structure.

*Objective 4: Prepare a report for the WSO Board outlining the findings and recommendations of the committee and deliver it to the board **prior to** the 2017 ABC.*

OLD BUSINESS

- 1. Approve the minutes from the October 31 meeting:** Marcia read the minutes from the meeting held on October 31, 2016. There was one question about what was meant by, "...the board is more transparent." Bonnie K-M clarified that this concerned the fact that the Board sends a quarterly report to all members. Marcia will change the item to reflect this understanding. David McB moved to accept the minutes, Nancy U seconded the motion and the minutes were approved unanimously.

NEW BUSINESS

- 1. Report by Bill D. on the ACA Service Board work meeting:** The meeting was well worth the time and money spent. A facilitator was hired to run the meeting. Activities left the Service Board much more unified and with a better understanding of each other and the common tasks. A 1-3 year plan was formulated. There were seven focus areas addressed during the meeting:
- **Team-building and Bonding**
 - **Board Development and Staffing:** addressed the need to define roles, recruit new members, and have a plan for succession of leadership. The hiring of a general office manager. Terms of service are ending for Larry A. and for Mary Jo L.
 - **Service Structure:** The plan and rationale for development of a new form of our Service Structure was adopted by the Board.

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- **European Expansion:** This seems to be the time for a great expansion internationally. There are legal and financial aspects that must be thought through, decided upon, and formalized.
- **Literature Publication and Distribution:** Discussions were held about printing overseas to reduce cost and how to deal with inventory control.
- **Marketing and Communication**

2. **Presentation of the Process for Change:** Bill D. gave us a group of articles written by SAA to their members in their regular publication during their change process. We read the articles, and Marcia analyzed them to come up with the steps they used (but did not articulate) as well as their timeline (also not articulated, just lived.) The discerned steps and timeline are listed below:

Steps to Service Structure Evaluation Process

1. Statement of need.
2. Vision statement.
3. Create a task force.
4. Do an in-depth review of the current structure, enumerate the findings, including current constraints of the organizational structure in regards to recognizing the vision and suggest possible improvements in a general manner.
5. Create a reorganization proposal that gives an overview of the recommended changes and a vision of how those changes would look, operate, and benefit the fellowship.
6. Present a rationale for proposed changes.
7. Create implementation details.
8. Finalize and explain Conference proposals.
9. Present and publicize proposals to the appropriate decision-making bodies.
10. Follow-up actions by the Board.

2010			
<ul style="list-style-type: none"> • Recognize Need • Form Committees 	In-depth Structural Review	SAA Process	
2011			
In-depth Structural Review			
2012			
<ul style="list-style-type: none"> • Presentation of Constraints • Suggest Improvements • Rationale 	Creation of work groups to facilitate communication and conversation about the information and deal with procedural necessities to enable putting these recommendations into action.		
2013			
Work groups continue efforts	Present proposal to the conference for possible adoption	Work on details for a transition process	
2014			
Present recommendations for implementation of new processes to Board	Publication to the fellowship of motions to be ratified and motions for consideration	Ratification by the Conference	Implementation process taken over by the Board in conjunction with committees

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Bill D. presented this information at the Board work session, and also created the first parts of the process in document form. He then added the schedule of our meetings and what we accomplished at each one since our formation last April, and some suggested steps for follow-up. That information is below:

Statement of Need

From September of 2014 to September 2016, the number of meetings registered with the World Service Organization of ACA (WSO) increased from 1,232 to 1,625. That is a 32% increase in just 2 years.

While this extraordinary growth speaks of a strong and vibrant fellowship, it also results in new challenges for all of the components of the WSO – the members of the committees, the Board of Trustees, and the world service office.

Although the current structure has served the fellowship up to now, it seems prudent, as the fellowship continues to grow, to address the issues that may lead to functional and operational inefficiencies in the future and to recommend changes that would enhance the capacity of the WSO to serve and support member groups in their primary purpose of carrying the ACA message to those who still suffer.

Vision

To develop a new look to the way service is done by the WSO by creating a long range plan to improve the ability of the WSO to respond to the needs of the members and groups in their efforts to carry the ACA message of recovery to the adult child who still suffers.

Create a Task Force - Board Action

The WSO Board of Trustees created the ad hoc Service Structure Committee after the 2016 ABC to review the ACA service structure and make recommendations to the WSO Board and ACA fellowship for improvements to our service structure.

The committee is comprised of 7 delegates and 2 WSO Board members. It is chaired by, WSO board member Bill D. The committee has undertaken the task of compiling and analyzing the service structures of nine other 12 step fellowships as well as ACA's own structure. The committee has been meeting an average of two times a month for the last 6 months.

Committee Members:

Bill D., Florida – Chair	Charlie H., Wash. DC	Marietta B., - Connecticut
Marcia J., Iowa – Co-Chair/Secretary	David McB., - Florida	Melanie M., - Tennessee
Bonnie M-K., Texas	Jim R., New York	Nancy U., - Florida

In Depth Review to Date – Committee Teleconference Meetings

May 16

- Discussion of purpose and objectives.
- Decided on organizational models we wanted to investigate.

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AA—Charlie

DA—Bonnie/Charlie

OA—Marietta

AI-Anon—Nancy/Jim

NA—Jim

SAA—Bill

CODA—Charlie

Nar-Anon—Bonnie

ACA—Marcia

CMA—Bill

Non-Profits—David

June 6

- Preliminary discussion about a standardized format for presentation that would answer the same questions for each organization and allow for easier comparison.
- Decision to create a rubric comprised of questions the committee thought would be pertinent to our work.

June 20

- Presentation and discussion of OA Structure
- Presentation and discussion of ACA Structure

July 11

- Guest presentation and discussion of the Toronto model
- Presentation and discussion of AA Structure
- Presentation and discussion of CoDA Structure

August 1

- Presentation and discussion of SAA Structure

August 15

- Presentation and discussion of Non-Profit best practices

August 29

- Presentation and discussion of CMA Structure

September 12

- Presentation and discussion of AI-Anon Structure
- Preliminary discussion of what to do when the structural reports are finished and the creation of a timeline.

October 24

- Presentation and discussion of NA Structure
- Presentation and discussion of Nar-Anon funding structure for business conference attendance.

October 31

- Presentation and discussion of DA Structure
- A look at the process used by SAA to restructure in order to meet growing needs and an analysis of the steps involved as well as the timeline.

Next Steps

1. Put the structure information we have documented for each fellowship into a spreadsheet that can be sorted and analyzed to better compare structures.
2. Take another look at our current structure and procedures to see what is working well and areas of weakness as well as new directions we may not have addressed in our current structure.
3. Create a design for our fellowship structure.

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4. Present a proposed process for implementation to the Board of Trustees for their approval.
5. The board decides whether to go forward with this work and explore a “conference” type structure as is used by the more evolved 12 step fellowships and change the bylaws to go with a new conference

The Board accepted the work done verbatim. The timeline below was created to guide further work.

2015/ 2016			
<ul style="list-style-type: none"> Recognize Need Form Committees 	In-depth Structural Review		ACA Service Structure Process
2016			
In-depth Structural Review			
2017			
<ul style="list-style-type: none"> Presentation of Constraints Suggest Improvements Rationale 	Creation of work groups to facilitate communication and conversation about the information and deal with procedural necessities to enable putting these recommendations into action.		
2018			
Work groups continue efforts	Present proposal to the conference for possible adoption	Work on details for a transition process	
2019			
Present recommendations for implementation of new processes to Board	Publication to the fellowship of motions to be ratified and motions for consideration	Ratification by the Conference	Implementation process taken over by the Board in conjunction with committees

3. **Larry’s input on a Future Board:** Larry A. sent some thoughts about some changes and ideas for a future board based on his experience. The committee decided that it was not at this point yet, but thanks Larry for his input. The model is listed as an addendum to these notes.
4. **Discussion of our areas of interest from the groups already studied:** The committee had a general discussion about what was learned from the information gathering, and what we found appealing. Of course, no decisions were made, but any comments or ideas mentioned by committee members are in the table on the next page. We are going to do some discussion on Slack of our vision and things we could do in the short term that would make a large difference.

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Basic Structure	Communication	Conferences
<ul style="list-style-type: none"> • A structure that can be “grown into.” This would involve having organizational pieces available that are clearly defined and ready for use to fill in the gaps between the individual meetings and the ABC/Board. • Use of areas and regions to fill in the structure. • Committees as part of the structure, especially at the beginning. • Create a Registrar position. This person could do outreach to groups and maintain a more accurate record of registered meetings. This would be a backup to the Treasurer. 	<ul style="list-style-type: none"> • A communication system that touches base with groups after they register to offer help and support. • Regular reports from the WSO Board to the membership that are emailed. • Use of less directive language: allowing more choice at the meeting level. • Make workshops and speakers available to the membership. 	<ul style="list-style-type: none"> • ABC as the governing body of the organization. • Allow for remote voting during the ABC, using a virtual environment for those who can’t afford to be physically present. • Regional service conferences with workshops and speakers.
International	Literature	Policy
<ul style="list-style-type: none"> • Possible separation of international governance from that in the U.S. and Canada. 	<ul style="list-style-type: none"> • All agree that Literature production and distribution should have its own structure outside the Board. • Separate the Business of literature from the Spiritual aspect. • Open literature policy 	<ul style="list-style-type: none"> • Conference Charter explaining the organizational structure and processes. • Service Manual and Bylaws that would replace the current OPPM.
Process	Representation	WSO Employees
<ul style="list-style-type: none"> • Incremental change in structure when adding or updating. • Constitutional Convention every 10 years to see how the structure is serving the membership. • Step back from all the information and synthesize. • Prioritize changes. • Some changes can be made without too much money or structural upheaval. We might want to think of doing those first. 	<ul style="list-style-type: none"> • Delegates and board members should reflect the makeup of the entire organization. • Delegates and board members should come through the areas and regions. • A process for electing delegates to the conference. • Regional representation 	<ul style="list-style-type: none"> • Centralize the employees of WSO under one umbrella group with a supervisor that is over all of them.

5.Strategy discussion for the content of ComLine articles dedicated to SVC over the next 6 or so issues.

We are hoping to have a regular article in the ComLine each time it is published to keep the membership informed about our work and activities. It was agreed that Charlie H. would reach out to Marty to set this up. Marcia, Charlie, and Bill will try to put together the first article.

NEXT MEETING: December 19, 2016 at 6 PM EST

AGENDA:

- | | | |
|---------------|-----------------------------------|--|
| Compile ideas | Develop the plan | Future weekend work discussion |
| Prioritize | Create Action items and rationale | Watch for discussion starters on Slack |

ADDENDUM: BOARD OF TRUSTEES

I. Qualifications

- A. *Familiarity and practice of the 12 Steps, 12 Traditions, 12 Concepts, and ACA terms and concepts.*
- B. *Ability to work independently and collaboratively*
- C. *Ability to think globally and prudently allocate the Board's resources*
- D. *Educational, vocational, avocational and professional experience*
- E. *Willingness to commit to the time and energy required by the position.*
- F. *Ability to assume the required responsibilities of the position.*

II. Nominating Process

- A. *Local recommendations*
 1. *Group*
 2. *Intergroup*
 3. *Regional*
- B. *WSO Committee recommendations*
- C. *Board recommendations*
 1. *WSO Nominating Review Staff*
 2. *Board Nominating Committee*
 3. *ABC Nominations Committee*

III. Allocation of Seats

- A. *Continental Trustees (6)*
 1. *North America*
 2. *South America*
 3. *Europe*
 4. *Asia*
 5. *Africa*
 6. *Australia*
- B. *Census Trustees (9)*
 1. *Census every 10 years to determine locations*
 2. **Example:**

1,500 meetings

- *910 USA = 60% = 6 members*
- *189 CAN = 12% = 1 member*
- *123 EUR = 8% = 1 member*
- *14 AUST = >1% = 1 member*