



**Adult Children of Alcoholics®/Dysfunctional Families**

**World Service Organization, Inc.**

December 10, 2016

ACA WSO Teleconference Meeting Minutes

**Larry opened the meeting with the Serenity Prayer and the reading of Tradition Twelve: Anonymity is the spiritual foundation of all our Traditions, ever reminding us to place principles before personalities.**

**Attendees:** Larry A., Chair, and Literature Committee Chairperson; Mary Jo L., Treasurer, Finance Committee Chair; Majbrit M., European Committee Chair and Vice Chair; Ines Z, Secretary, Spanish Translations Committee Chair; Bill D. Chair of MPS Committee, Chair of the ABC Committee, and Audit Committee Chair; Jeffrey F., member of the European, Literature and Finance Committees and Charlie H., Co-Chair of the Literature Committee and Chair of the Literature Review Subcommittee.

**Quorum was established.**

**Guest Introductions:** Carole (Chair of Region 2)x5; David (Miami)x many; Ellen (Oaks, PA)x 3; Susan (San Diego, Chair of 2017 ABC/World Convention) x 6; Bonnie (Lone Star Intergroup, TX 081, Chair of Intergroup Subcommittee) x 2 years+; Jim C. (Boulder Co GSR); Colleen (Del Ray Beach) x 6; Kay (Santa Cruz, CA1233) x 5; Marcia J.; Laura (San Clementi, CA, Delegate Training Sub. Comm. Chair and Intergroup Rep. Group 620); Pam, Central Coast Intergroup (Rio Grande, CA) many; Earhart (Germany) x 2; John (Massachusetts) x 2; Mardi, M. (ComLine Editor, Montana); Robin (Texas); Matt (Fitchburg, WI) x 17; Vanessa (Texas).

**MINUTES:**

**Motion brought forward by Secretary, Ines Z. to approve the minutes of the November 12, 2016 ACA WSO Teleconference Meeting.**

**Seconded:** Majbrit

**Decision:** Motion passes unanimously

**COMMITTEE REPORTS:**

**TREASURER'S REPORT AND FINANCE COMMITTEE (Chair: Mary Jo):** Mary Jo reported a net profit for November of \$8,237 as shown on the bottom line of the Profit & Loss Statement. Sales of literature increased as the distribution channels were fully stocked, with the exception of the hard cover Meditation Book, which was projected to be available at the end of December/early January. A list of 7th Tradition contributions, which total \$5,191, are listed under a separate tab in the Repository. Additional expenses for the month included the Board's Strategic Planning Session where an extensive plan was laid out. Mary Jo then reported that the Balance Sheet showed an increase primarily based on the net profit. Lastly, Mary Jo noted that a full report and the financial statements are located on the repository, and should anyone have any questions please notify [treasurer@adultchildren.org](mailto:treasurer@adultchildren.org).

**Finance Committee:** (Members: Jeffrey F., Melani M., and Mary Jo L.) Mary Jo reported that the Finance Committee welcomed two new members since the last Board teleconference meeting - Charlie H., our newest Board /Committee member, and David McB., a long-time member of the fellowship from Florida. Mary Jo reported that the committee worked extensively on analyzing costs of the chips and medallions and they have presented a motion to the Board to increase prices. It was determined that in



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selling these products, the profit that has been realized is not large and in most cases has barely been enough to support the overhead. With the movement to outside fulfillment, there are losses almost across the board on these products. A motion will be submitted to Board, suggesting alternate ways of distributing these items to bring down the costs and offer discounts for purchases of multiple items. Please send an email to [treasurer@adultchildren.org](mailto:treasurer@adultchildren.org) with any questions or comments.

**LITERATURE COMMITTEE – Larry:** Larry mentioned that the full committee reports were posted in the Repository and emails can be sent to [litstaff@adultchildren.org](mailto:litstaff@adultchildren.org) with questions or concerns. Larry then introduced the subcommittee members to give their reports.

**Robin – Special Worker:** Robin reported that the layout for the Russian BRB is complete and is currently undergoing quality check and linguistic review. The Spanish layout is being worked on and quotes are being sought for Castilian Spanish as an e-book. Additionally, Robin reported: that the “Strengthening My Recovery” e-book has sold 74 in November and 187 all together; the BRB audio book has sold 80 books in November with a total of 1876; the BRB e-book sold 180 in November with a total of 11,304; the 10<sup>th</sup> Anniversary Edition is completed and should be in the warehouse now or within the next few days. In closing, Robin reported that there had over 600 emails for November and the next quarterly literature committee meeting is tentatively scheduled for the week of January 15 with a guest speaker who is conversant in trauma recovery. The full report is in the Repository. Questions can be addressed to [litstaff@adultchildren.org](mailto:litstaff@adultchildren.org).

**Larry** added that there is a Castilian Spanish BRB and an International Spanish BRB being worked on as such the committee is still looking for someone to assist in the international translation. The Castilian and electronic version of the BRB are moving forward and should be completed shortly. Larry then reported that an International Literature Sub-committee was formed and will be chaired by Jeffrey F.

**Bill** inquired how the Amazon U.S. account setup was going. **Robin** responded that the Amazon U.K. set up was a process that required documents from various sources and that Amazon was very specific and kept rejecting documents then requiring something else. The final requested document had been submitted. There was also an issue on the Amazon side as all the materials submitted had been getting a “No Listing” error. Amazon provided steps to correct it, so they were now waiting to see what if anything else needs to be done. **Jeffery F.** offered that part of the problem with the Amazon U.K. was due to European regulations, especially with finance and commerce, which are more stringent than in the U.S. Bill reiterated his question regarding Amazon U.S. Robin replied that nothing has been done on the Amazon U.S. account yet.

**International Literature – Jeffrey F.:** Jeffrey F. reported that Annie S. of New Zealand has joined the subcommittee and that it was good because they could now bridge New Zealand into the Australian and Asian Pacific distribution strategy. He added that he is looking to interview someone in Prague next Friday to replace Roderick as he now has a full-time job. The potential candidate is an American living in Prague and originally from Hawaii so she has a knowledge of the Asian Pacific side of things. Jeffrey advised that the candidate would be helping to organize all the ongoing projects such as the Finnish Yellow Workbook, the Russian BRB, Greek Meditation book, and Castilian Spanish BRB, etc.



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Larry added that the subcommittee is looking for volunteers in countries outside of the US that can help with vetting, finding printing solutions, finding local distribution channels established in countries outside of the U.S. If anyone is interested in doing service or provide information, please contact [litstaff@adultchildren.org](mailto:litstaff@adultchildren.org) or the European Committee.

**Spanish Translations – Ines:** Ines reported that the committee transferred all the files to the Special Worker, Robin who will be reviewing them to determine that the submission is complete.

**ComLine –Mardi:** Mardi reported that ComLine is preparing for the 1<sup>st</sup> quarter 2017 newsletter. She noted that there is always a need for articles; feature stories and release forms should continue to be sent to [litstaff@adultchildren.org](mailto:litstaff@adultchildren.org). If anyone wanted their article to be published for this quarter, submissions need to be sent ASAP. Currently Maria VE, Karen A, Bonnie KM, and Ellen R. are assisting with editing and proofing. Bonnie reported the committee is considering creating a yearly full-color issue of the ComLine by combining quarterly issues and offering them for sale. More information will be provided on the next WSO TC call.

**Literature Evaluation Subcommittee – Charlie H.:** Charlie H., reported that the committee was in the process of leadership transition as he is now a Co-chair of the Literature Committee. As such a search for a new committee chair was underway. Charlie advised there was a strong candidate that is being vetted with the hopes of final decision this week. Additionally, the committee is looking at a few expansions beyond just review; more information will be provided after the committee meets.

**ACA WSO DC Oversight Committee & Distribution Office-Ines/Mary Jo:** Ines Z. reported that the DCOC has been meeting with staff on a weekly basis. The committee has also met to discuss staffing needs and approaches. A consultant has been hired to help. The committee is also working out kinks on shipping issues with the Ware-Pak Fulfilment Center.

**ACA Distribution Center –Mary Jo L.:** Mary Jo L. reported that there is an additional part-time staff member on board to assist with the supply chain needs to get everything in a more systematic state. Mary Jo also reported that the reports provided by office staff are on the website under WSO Office Support. Included is a meeting update summary which indicates there are 1,714 active meetings, 45 more than October, and 68 active intergroups which includes one new intergroup. Mary Jo reported that the email blast sent through Mail Chimp asking groups to update their meeting information was effective as there have been many meeting updates since then.

**MEMBER AND PUBLIC SERVICE (Chair Bill):** Bill D. reported that there has been interest in the H & I sub-committee area as well as in the public information area in getting information to therapist. He noted that Denise had not submitted her report so there were no statistics available but the report would be posted in the repository upon completion. Anyone wishing to provide service the MPS Committee/sub committees, please email: [mpschair@adultchildren.org](mailto:mpschair@adultchildren.org) or contact Bill D. on SLACK. Bill D. then turned asked the sub-committees members to report.



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**Special Worker, Denise (Reported by Bill):** No report given.

**Delegate Training Subcommittee (Laura):** Laura began by thanking Larry and Jim for getting the Delegate Information page posted on the website. She noted there had already been an inquiry from a woman in NJ that is interested in being a delegate for 2018. Her specialty is working with the ex-patriot population. Laura also reported that she visited with the San Diego Host Committee and shared information about what a delegate is and what the subcommittee was looking to accomplish with the upcoming workshop before and at the ABC. Laura closed by noting that full report was posted on the repository and any questions, comments or concerns can be sent to [dtsc@acawso.org](mailto:dtsc@acawso.org).

**Intergroup Liaison-Bonnie:** Bonnie reported that the full report had not been posted on the repository, but would be shortly. In terms of activity, there had been minimal email traffic at [intergroups@adultchildren.org](mailto:intergroups@adultchildren.org) for the month of November. Bonnie did note that there had been increasing activity on the SLACK intergroup forum. She added that another invitation would be sent out to encourage intergroups to participate. Additionally, the committee will also be working on verifying intergroup contacts which would likely be an ongoing project. Bonnie ended her report by notifying that one new intergroup registered for November.

**Hospitals & Institutions –Bill:** Bill began the report by mentioning that the H & I Subcommittee was still without a chair and if anyone was interested in chairing the subcommittee, to please contact him. Bill further reported that there were two people in Region 2 in California (San Diego and Orange County.) that have expressed interest in doing H & I work and, as such, they were referred to Region 2 Service Structure (Carol & Laura). An H & I plan for Region 2 will be worked on. This will be the first Regional Committee Structure. Additionally, in Denmark there will be a new H & I Chair. Bill informed that a new H & I Committee is being formed in South Florida with the new intergroup that is starting. An H & I shipment of 10 BRB and 4 Yellow Workbooks was sent to a meeting in Pembroke Pines (woman's shelter). Please contact [mpschair@adultchildren.org](mailto:mpschair@adultchildren.org) with any questions or concerns.

**Service Structure Ad Hoc Committee (Marcia J. Vice Chair):** Marcia informed that a committee meeting was held on November 21, 2016 in which the following was accomplished:

- Discussion of the work done at the Board retreat, especially as it concerned the Service Structure Committee.
- Our process and the beginning steps of it were accepted unanimously by the Board.
- A beginning discussion about what we found interesting and helpful in our study of the structure of other 12-Step groups, looking for areas of agreement.
  - Discussion of which structures need development first, with leadership and filling out the Board in a way that will expedite the work but not cause major confusion seen as key.
  - Deciding we could create a structure that will fill itself in as we grow as long as we have the components defined and ready to be put in place.
  - We decided to write our personal visions and publish them on Slack so we will have a place to begin.



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- We decided to check into the availability of a regular column in the ComLine which would allow us to keep the membership informed about what we want to do, how we are going about it, and any changes that maybe forthcoming.

This report and the minutes of all Service Structure Committee meetings are posted in the repository located on the WSO website. Anyone with questions or who might be interested in helping with the work of this committee can contact us at [mpschair@adultchildren.org](mailto:mpschair@adultchildren.org).

**WEBSITE AND DATABASE COMMITTEE- Jim:** Jim noted that the full report was posted to the repository and questions, comments, or concerns could be addressed to [webservant@adultchildren.org](mailto:webservant@adultchildren.org). Jim then reported that the Website Committee had its first quarterly committee meeting on November 19, 2016, with the next one being February 19, 2017 @ 2pm (same time and call-in information as the TC meeting). He added that several website changes were completed in the last month: Addition of a sub-menu for the new International Literature Committee (in the repository under the Literature menu); The Delegate's Education page is now a top level menu item in the repository; The Delegate Training page has been moved under Delegate's Education; Ballot proposals have been posted for the 2017 ABC which are easy to find; and the WSO organizational chart as well as a committee member chart and committee contact information has been posted. Lastly, he noted that visitors to the site were approximately 48,000 which is average.

**EUROPEAN COMMITTEE – Majbrit:** Majbrit reported that the committee had been in contact with Sweden, Switzerland, Latvia, Norway, Spain, Greece, and Russia. The committee is also setting up a face to face meeting in January with representatives of the German ACA Intergroup/translation committee and members of a similar fellowship called EKS. Majbrit noted that she had attended the National ACA meeting in Italy which was held in Castel San Pietro Terme where she was invited as a guest speaker and WSO representative; about 45 members were present at the 3-hour business meeting. Majbrit reported that the Italians have translated a big part of the BRB, the YWB and some of the meditation book. Assistance was provided in helping them set up IG and guide them on best practices in terms of meetings, their Intergroup and having elections for service. A need for Italian speaking sponsors was also addressed; if interested contact [eu@acawso.com](mailto:eu@acawso.com). The committee has received interest from Clarissa (UK) in becoming the European Committee Secretary. A written offer has been sent her and the committee is looking forward to her acceptance soon. Majbrit welcomed new country representatives from England and Wales (Beryl), Romania (Mihai) and Germany (Alexia). They have all been invited to join SLACK and be officially welcomed into the service family. This will bring the European Committee's Country Representatives up to a total of 15. Additionally, invitations have been sent to Poland and Belarus to become Country Representatives. In closing, Majbrit reported two proof-readers for the Castilian Spanish BRB, one in Florida and one in Switzerland will assist in the preparation of the Castilian Spanish BRB. A full report is in the repository. Any questions regarding the European Committee or their work can be sent to [eu@acawso.com](mailto:eu@acawso.com).

Jeffrey clarified that lune in Spain was already a country representative and Beryl is representing England and Wales and not the U.K. because that would include Scotland and we don't have any one in Scotland now. Jeffrey also shared that Romania has a new country representative, Mihai and Germany



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has a new representative, Alexia. A box of books (the BRB, YWB, Laundry List Workbook, New-Comer Welcome pamphlet) and a roll of welcome coins were sent to Mihai as part of a starter kit since they have registered a new meeting; it's part of the Lights-on Project. There is also a new European website under construction that should be live in beta form in the next week or so. Jeffrey thanked Jim (Website Committee) for his service with this project.

Bill and Larry offered a thank you to the European Committee for all the work they are doing in involving Europe and other countries in the fellowship.

**OPPM REVIEW COMMITTEE – Mary Jo/Ines:** Mary Jo reported the committee is currently processing all the work that has been done into a single document. There are still revision reviews being done but progress is being made.

### **ABC LIASON (Larry):**

**2016 ABC Committee: (Larry)** Larry reported that a full report was posted in the Repository and in the interest of time it can be viewed on the website. Larry did share that a survey was conducted after the 2016 ABC that gave perspective from the side of the participants. The survey results will be posted. Larry then advised the Secretary that this item can be removed from the next month's agenda.

**ABC/AWC Committee: (Bill/Jim R.)** Bill reported that the planning for the 2017 ABC was coming together. Bill thanked the committee for its hard work before turning the report over to Susan.

Susan began by thanking the Board for extending the world service convention and allowing it to be started on Friday evening as it would allow for more speakers, workshops, etc. As such, the ABC would be starting on Thursday. Susan shared that the website for the host committee was live and could be accessed by going to [www.acaworldconvention.org](http://www.acaworldconvention.org), where hotel information would be provided. A call for presenters was also posted with a deadline of December 15. Interested parties can go to the website and fill out the form. Susan then reported that the registration page should be live in the next week. The committee will be posting a downloadable flyer in the next to week that can be accessed by intergroups or meetings to advertise and promote the convention. Susan announced Marianna T. a member from Bulgaria that speaks about 4 languages including Russian, has volunteered to serve as the international coordinator for the host committee. She will be working with delegates that need housing, transportation from the airport, or anything that comes up with international guest. The committee will also be launching a "traveling solo" outreach to provide support, information, etc. to individuals that may be traveling alone so they don't feel "left out". Susan extended a "holiday wish list" – a bold headline on the home page of the ACA website that would urge people to register and attend the events in April. Susan closed by asking everyone to assist in spreading the word and to encourage participation for the 2017 ABC. Adding that by getting registrations in early, the committee could get a better gage of the size of the event for improved planning. It was also encouraged to use SLACK as the communication tool. It has been very useful.





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Bill announced that the 2016 ABC participant survey has really been taken to heart. The committee is working on an interactive ABC agenda that will vary from last year's as far as what activities the delegates will be involved in; what information will be available, etc. He added that the convention logo and hotel contact information, including the group block name for the special rate, will be posted shortly. Bill then advised that the request for applications for the 2018 ABC were sent and resulted in about six applicants. Those six applicants will be sent bid packages. The bid package deadline is December 15. Those interested include Berol from the U.K., Sue from Ontario and Cheryl in Vancouver.

**Ballot Proposal Committee (Tom):** As Tom was not on the call, Bill reported that the ballot proposals did go to the groups and intergroups. If anyone has not received one and is the group service rep, please contact Bill or email [ballotprep@adultchildren.org](mailto:ballotprep@adultchildren.org). All ballots must be in by midnight of February 28<sup>th</sup>. Ballot Proposals and voting can both be done online by using the link in the repository under ABC Committee and choosing the appropriate hyperlink. For committee information please contact [ballotprep@adultchildren.org](mailto:ballotprep@adultchildren.org).

In response to Larry question, "Could speakers and workshop leaders nominate themselves?", Bill indicated that is permitted.

**AUDIT COMMITTEE – Bill:** Bill announced that the Audit Committee was formed and the goal of the Audit Committee is to deliver an independent audit to the Board before the April Board meeting so the Board can review it and share it with the fellowship. The audit plan has been posted in the repository. There is a chart showing the steps of the audit process. The link is right underneath the Treasurer's Report, titled Audit Committee. The first task on the plan is to have a committee of individuals skilled in accounting, finance or business assembled by December 11<sup>th</sup>; that goal has been met. The next task is to develop a request for proposal by the following Friday, and that task is about 50% complete. The committee will finalize the RFP this coming week and then start on the third task of identifying up to five professional audit firms in the Signal Hill vicinity to send the RFP to before the Christmas holiday break. Bill stated that there will be more progress to report next month. If anyone has any questions, you can email [auditchair@adultchildren.org](mailto:auditchair@adultchildren.org).

**EXECUTIVE COMMITTEE – Majbrit:** Majbrit reported:

1. The Executive Board approved the purchase 500 "Cross Talk" and 500 "Good Enough" booklets to stock the DC for the next six months.

**OLD BUSINESS:** Tabled at the November 2016 meeting:

**Motion:** To approve the sale of misprinted hard cover meditation books for \$10. (DCOC)

**Background:** Mary Jo requested the motion be withdrawn as it has been resolved in another way.



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**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.

1. **Motion:** To engage Chris Downs as a consultant for up to six months to implement an effective supply chain system, manage the DC staff, streamline or create other processes that will help the DC run more efficiently, and help the Board create a plan for future management.

**Background:** During the Board's Strategic Planning Session a decision was made to hire a consultant on an interim basis to help free-up Board members and get a better handle on what the long-term staffing and systems needs are.

2. **Motion:** To authorize Mary Jo and Jeffrey F. to review the prospective applicants for GM position.

**Background:** The applicants need to be informed of the Board's decision.

3. **Motion:** To create the International Literature Committee with Jeffrey as its chair.

**Background:** The need to establish an inexpensive and local literature network requires that all these functions be centralized.

4. **Motion:** To select Bill D. as Chair of the Audit Committee.

**Background:** While this has never been an issue with this Board, the Board thought that having an established committee would be a "best practice" initiated now and help in fund raising efforts.

5. **Motion:** To approve \$2,000 additional funding for the European Committee through the end of the year subject to legal due diligence.

**Background:** The European Committee has had difficulty establishing funding protocols that allow the European Committee to function more efficiently.

6. **Motion:** To launch Amazon US.

**Background:** Using Amazon US will further improve delivery of our literature to the US fellowship.

**NEW BUSINESS:**

**MOTIONS FOR DECEMBER 2016 TC**





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**Motion:** No motions for December 2016

**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:** **Q1.** How do the translations for the other countries handle the use of the word God/Higher Power and how does the discourse get managed? **Q2.** How can the fellowship support teen ACA locally and internationally and is this under H & I? **Q3.** How can the fellowship get the word out about the WSO and its function and more transparency? **A.** 1) Majbrit suggest the caller contact her via email to discuss this further. 2) Communication is mostly done via email and SLACK additionally the EU Committee uses Skype, WhatsApp and Viber. 3) Majbrit suggested contacting her via email to further this discussion; Bill indicated that he is unaware of any committees dedicated ACA teens; Bonnie suggested contacting the Lone Star Intergroup, as they are interested in this and you can visit [lonestaraca.org](http://lonestaraca.org); Larry advised contacting [litstaff@adultchild.org](mailto:litstaff@adultchild.org) for more information regarding the linguistic quality checks are on. **M.** Carol advised she was not interested in H & I but would be interested in the Lit Review Committee, requesting follow-up from Charlie. **M.** Marti asked when the flyer is created for the San Diego event, please send for placement in the ComLine, contact via SLACK or [litstaff@adultchildren.org](mailto:litstaff@adultchildren.org). **Q.** What is the dates and time for the San Diego event; can there be more clarity on the website about the scheduling? **A.** On the website, there is a demarcation explaining the ABC and then the convention. There is also a form due by the 18<sup>th</sup> for anyone wanting to be a presenter. **Q.** What does a delegate do? **A.** A delegate page will be on the website or you can contact Laura through the delegate training link for further information. **M.** The fellowship has expanded to India, they currently have 1 meeting in 1 city, but much growth is expected. Toronto is approaching 15 meetings, a big accomplishment and on 12/25 they will have their Annual Christmas Dinner. **Q.** Is there a registration deadline for delegates for the conference? **A.** Yes, there will be a deadline but it has not been published yet. **Q.** Can you dial in phone bridge meetings with a blocked number because the meeting list says you can't but the disclaimer says you can? **A.** It will be reviewed. The WSO has no authority to tell a group how to conduct itself. The Board does require for a group to be listed, they agree to abide by the steps and traditions. When there is an issue it is proper to try, and resolve it on the group level if not resolved it can be brought to the Boards attention.

**Announcements: Majbrit** - The next ACA WSO Board Teleconference is scheduled **January 14, 2017 at 2:00 p.m. EST.**

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

Bill - Motions to adjourn                      Mary Jo - Seconded the motion

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

**Motion carried unanimously.**



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**Closed the Meeting with the Serenity Prayer**