



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

Agenda
Monthly Teleconference
January 14, 2017
2:00 p.m. EST

Access number: [712.432.0075](tel:712.432.0075), Pin 427266# Press *6 to mute or un-mute. Please notify the secretary with changes, additions, or motions for this meeting.

A. Call to Order: Please be sure that any background noises in your area are eliminated since the sounds make it difficult for participants to hear. When speaking, please say your name first. This will help us record your name with your input. Thank you.

1) Open with the Serenity Prayer

2) Tradition One: Our common welfare should come first; personal recovery depends on ACA unity.

B. Roll Call of Board Members: 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, Chair of the Audit Committee; Jeffrey F., member of the European and Finance Committees and Chair of the International Literature Subcommittee and Charlie H., Co-Chair of the Literature Committee and Chair of the Literature Review Subcommittee and member of the Finance Committee.

C. Establish Quorum

D. Guests Introductions: Guests, while this has never been an issue with this Board, as an example to anyone who manages or attends ACA phone bridge meetings, we wish to make you aware that this conference line is used to manage and record our WSO teleconferences. A caller's phone number and name appears on a dashboard visible only to the WSO Webmaster and the WSO Board. If you do not wish to disclose your information, feel free to use your phone settings to block your caller ID, or you can also attend this teleconference using your computer. Instructions for this are on our website Repository under "Teleconference Agendas."

At this point we would like to invite all of our guests to introduce themselves by first name only and perhaps telling us where you are calling from and the number of times you have attended our monthly teleconference meetings. Guests, please introduce yourselves:

After the introductions: Non-Board members are welcome to listen to the Teleconference but are requested

to remain silent unless called upon to participate. We respectfully ask that guests hold their comments until the end of our meeting. We ask everyone to press *6 if you are not speaking. If someone needs to talk further, they may do so at the close of the meeting.

E. Minutes:

Motion to approve the December 10th, 2016 Teleconference Minutes (Ines Z.)

F. Committee Reports: I will ask the Committee Chairperson to give their reports. (Generally we provide 5 minutes for each report.)

1. **ACA WSO Strategic Planning Report**, Mary Jo L.
2. **ACA WSO Treasurer's Report and Finance Committee**, Treasurer, Mary Jo L.
3. **ACA WSO Literature Committee**, Larry A.
 - **ComLine** , Mardi
 - **Literature Review Committee**, Charlie H.
 - **International Literature Subcommittee**, Jeffrey F, Chair
4. **ACA WSO DC Oversight Committee and Distribution Office**, Ines Z.
5. **ACA (MPS) Members and Public Service Committee**, Bill D.
 - **Delegate World Service Training Subcommittee**, Laura L.
 - **Hospitals & Institutions Subcommittee**,
 - **Intergroup Liaison Subcommittee**, Bonnie M.
6. **Service Structure Ad Hoc Committee**, Bill D.
7. **ACA Website/Database Committee**, Jim B.
8. **European Committee**, Majbrit M.
9. **OPPM Review Committee**, Mary Jo L. and Ines Z.
10. **2017 ABC/AWC Committee**, Bill D.
 - **Ballot Proposal Committee**, Tom R.
11. **Audit Committee**, Bill D.
12. **Executive Committee**, Majbrit M.
 - Executive approval of the purchase of 5,000 Welcome Chips and 1,000 each of all other chips for a total cost of \$3,070.
 - Executive approval to have Wendells package the chips in 10s instead of 20s for Ware-Pak. This will cost 4 cents per package and the Finance Committee will be presenting a motion for selling these packages at a discounted price to save pick charges.
 - Executive approval of the purchase of 3,500 Laundry Lists Workbooks at a cost of \$12,321.
 - Executive approval of the purchase of 2,600 soft cover BRB's at a cost of \$10,093 that includes printing and shipping.

- Executive approval of the purchase of 7,000 Yellow Workbooks at a cost of \$17,560 plus shipping.
- Executive approval to purchase 5,000 soft cover meditation books at a cost of \$6,046 plus shipping to both distribution locations.

G. Old Business:

None

H. 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:** The Board is happy to announce the selection of ACA WSO, Inc. Board Officers which occurred at special Board meetings during November and December 2016.

The ACA WSO, Inc. Officers are:

Mary Jo L. – Chair
 Majbrit M. - Vice-Chair
 Bill D. – Treasurer
 Ines Z. – Secretary

The Board Officers will be seated at the 2017 Annual Business Conference.

2. **Motion:** That the Board approve the use of a "per diem" system of meal reimbursements when accounting for such expenses for Board members and others authorized to travel on behalf of WSO. Such per diem will be per the gsa.gov guideline, which at the time of this motion is \$51 USD per day. To simplify accounting, both for the traveller and the organization, such per diem will not require receipts and documentation. A general policy will be created that will cover how this system will be implemented. (Finance Committee)

Background: This is a generally accepted practice for many organizations and is meant to save time and money for those who have to deal with reconciliation of receipts. The amount of time spent dealing with small receipts and currency conversion for non-US travel is excessive, both for the traveller and our Accountant. This problem will only grow as more people travel.

3. **Motion:** The Board decided to hire Comcom, company in Prague as an intermediary to facilitate funds necessary for the work of the European Committee and Literature Committee.

Background: The responsibility of the European Committee and the International Literature Committee necessitate a flow of funds to pay for local vendors and independent contractors. To facilitate this, the Board is using Comcom, a company owned by Trustee Jeffrey F., at a nominal cost with provisions for Board oversight and approval of all expenditures.

4. **Motion:** The Board decided to have David McB, a member of the WSO Finance Committee, take the lead in establishing an Amazon US account for selling WSO's copyrighted literature. To then transfer those copyrights and complete setting up an Amazon UK account.

Background: There have been many obstacles while trying to establish an Amazon UK account to meet the need of making books affordable to those in the geographic region of Europe. WSO has found that it will be easier to facilitate this process once an Amazon US account is established with WSO copyrighted literature. David McB, a member of the finance committee who has much experience selling products in the United States and internationally on Amazon, has volunteered to head up this effort. WSO will provide David with the information needed to perform this important task.

I. New Business:

Motions for January 2017 TC

1. Motion- That the Board waive the officer term limitation in the OPPM so that Mary Jo may serve as Chair of the Board. (Larry A.)

Background: The OPPM's language is ambiguous in that it specifies, in pertinent part, "Term of Service". The term of office for an officer shall be two (2) years ...; an officer may be reelected at the completion of the term, but may not serve more than two (2) consecutive terms.: OPPM, ACA World Board Officers IV C. One interpretation of this language might be that a Board member may only serve for two consecutive terms as any Officer. Another interpretation might be that a Board member can serve for more than two consecutive terms in different Officer positions. Mary Jo has served two consecutive terms as Treasurer and the Board is hereby waiving that potential limitation so that she may serve as Chair.

2. **Motion:** The Board's approval to hire Booknook to produce the digital Castilian Spanish Fellowship Text, *e-BRB es* at a cost of \$1,075. (Larry A.)

Background: The Spaniards submitted the Castilian version translation of the Fellowship Text and, currently, there is no vehicle for producing and delivering hard copies in Spain. This will allow the Spaniards and perhaps other Spanish speaking members to have access to the Castilian Spanish Fellowship Text while the International Spanish Book is being finalized.

3. **Motion:** The Board approve the purchase of holiday gift cards for staff members and our Accountant. (DCOC)

Background: In recognition of service to WSO we propose individual gift cards rather than gift baskets or something less useful.

4. **Motion:** That the Board validate on the record its Specific Concurrence to hire Christine Child and approve paying her to complete the international Spanish translation of Section III of the Fellowship Text for a total cost of \$1,828.26 for 20,314 words. (Larry A.)

Background: The volunteers who devoted about 6 years of hard labor to this project have done an excellent job. However to finish the text, there is the need to employ a professional translator. Christine Child is an excellent translator. She has reassured us that she will have the book to us by February 6 and Robin has already laid out the book so that we can move into production rather quickly once the Christine is done.

- 5. Motion:** That the Board approve on the record the Board's Specific Concurrence of changing the timeline of the ABC - AWC to start on Thursday morning and end on Sunday afternoon for the upcoming 2017 ABC-AWC. (Bill D.)

Background: There were many comments received in the post event surveys and at subsequent committee meetings after the last ABC and Inaugural AWC. The attendees felt there should have been more time allocated for the AWC and there should be more delegate involvement in the ABC. With the use of a consent agenda and letting the delegates meet and go over the reports, we can eliminate half a day of report giving. That said I am putting forward the proposed schedule for the event this year that the committees have signed off on in principle. This may well change as we continue to grow and we find we have to separate the two events to be held at different times.

- 6. Motion:** That the Board approve contracting the shipping agent Regional Express (RE) in England, to pick up and deliver our books to an Amazon warehouse in the UK and also help register the WSO for HMRC VAT. The price RE quoted for our initial shipment was GBP 1695.00 and they have also given us a promotional code to waive the USD 300 fee they normally charge to help with VAT registration. (Jeffrey F.)

Background: Amazon recommended several shippers and our short list narrowed down to three: First Choice (FC) (which gave a verbal quote of \$1,985), Regional Express (which gave a written quote of GBP 1695.00) and Globegistics, which in the end did not give us a quote as they do not provide this kind of fulfillment. Although the Regional Express quote is a few hundred dollars more than the FC quote, Jeffrey and Mary Jo recommend going with Regional Express for expediency. This is because we can safely assume our books will be in an Amazon UK warehouse in about two weeks as soon as Mary Jo fills out the VAT registration form with them. Even if FC would honor their verbal quote (we have nothing in writing) we still don't know if they can assist for free like RE regarding VAT registration. We suspect they cannot since they are a US based organization whereas RE is a UK-based organization. In other words, since the VAT issue has been holding up this process, we feel it will be faster and easier to resolve this with RE.

- 7. Motion:** That the Board approve on the record the Board's Specific Concurrence to raise the price of individual Recovery Chips to \$1.00 and to also sell them in packages of 10 for a discounted price of \$8. Intergroups will be able to purchase rolls of 25 through that Discount Program for \$17.50. (Finance Committee)

Background: The Finance Committee has done an extensive analysis of the current WSO costs of selling Chips (which the Board is in possession of) and determined that at the current selling price we

are at or below breakeven when taking overhead costs into account. This new price and distribution strategy will allow groups to purchase chips individually but also buy them in a reasonable bulk amount at a discount. The cost for the vendor to package chips in 10s is an additional 4 cents per package, which is negligible. Currently, all Chips are delivered pre-packaged in rolls of 25.

- 8. Motion:** That the Board approve on the record the Board's Specific Concurrence to raise the price of Medallions as follows (new prices based on actual sales and overhead costs): Years one through ten - \$2.00 each ; Years 11 through 20 - \$3.00 each; Years 21 through 30 - \$4.00 each; Years 31 plus - \$5.00 each. (Finance Committee)

Background: The Finance Committee has done an extensive analysis of the current WSO costs of selling Medallions (which the Board is in possession of) and determined that at the current selling price we are below breakeven on most medallions when taking overhead costs into account. Sales of larger year medallions are very low but will hopefully rise as the fellowship has longer term members through the years. We suggest that the increase in price of medallions for the higher years seems in line with some other fellowships, and it places a higher value on the higher coins. This increased price for higher year medallions is being presented in place of bundling of several different year coins together. Bundling requires the customer to purchase coins they may not need. This new suggested pricing requires them to pay only for what they want, while allowing WSO to recoup monthly fees.

- 9. Motion:** That the Board approve on the record the Board's Specific Concurrence to begin selling the remaining tri-folds in bundles of 20 each at a price of \$5 per bundle. (Finance Committee)

Background: In order to cover overhead charges for the better selling tri-folds, bundling them in 20s will be more reasonable.

- 10. Motion:** That the Board approve on the record the Board's Specific Concurrence to discontinue retail sales of the 8 tri-folds where we sell four or fewer bundles per month. They will be downloadable from the website and also still available in the Tri-Fold Assortment. (Finance Committee)

Background: We sell an average of four bundles or less of the following tri-folds and the overhead no longer warrants stocking them: Conducting a Business Meeting, Hospitals & Institutions, Hosting an ACA Sponsorship Workshop, Literature Policy, Public Information, Suggested Banking/Accounting Procedures, 12 Concepts and Suggested Commitment to Service, and WSO Is...

- 11. Motion:** To give away welcome chips and year medallions to participants during a special opening ceremony at the AWC. We also suggest that the Host Committee add a space on the registration form asking for "Time in Program." (Finance Committee)

Background: The Finance Committee feels this is an appropriate way of providing recognition to attendees for their time in the program. This will also increase awareness of the value of using them in

meetings and encourage sales of the medallions. This activity should also be fully integrated with the event (e.g. program and web site) and related communications (Comline, etc.).

Guest Comments: To allow that all of our guests have a chance to share, we will limit guest comments to 3-5 minutes. If someone needs to talk further, they may do so after the close of the meeting.

Announcements:

The next ACA WSO Board Teleconference is scheduled February 11th, 2017 at 2:00 p.m. EST.

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

Close with the Serenity Prayer