

SERVICE STRUCTURE COMMITTEE MINUTES
DECEMBER 19, 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: Bill, David, Marcia, Jim, Charlie, Nancy

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 November 21 meeting:** Marcia read the minutes from the meeting on November 21, 2016. Jim made a motion that the minutes be accepted. The motion was seconded by Charlie and passed unanimously.

NEW BUSINESS

- 1. ComLine Articles:** Charlie has spoken with Mardi about putting informational articles about the Service Structure Committee into the *ComLine* to inform our membership about our ongoing efforts. Mardi is generally open to the idea, but has reservations about all the material now going into the *ComLine* because much of it is informational and not consistent with the stated purpose of the *ComLine*. The original purpose was to share experience, strength and hope with a theme of certain steps. With all the committee activity going on, it is starting to fill with that type of information. She has tentatively agreed to inclusion of our information in four issues. It looks as if further conversation is needed.

This brings up the need to address the issue with the Literature Committee, which oversees the *ComLine*. Charlie is a member of that committee. It could be that another publication with official board business should be created.

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Charlie suggested we collaborate on the first article, including the statement of need for change; our need to continue the work of ACA at a higher level and with the complexity presented by our current level of rapid growth nationally and internationally. We might also present an outline of the future articles we hope to publish in the *ComLine*, keeping wording to 350 count.

Marcia mentioned that the horse is already out of the barn: she submitted an article in time for the next publication of *ComLine*. It was decided to pull this article so there would be more collaboration on it, and so we have a plan with which our committee and Mardi are comfortable. There was also support for a suggestion that the board look into launching a different publication for “News.” The use of technology might make for less work than the publishing of a paper newsletter. However, our membership is not necessarily evenly technology proficient.

2. Sorting information/Sorting thoughts
a. What are we looking for?

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. 	<ul style="list-style-type: none"> • Delegates and board members should reflect the makeup of the entire organization. 	<ul style="list-style-type: none"> • Centralize the employees of WSO under one umbrella group with a supervisor that is over all of them.

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<ul style="list-style-type: none"> • 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 come through the areas and regions. • A process for electing delegates to the conference. • Regional representation 	
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b. What information do we have? *(All posted on the documents section of Slack)*

AA	DA	OA
AI-Anon	NA	SAA
CODA	Nar-Anon	ACA
CMA	Non-Profits/Toronto Report	CMA

c. How do we begin? Marcia presented a matrix we can use to start sorting out ideas from the organizations we have researched. The task involves looking through the structure reports she has posted individually onto Slack. When you come across an idea you like, copy and paste it into the correct category below. If we each do this exercise, we can put together our ideas as a starting place for further discussion on structure. The empty matrix is below. A copy has been formatted in Word on our SVC Channel in Slack. **Under this matrix is an example in which Marcia has started her own process.**

INFORMATION MATRIX		
Basic Structure	Communication	Conferences
International	Literature	Policy
Process	Representation	WSO Employees

AN EXAMPLE:

INFORMATION MATRIX		
Basic Structure	Communication	Conferences

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<p>CMA</p> <ul style="list-style-type: none"> • The Board has 2 standing committees: The Executive Committee + General Services Committee (GSC). <p>The GSC is primarily responsible for the day-to-day activities of CMA that relate inward to the fellowship. The Executive Committee, on the other hand, is responsible for those corporate activities that relate outward to various State and Federal agencies, which regulate the business activities of Crystal Meth Anonymous, Inc.</p> <ul style="list-style-type: none"> • Intergroups are not part of the CMA service structure. They are “groups of groups,” local in nature, that provide services to their groups such as meeting lists, literature caches, and phone lines. Most of these services require the spending of money, so Intergroups should be incorporated. They handle business, whereas the rest of the service structure handles spiritual matters. <p>AA</p> <ul style="list-style-type: none"> • AA has a system of parallel committees-those operated by the General Service Board, and similar committees operated by the General Service Conference. One trustee is assigned as a liaison to each corresponding conference committee. 	<p><i>I have listed the name of the organization so that I can go back to the document if I want to.</i></p>	<p>DA</p> <ul style="list-style-type: none"> • Delegates serve for at least a year on a committee, implementing decisions made at the last conference and developing recommendations to the next one. <p>SAA</p> <ul style="list-style-type: none"> • Operating under the direction and fiduciary responsibility of the Board of Trustees, the ISO serves as the center of business operations, as well as the focal point of communication and coordination among the autonomous groups within the fellowship in 3 main categories. A.) The ISO conducts the business of the corporation. B.) The ISO serves the member groups, members of the fellowship, and outside persons requesting information about or referral to the SAA program of recovery. C.) The ISO coordinates fellowship-wide activities. <p>AA</p> <ul style="list-style-type: none"> • All General Service Conference delegates participate in at least one of the AA Conference’s Standing Committees, which play a critical role in shaping the policy recommendations that are considered by the full Conference. Fully two days of the AA annual meeting are devoted to committee sessions.
International	Literature	Policy
.	<p>NA</p> <ul style="list-style-type: none"> • There are three different types of approval tracks for NA literature and service material: 	<p>SAA</p> <ul style="list-style-type: none"> • Among its primary duties, the Board of Trustees establishes policy, sets operational guidelines and boundaries, and holds

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- **Fellowship-approved**-- recovery literature and literature dealing with our core principles. This material is sent to the fellowship for review and input, and then "approval" drafts of these texts are included in the Conference Agenda Report (CAR) to be voted on as part of old business at the World Service Conference.
- **Conference-approved**-- service manuals, pamphlets like IP #28 Funding NA Services, and materials like A Guide to World Services in NA and A Guide to Local Services. The project plans for these texts describe whether or not they will be sent out for review and input. Approval drafts are included in either the CAR or the Conference Approval Track mailing to be voted on at the World Service Conference.
- **Board-approved**-- materials are based on experience applying the principles contained in Fellowship- and Conference-approved texts. Service pamphlets, such as "Disruptive and Violent Behavior" or "Principles and Leadership in NA Service" are often developed from input we hear during the Fellowship Issue Discussions or during workshops. Some tools, such as the Area Planning Tool, contain material or information we were already distributing to members of the fellowship upon request.

SAA

- The ISO Literature Committee (LitCom) is made up of representatives from each

fiduciary responsibility for all ISO activities. In these roles, the Board is ultimately responsible for hiring and directing the staff of trusted servants who run the ISO office. The Board also convenes the annual international convention and a separate meeting of delegates.

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	geographical region of the fellowship. Members of the LitCom are elected for three-year terms by the delegates to the international convention meeting in regional caucuses. <ul style="list-style-type: none"> • The Conference recognizes that the Literature Committee has supervisory authority over the content of all ISO publications. 	
Process	Representation	WSO Employees
•	SAA <ul style="list-style-type: none"> • The ISO Board of Trustees is made up of representatives from each geographical region of the fellowship, at least 7 and no more than 14. 	•

Task: Fill in your matrix by our next meeting.

3. **ABC/AWC:** It was decided to start planning our ABC Committee Report and to wait for approval from the Group in San Diego before planning the conference presentation.

a. ABC

- 1) We need to make a report that is easy to understand and gives enough information without drowning delegates in too much information. A possible power point presentation. **(Beware of "Death by PowerPoint!")**
- 2) We need to ask the ABC to extend our ad hoc committee so this work can be continued as proposed by the Board Retreat document.

b. We have made a proposal to present at the World Conference.

- 1) A presentation of our work. Possibly a bigger picture than presented in the ABC report.
- 2) Questions Possibly divide group into smaller units to discuss, formulate
- 3) Discussion further questions, and provide feedback.

c. Charlie H. has made a proposal for the group to consider: *"I believe it would be good if we could do more than a status report in San Diego. If we can think of 1-3 functional changes that we can seek to weave into the ABC agenda, we can demonstrate that change already is beginning, and accelerate the profile and momentum of our effort. I'm thinking of proverbial low-hanging fruit that we likely believe would be at least in the spirit of long-term changes."* **Can we behave differently and make this ABC more worthwhile for our delegates as well as more fruitful to the organization?**

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d. Examples:

- 1) Board members introduce themselves to the fellowship before ratification to make that step more substantive; possibly making a case for their ratification and opening up the floor for questions by the delegates.
 - 2) As an extension of a proposed WSO AWC volunteer job fair, create a segment that explains opportunities and invites delegates to volunteer roles of interest to them. This effectively happened at our last ABC, but might be planned into the one coming up.
 - 3) In some way announce a Region-building initiative. This could include some steps that intergroups can take to begin forming regions, as well as a formal planning effort, with some targets to be achieved in 2017-18, such as reviewing the map and devising a long-term plan for regional representation.
 - 4) In an ideal world, I'd like to form a nominating committee made up of delegates and board members to begin opening up the board nominating process, but that probably would take more thinking than we can do on the fly. **This suggestion was considered to be one that should be presented to the Board before doing anything. Do we even have the right to do this without board action?**
- e. Discussion:** We would like to model some of the changes we seek in the larger organization. We would like more interaction between presenters and delegates. It is essential not only to report on what has been accomplished since the last ABC, but to get delegate feedback. It would be great to lower walls and provide conversation. We decided that delegate feedback would need to be well-defined. We do not want to get into a position of having delegates make on the spot decisions for the committees.
- f.** Bill mentioned that there should be action items coming out of each committee. The group asked if the committees were aware of this. We also thought it might be good to ask committees how they plan to present their reports and how much time they think they may need. Do we want to limit report time to 5, 10, or 20 minutes?
- g.** We are asking a lot timewise of this ABC/AWC. Delegate training, reading reports, going over ballots and then going straight to the conference.

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NEXT MEETING: Monday January 23 6PM EST

AGENDA:

1. Matrix discussion
2. Outline for ComLine Articles

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