

SERVICE STRUCTURE COMMITTEE MINUTES  
FEBRUARY 6, 2017  
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:** David McB, Marcia J, Deb S, Bonnie KM, 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 January 30 meeting:** Marcia read the minutes from the meeting held on January 30. The committee thought there were inaccuracies concerning the discussion that was held about our committee report at the ABC and the Convention presentation. Charlie H. proposed that we postpone approval until the next meeting. He volunteered to put the version of our conversation that was remembered by the group onto Slack so we could comment, add, or contest the content. Marcia will then change the minutes to reflect the group memory and they can be approved at the February 13 meeting.

**NEW BUSINESS**

- 1. A look at the current structure of ACA:** Group members took time during the previous week to study the research article about ACA Structure and make lists of their areas of concern. Each member took turns presenting their own information. This information has been condensed into the chart on the next page.

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<b>Basic Structure: Problems</b>	<b>Communication: Problems</b>	<b>Convention: Problems</b>
<p>ACA is “Board-centric”</p> <p>Our service structure is not up to the current rate of growth.</p> <p>More literature oriented than public service oriented.</p> <p>Board:</p> <ul style="list-style-type: none"> <li>• Disconnection with the fellowship</li> <li>• No checks and balances for board’s actions.</li> <li>• Treats requests from the ABC as optional.</li> <li>• Main role is to create, translate, publish and disseminate literature.</li> <li>• Too small</li> <li>• Workload is too heavy</li> <li>• Board is self-selecting, does not fully represent all regions, and seems to have more authority than the ABC.</li> <li>• Regional and Intergroup representative rule is confusing and does not seem to be in practice.</li> </ul> <p>More financial security needed.</p> <p>There is no definition of Intergroup or Region and how they are formed in our group documents</p> <p>OPPM and Bylaws are mixed up: Bylaws should define the structure and the OPPM should define our processes.</p> <p>The conference (ABC) should be the ones to change the OPPM rather than the Board.</p> <p>There is no chain of organization in which ideas and suggestions can be discussed, debated, and commented upon.</p>	<p>No accurate record of meetings</p> <p>ComLine</p> <ul style="list-style-type: none"> <li>• not well distributed</li> <li>• hard to find on website</li> <li>• people not likely to visit website to find it</li> </ul> <p>Website</p> <ul style="list-style-type: none"> <li>• Hard to navigate</li> <li>• Have to be familiar with ACA lingo</li> <li>• Needed information is not up front and center on the homepage</li> <li>• People do not go to the website to find the ComLine.</li> <li>• The website is not easy to navigate. A person needs to know the jargon in use, and has to dig too deep into the site to find information.</li> <li>• Larger print on important places in the website. Buttons on front page.</li> <li>• No way to inform the general membership of business and organizational happenings in a quick and easy manner.</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Not enough communication about the conference. What is the tentative schedule? When does it begin and end?</li> <li>• Not enough time to prepare workshops.</li> <li>• Traveling to the conference is too expensive for the average member.</li> </ul>

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International: Problems	Literature: Problems	ABC: Problems
<ul style="list-style-type: none"> <li>• Inclusion in the Service Board does not give it the time it deserves, and takes away from problems on this continent.</li> <li>• US and European concerns do not always connect</li> <li>• Need country representation.</li> <li>• Literature translation.</li> <li>• Literature distribution.</li> </ul>	<p>Structure</p> <ul style="list-style-type: none"> <li>• Unwieldy</li> <li>• Too much work for too, few. Bottleneck at the Board level. Involves board in micromanaging. Commercial considerations could be handled by non-board member and answer to finance.</li> </ul>	<p>The ABC is an event rather than an on-going representational and working entity.</p> <p>ABC is used to “rubber-stamp” board actions because of its nature.</p> <p>Is in the wrong position in relationship with the Service Board.</p> <p>Delegates</p> <ul style="list-style-type: none"> <li>• No continuity between ABCs</li> <li>• No real power</li> </ul> <p>Voting</p> <ul style="list-style-type: none"> <li>• Not best and most practical way to vote.</li> </ul> <p>Ballots</p> <ul style="list-style-type: none"> <li>• Ballots are repetitive and not of interest to the everyday member.</li> <li>• Ballots that whine; more of a critique than a change of policy.</li> </ul> <p>Cost of Travel</p> <p>Fixation on a yearly ABC.</p> <p>No way to update the public about the status of motions passes and activities requested by the ABC. This results in ballots requesting things already in progress.</p>

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Process: Problems	Representation: Problems	Policy: Problems
<p>Lack of on-going accountability to the fellowship</p> <p>OPPM</p> <ul style="list-style-type: none"> <li>• Confusing</li> <li>• Out of date/almost useless</li> <li>• Gets changed in secret</li> </ul> <p>Not followed</p> <ul style="list-style-type: none"> <li>• Selection and election of members to the Board of Trustees is too loaded from the Board itself.</li> <li>• No formal way to encourage talent to take on organizational service.</li> <li>• OPPM needs to be revised to reflect current practices.</li> </ul>	<p>Nomination</p> <ul style="list-style-type: none"> <li>• Not open</li> <li>• No system-wide way to make nominations and vet candidates</li> <li>• There is no chain of organization in which ideas and suggestions can be discussed, debated, and commented upon.</li> <li>• All discussion within the fellowship is saved for the ABC, which is only a small representation of our total fellowship.</li> <li>• Board is self-selecting, does not fully represent all regions, and seems to have more authority than the ABC.</li> <li>• Does not seem to be representation for remote/phone/online groups.</li> <li>• Board is self-selecting, does not fully represent all regions, and seems to have more authority than the ABC.</li> <li>•</li> </ul>	<p>Current practice does not always reflect the foundational documents of the organization.</p> <p>The OPPM and Bylaws are confusing and sometimes inaccurate.</p>

**NEXT MEETING:** February 13 at 5PM EST

**AGENDA:** A look at SAA and OA