



Adult Children of Alcoholics®/Dysfunctional Families

World Service Organization, Inc.

January 14, 2017

ACA WSO Teleconference Meeting Minutes

Mary Jo opened the meeting with the Serenity Prayer and the reading of Tradition One: Our common welfare should come first; personal recovery depends on ACA unity.

Attendees: Mary Jo L., Treasurer, Finance Committee Chair; Ines Z, Secretary, Spanish Translations Committee Chair; Bill D. Chair of MPS Committee, Chair of the ABC Committee, Chair of the Audit Committee; and Charlie H., Co-Chair of the Literature Committee and Chair of the Literature Review Subcommittee and member of the Finance Committee.

Quorum was established.

Guest Introductions: Carole (Greater Western US Region 2) x6; David (Coconut Grove, FL)x many; Colleen (Del Ray Beach) x 8; Erin (Oaks, PA) x4; Miles (Seeds of Change Group, Belleville, Ontario) x1; Laura (San Clementi, CA, WSO Rep for Intergroup 620; Chair of Delegate Training Sub. Comm.); Mardi M. (ComLine Editor, Montana); Heather (Orange County, rep for several meetings); Wayne (Toronto, CA); Erhard (Germany) x3; Marcia J. (Iowa); Pam, Central Coast Intergroup (Arroyo Grande, CA) many; Jim (Brooklyn, NY); John (Massachusetts) x 3; Jim (Boca Raton, FL, member of Website & Database Comm.); Robin (Texas);

MINUTES:

Motion brought forward by Secretary, Ines Z. to approve the minutes of the December 10, 2016 ACA WSO Teleconference Meeting.

Seconded: Bill

Decision: Motion passes unanimously

****Correction: Pam is from Arroyo Grande not Rio Grande.**

COMMITTEE REPORTS:

STRATEGIC PLANNING MEETING (MARY JO): The Board met for a 3-Day Strategic Planning Meeting in November. The meeting was facilitated by a consultant who helped draft a strategic plan, that is still being worked on to ensure that the categories and tasks are practical, while considering the timeline and staffing needs that would be associated with carrying out these tasks. The board found that along with the initiatives that are already underway, there were many more they hoped to incorporate as part of the WSO landscape. When it came time to prioritize, because they understood the needs of a global fellowship, it became difficult to not make everything a high priority. So rather than to publish a draft plan, that without further consideration sets everyone up for failure, the board is taking adequate time to review and flesh out the details so that they can present a logical and workable plan by or before the ABC. In the meantime, the board is working on as many of the objectives as time and resources allow.

Ines: Thanks to everyone for all the hard work.

TREASURER'S REPORT AND FINANCE COMMITTEE (Chair: Mary Jo/ Report read by Bill): Bill reported that despite the holiday season, this December was a good month for sales. The P&L Statement shows



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that there was a net profit of \$4,288. There was also an increase in 7th Tradition Contributions as WSO received additional individual contributions before the year end. Contributions are listed separately in the left menu. The full Treasurer's and Finance Committee's reports, in addition to the financial statements, are located in the repository. Should anyone have any questions please notify treasurer@adultchildren.org.

Finance Committee: Committee members: Jeffrey F. - Prague, David M. - Florida, Charlie H. - Virginia, and Mary Jo L., Treasurer – Illinois / Report read by Bill): Bill reported that because the chips and medallions have proven to not be profitable, the Finance Committee has prepared two motions to raise prices. The committee has also prepared the following motions: motion to implement a previous motion that was passed regarding pulling the least selling tri-folds from the shopping cart that are to be made available through download from the website and, also in the tri-fold assortment. (All remaining tri-folds will now be packaged in multiples of 20 with a price increase.); motion to present chips and medallions to attendees at a ceremony at the ABC/AWC in April; motion to implement a per diem reimbursement for meals that will save a great deal of time and effort for Board members and our Accountant. Bill closed the report by advising that the committee is working on the 2017 budget along with changing the chart of accounts to more accurately reflect additional channels of distribution and other structural financial changes.

LITERATURE COMMITTEE – (Chair: Larry / Report read by Robin): Full committee reports are posted online in the Repository. Please email litstaff@adultchildren.org with questions or concerns.

Robin – Special Worker: Robin reported that the Greek “Strengthening My Recovery” is ready for layout. The Spanish International BRB is in linguistic review and is almost completely laid out and ready to go to press. The Castilian Spanish BRB is being reviewed and will be made into an e-book sometime in the second quarter. Robin reported: that the Strengthening My Recovery e-book sales for December were 74 books. Total sold is 261 books; Audio BRB sales for December were 90, total sold is 1,966; e-BRB sales for December were 209, total sold is 11,513 e-BRBs.

International Literature – Jeffrey: This report was tabled. The committee members were not able to be on the call.

Spanish Translations – Ines: (See Robin-Special Worker Report above). Ines reported that she has been working with the translator to ensure that the terminology that's been adopted within the book that references ACA terms (i.e. adult child, critical parent, loving parent, etc.) are consistent with what's been published in the workbook.

ComLine –Mardi: Mardi reported that the committee is looking for personal stories of experience, strength, and hope that can be in the form of poems, photographs, and illustrations to be submitted by February 28, 2017 (submissions should be 250 words or less) along with a release form. The committee is putting together a 2016 Annual ComLine full-color publication and researching the costs of printing and determining what the purchase price will be. The goal is to have a proto-type



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ready for the April 2017 ABC/WSO meeting. A full report is in the Repository and questions, comments and concerns can be sent to litstaff@adultchild.org.

Literature Evaluation – Charlie: Charlie reported that the Literature Committee commenced a guest speaker series. As such, the committee is looking to expand the Literature Committee call to include a guest speaker quarterly to deepen thinking about trauma and ACA recovery. Charlie noted that those interested are free to listen into the call. The call information is listed in the repository. Charlie then gave the subcommittee report. He noted that the subcommittee had not completed any reviews of new material since the previous month. Current work was being done on two projects that had been previously tabled; one of which was putting together a downloadable training/orientation document for delegates to the 2017 ABC; the other, is the “Ready, Set, Go” manuscript revision.

ACA WSO DC Oversight Committee & Distribution Office-Ines/Mary Jo: Ines reported that the DCOC has continued discussing staffing needs and approaches as ACA continues its move towards outside fulfillment, with the hopes of bringing recommendations to the full board. She added that the staff member that had been on leave for some time has resigned. The committee is still working out kinks related to the Ware-Pak Fulfillment Center.

ACA Distribution Office –Mary Jo: Mary Jo reported that the full reports produced by the office staff are on the website under WSO Office Support. There are currently 1,702 active meetings and 68 active intergroups.

MEMBER AND PUBLIC SERVICE (Chair Bill D.): Bill reported that November statistics have been posted in the repository under MPS Statistics. Bill also noted that the H&I subcommittee still needs someone to act as chair. Anyone wishing to provide service on any of the MPS committee/subcommittees, please email: mpschair@adultchildren.org or contact Bill on SLACK.

Special Worker, Denise (Reported by Bill): Bill reported the December statistics as follows: 617 emails; sent 139 emails; 121 voicemails received and 121 calls returned; international connections with Canada, Ireland and Russia were made. There has been a nice increase in calls for help for starting new meetings and finding new meetings.

Delegate Training Subcommittee (Laura): Laura stated there was no report for December. She also asked about getting a copy of the minutes of the 2016 Annual Business Conference, so that delegates that many not have attended may review them before the 2017 conference.

Bill stated that the 2016 minutes should be included in the delegate package that will go out in advance of the 2017 conference. Any questions, comments or concerns can be sent to dts@acawso.org.

Intergroup Liaison-Bonnie (Bill reported): As Bonnie was not on the call, Bill reported that the subcommittee report is posted on the repository for January 2017. Bill then gave the statistics as follows: There had been minimal email traffic at intergroups@adultchildren.org for the month of



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November; there were 17 incoming messages generating 7 responses. Most of the traffic was from within WSO concerning two new intergroups and some listings updates. Bill did note that there had been increasing activity on the SLACK intergroup forum.

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 Region 2 in California is really picking up and already has a subcommittee. In the South Florida region, another H&I meeting has been added making that 2 meetings in area institutions. Bill then reported that 31 books had been shipped to 7 institutions and 1 therapist office additionally as part of the BRB initiative program, 10 books have been sent out. Please contact mpschair@adultchildren.org with any questions or concerns.

Service Structure Ad Hoc Committee (Vice Chair: Marcia J.): Marcia reported that the committee had finished their research portion of studying about 10 12-Step organizations and are now analyzing how to incorporate all the information obtained to better the ACA Structure. The subcommittee will hold a meeting on January 23rd to share the parts of the various organizations they though would be helpful to ACA. Anyone with questions or who might be interested in helping with the work of this committee can contact mpschair@adultchildren.org.

Bill closed the report by bringing a motion to the Board recommending that Marcia J. relieve him as Chair of the Service Structure Ad Hoc Committee so that he can focus on other Board duties and responsibilities. Charlie seconded the motion. Marcia announced that she would accept the position with the Board's approval. Mary Jo then called the vote. The vote was unanimous to accept Marcia J. as the new Chair of the Service Structure Ad Hoc Committee.

WEBSITE AND DATABASE COMMITTEE- Jim: Jim reported that the full report was posted to the repository and questions, comments, concerns can be addressed to webservant@adultchildren.org. Jim then reported that the website committee will have its next quarterly meeting on February 19, 2017 at 2:00pm (same time and call-in information as today's meeting). Jim reported the following website changes for the month of December: the free literature page has been updated; a set of guidelines for posting to the repository to create consistency with the overall look of the site. Jim closed the report by providing the statistics for the month: Visitors to the site – just under 50,000 users sessions with just over 35,000 unique users; most frequent pages accessed were “The Laundry List”, Finding a Meeting, the Literature page and “The Problem”; Traffic: over 80% of users are from the US, 4% from Russia, followed by the United Kingdom, Australia and Canada.

Mary Jo added that it is good that consistency is being developed on the repository posts and that the free literature download activity is really picking up.

EUROPEAN COMMITTEE – Majbrit: Mary Jo advised that neither Majbrit nor Jeffery were on the call so there would be no report. Any questions regarding the European Committee or their work can be sent to EU@acawso.com.



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OPPM REVIEW COMMITTEE – Mary Jo/Ines: Mary Jo reported that there are no new updates at this point.

ABC/AWC Committee: (Bill/Jim R.)

2017 ABC/AWC: Bill reported that the planning for the 2017 ABC was coming together. Bill thanked the committee for its hard work. He then turned the report over to Susan.

Susan thanked the Board for extending the ABC and ACA World Convention by starting the ABC meeting portion on Thursday, allowing time for more speakers, workshops, etc. Susan then thanked all those that submitted presenter forms. The selection process has begun with the hope to be completed in the next few weeks. Susan reported that hotel room rental goal has almost been reached although the convention reservations have been fewer. She emphasized the need to register for the convention so there can be better planning and preparation for activities. To assist in the efforts, Susan advised that at her Large Speaker meeting once a month, they have set up an area for convention registration. Susan encouraged everyone to assist in spreading the word and to encourage participation for the 2017 ABC AWC. Susan closed her report by asking to get shares from past delegates to be posted to the website to help encourage delegates to come and participate and be prepared. If anyone needs any additional information or one-on-one assistance regarding the convention, Susan can be reached at 619-459-8364 or schristi13@cots.net

2018 ABC/AWC: Jim reported that they are currently reviewing bids to host the 2018 ABC. To date, bids have arrived from three cities – Vancouver, Canada; Toronto, Canada; and Newcastle, in the United Kingdom. Committee members were invited to take a general reading of the 3 bids and to rate their top two candidates, with the goal being to narrow the field. The results were as follows: of the 7 respondents, the first choice was Toronto 6 and Newcastle 1; second choice Newcastle 4, Vancouver 2 and 1 abstention. The final result is: first choice Toronto with 12 points, second choice Newcastle with 6 points and finally Vancouver with 2 points. Jim explained that the initial evaluation has led to Toronto and Newcastle emerging as the top bids. The next step will be to start with a clean slate and compare the two applications. The committee intends to offer a recommendation to the Board before the February phone meeting.

Ballot Proposal Committee (): Bill reported that due to personal reasons, Tom the chair of the Ballot Proposal Committee has had to resign. As such if anyone is interested in the position, contact ballotprep@adultchildren.org. Bill also reminded everyone that all ballots must be in by midnight of February 28th. Ballot Proposals and voting can both be done online by using the link in the repository under ABC Committee and choosing “get the ballot proposals here” link at the bottom of the welcome letter. You can then go to the voting link at the bottom of the same welcome letter. Bill then reported that responses have come in from 23 groups and intergroups. For committee information, please contact ballotprep@adultchildren.org.



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AUDIT COMMITTEE – Bill: Bill reported that the committee has had a lot of communication over the last month. They have completed the first four tasks which were to form the committee, develop an RFP, identify and send the RFP to at list 5 CPA firms in the Signal Hill area with a deadline to receive the proposals back by January 9th (full task list can be found in the Repository under Audit Committee). Three proposals have been returned and are being reviewed so a selection can be presented to the Board before the next teleconference. Bill thanked the committee for its work in this project. If anyone has any questions, you can email auditchair@adultchildren.org.

EXECUTIVE COMMITTEE – Majbrit: (Read by Mary Jo):

- 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.
- Executive approval of the change in the packaging of the recovery chips to packs of ten instead of 25 per pack.

Bill inquired how long it will take for the changes to appear on the shopping cart. Mary Jo replied that some will be effective today and the balance during the week.

OLD BUSINESS:

NO OLD BUSINESS

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.



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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 traveler 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 traveler 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.



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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.

Seconded: Ines

Decision: Motion passes unanimously

- 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.

Seconded: Charlie H.

Decision: Motion passes unanimously

- 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.

Seconded: Bill

Decision: Motion passes unanimously

Ines: The staff was very grateful and gracious; it is a worthwhile contribution to them.

- 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**



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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 this portion of 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.

Seconded: Bill

Decision: Motion passes unanimously

Ines wanted to put on the record a sincere thank you and appreciation of the members of the Translation Committee who spent years volunteering to do this work. A special thanks to Leo and Lucia.

- 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.

Seconded: Ines

Decision: Motion passes unanimously

Bill thanked the Host Committee for all their hard work and dedication.

- 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



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(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.

Seconded: Bill

Decision: Motion passes unanimously

- 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.

Charlie clarified that without this change, the organization was put in the position of losing money so this price adjustment accounts for that.

Mary Jo added that the overhead cost at the Distribution Center are not currently quantified individually for the products. If Distribution Center did the fulfillment, the time and labor involved would have cost associated. With WarePak, there is a more specific list of costs.

Seconded: Ines

Decision: Motion passes unanimously

- 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)**



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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.

Mary Jo added that the pricing will go in effect today.

Bill expressed concern over the higher prices for the higher years and whether this was a standard practice within other fellowships. Mary Jo explained that even at the new price, ACA chips are still considerably lower than some other fellowships.

Charlie further explained that when you get into the higher years, the demand for chips decreases; an alternate pricing strategy that would have had packaging of multiple years in bundles would force groups to pay for medallions they don't really need. It is more cost effective for the group to purchase the higher years on an individual need basis.

Seconded: Ines

Decision: Motion passes unanimously

9. **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...

Mary Jo reminded that the trifolds are still available for time being, in the trifold assortment.

Seconded: Bill

Decision: Motion passes unanimously



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- 10. 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.

Seconded: Bill

Decision: Motion passes unanimously

- 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.).

Seconded: Bill

Decision: Motion passes unanimously

This concludes our Agenda. Thank you all very much.

Any guest comments or questions? (Q = Question / A = Answer / M = Mention)

Bill: Before taking guest comments, Bill reminded about meeting etiquette and being respectful of other listeners as you present your comment.

Summary of guest comments: Guest comments focused primarily on: Q1. Pam asked for clarification about the Board being seated at the 2017 ABC or if they were being presented for ratification also are the committee chairs also being included in this? **A.** Bill advised that per the OPPM, the Board members are ratified at the ABC but not the officers as they are elected by the Board members. So once the Board members are ratified, then the elected officers would take seat. Additionally, per the California corporate law it is in the bylaws it is spelled out that the Chair, Vice-Chair, Secretary and Treasurer are the four officers of the corporation. **A.** Ines clarified that motion was not under Old Business, it was being read to the record. **Q.** What is the voting process for the 2018 ABC? **A.** Bill advised it was in the committee now. The Toronto and New Castle bids are the two finalists and the committee is reviewing and research both proposals to narrow down to one. **Q.** What is Survey Monkey? **A.** It is for the Ballot Proposals and any items that the groups/intergroups submitted for consideration at the annual Business Conference as an agenda item. **Q.** When pricing literature for out of the US groups, it is important to factor in the exchange rate and duty charges? **A.** The hope is that once Amazon Us and UK are in place work on creating Amazon Canada with the hope that there will be an impact on the pricing.



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Additionally, fulfillment takes special care to provide the best pricing possible. Also, connect with the Canadian intergroup to benefit from the intergroup discount. **Q.** What will the availability be of the monthly / quarterly speaker files and is there information about Ready, Set, Go or other trainings. **A.** The Literature Committee holds quarterly call and is trying to implement having a speaker at the end of the business part of the meeting. Updates of speakers and when they will be speaking will be posted in the repository under the Literature Committee. As to Ready, Set, Go...is a proposed publication as a quick introductory to the ACA 12 Steps and other ACA thinking so new comers can have an introduction to the program. The committee is working on revisions strategies to make it more suitable for an ACA publication and at some point, will be available on the Best Practices page of the website. **Q.** Will the OPPM be available before the ABC so it can be reviewed and discussed before the delegates arrive for the ABC? Additionally, can the change that was made regarding "term of service". **A.** It is planned for the revised OPPM to be available before the ABC. As to "term of serve", nothing was changed in the OPPM, because there was a difference in opinion as to the interpretation of whether the two-term limit referred to limiting consecutive service for a particular office or serving consecutively as different board officer service in general, a motion was presented to waive that part of the OPPM to allow Mary Jo who has served two current terms as treasure to now serve as the Chair. This clarification will become part of the OPPM once it is reviewed. **M.** Wayne from Toronto offered to share his experience regarding the Laundry List, Delivery or Step and best practices with any group or individual that may be looking for information. He can be reached at torontowayne@gmail.com or 416-566-3972.

Announcements: Mary Jo - The next ACA WSO Board Teleconference is scheduled **February 11, 2017 at 2:00 p.m. EST.**

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

Bill - Motions to adjourn Ines - Seconded the motion

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

Motion carried unanimously.

Closed the Meeting with the Serenity Prayer