



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

Agenda
Monthly Teleconference
May 14, 2017
2:00 p.m. EDT

Access number: [**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:

- 1. Open with the Serenity Prayer**
- 2. Tradition Five:** Each group has but one primary purpose: to carry its message to the adult child who still suffers.

B. Roll Call of Board Members: **Mary Jo L.**, Board Chair, Co-Chair of the DCOC and Chair of the OPPM Committee; **Bill D.**, Board Treasurer and Chair of the Finance Committee, Audit Committee, and MPS, and Co-Chair of the DCOC; **Majbrit M.**, Board Vice Chair and European Committee Chair; **Marcia J.**, Board Secretary and Chair of the Ad Hoc Service Structure Committee ; **Jeffrey F.**, European Committee Finance Chair and Chair of the International Literature Subcommittee; **Charlie H.**, Chair of the Literature Committee; **David McB.**, Finance Committee Vice-Chair; **Jim B.** Chair of the Website and Database Committee; **Carole C.** Region 2 Trustee

C. Establish Quorum

D. Guests Introductions

E. Minutes:

- 1. Motion to approve the April 7, 2017 Teleconference Minutes**
- 2. Motion to approve the April 21, 2017 Board Meeting Minutes**

F. Committee Reports: (Generally we provide up to 5 minutes for each report.)

- 1. Treasurer's Report and Finance Committee,** Treasurer, Bill D.
- 2. Literature Committee,** Charlie H., Chair
 - **ComLine** , Mardi
 - **Literature Review Committee,** Charlie H.

- **International Literature Subcommittee**, Jeffrey F, Chair
3. **Distribution Center Oversight Committee (DCOC)**, Mary Jo L., Bill D.
 4. **MPS (Members and Public Service Committee)**, Bill D.
 - **Delegate Training Subcommittee**, Brody F.
 - **Hospitals & Institutions Subcommittee**, Kurt S.
 - **Intergroup Liaison Subcommittee**, Bonnie KM
 5. **Service Structure Ad Hoc Committee**, Marcia J.
 6. **Website and Database Committee**, Jim B.
 7. **European Committee**, Majbrit M.
 8. **OPPM Review Committee**, Mary Jo L.
 9. **ABC Committee**, Jim R.
 - **Ballot Proposal Committee** Jim R.
 - **2017 ABC/AWC Committee**, Susan C.
 - **2018 ABC/AWC Committee**, Jim R.
 10. **Audit Committee**, Bill D.
 11. **Executive Committee**, Majbrit M.
 - Approved the purchase of 10 new email accounts at a cost of \$301.39 for 2 years.
 - Approved the purchase of approximately \$1,100 worth of tri-folds.
 - Approve the purchase of 500 each of the one and two year medallions at a cost of approximately \$700 with shipping, to be packaged in rolls of 10s instead of 25s at a cost of 4 cents per package.

G. Old Business:

None

- H. **Read into the Record:** The following motions are being read into the record as they were voted on during a working session or strategic planning meeting of the Board.

Board of Trustees Working Session, Date: April 13, 2017

Members Present: Larry A., Mary Jo L., Majbrit M., Ines Z., Bill D., Jeffrey F., Charlie H.

1. **Motion: Interim Guidance on New Regional Service Bodies:** WSO adopts the following interim guidance on new regional service bodies:
 - a. ACA World Service Organization reaffirms its historical commitment to the formation of regional service entities as important channels for improving service to the fellowship, and for increasing connections between groups, Intergroups, and the WSO.

- b. The WSO board authorizes an expedited review by the Service Structure Committee of all policies governing regional formation and representation, with a goal of proposing clearly written mechanisms for regional structures that are stable yet flexible, and predictable yet equitable.
- c. The WSO board recognizes that an existing map defining ACA Regions must be updated, since it was drawn more than 25 years ago, before the WSO had its own literature in English or foreign translated versions. It therefore authorizes the Service Structure Ad Hoc Committee to propose a new Region map that reflects ACA's changing global membership patterns.
- d. In the interim, until a new map is adopted, Regions seeking registration and a seat on the WSO Board should follow the existing WSO regional map (attached to this motion). To ensure a proposed region has a meaningful linkage to the fellowship, a new region may be asked to demonstrate significant participation by intergroups and groups in its designated area. Also, in keeping with BRB pages 604-605, new regions should present written service plans designed to benefit members in their geographical area.
- e. Regional Service Committees, which are not eligible for a seat on the Board, may register and form according to their own group conscience and needs, and do not need to conform to the Region map.
- f. WSO commits to adopting clear, consistent written criteria for board eligibility, so that all service bodies and all members of the world fellowship can prepare themselves to seek WSO volunteer and board service opportunities. These criteria, which include WSO service needs and best practices, will be incorporated into the OPPM, to guide service bodies and WSO in nominating and selecting trustees.
- g. Until a broad service structure revision devises new policies governing regional service entities, a Region that has registered with WSO, and been ratified by the board, may nominate a candidate for the board of trustees to vet and consider in a timely manner, using OPPM board eligibility criteria.
- h. These steps are interim in nature. Potentially significant adjustments, including borders for Regions, may be required when WSO adopts long-term changes to ACA's service structure. Such changes could include provisions for professional management and staff to take over much of the day-to-day operations currently managed by the Board.

Background: In March 2017, the WSO Board of Trustees asked the Service Structure Ad Hoc Committee to recommend interim guidelines for recognizing newly formed ACA regional service bodies. The request was made in recognition that one new Region has formed, and others are being explored, at a time when WSO's policies governing regional service bodies need updating and clarification.

The board motion is an amended version of the Service Structure Ad Hoc Committee's recommendations, and lays out interim WSO policies on regional service entities, until the ACA fellowship and WSO board can devise and approve a long-term map and policies governing regional entities.

Note: The map referenced in Point 4 is available at this link:
https://acawso.slack.com/files/billd/F4V4C005D/aca_region_map.pdf

Motion approved unanimously

2. Motion: Interim Guidance on New Regional Service Bodies:

WSO accepts the application of the Greater Western US Region to register as WSO Region 2; further, WSO invites Regions 2 to submit a nominee for WSO board trustee, and commits to review and vote on that nomination within 60 days of submission, using OPPM board eligibility criteria; finally, in keeping with a separate motion on ACA regions approved April 13, 2017, WSO affirms that policies governing Region 2, including its boundaries, may be adjusted when the ACA fellowship and board determine a long-term map and other policies governing ACA regions.

Background: The Greater Western US Region registered as Region 2 in 2016. This motion, approved April 13, 2017, is intended to define Region 2's status during an interim period, as outlined in a separate April 13 motion on regional service bodies, while WSO updates and clarifies its map and policies governing regional entities.

Motion passed unanimously

Board of Trustees Working Session; Date: May 11, 2017

Board Members Present: David McB. Mary Jo L., Majbrit M., Marcia J., Bill D., Jeffrey F., Charlie H., Carole C.

- 1. Motion:** That the Board Secretary prepare and sign the appropriate documentation to show that Bill D., the WSO Treasurer, is to be added to the WSO bank accounts as a signer, and that Larry A. is to be removed as a signer from all accounts. (Mary Jo)

Background: This is a routine motion meant to ensure that the Board Treasurer and the Board Chair are the two signers on all WSO bank accounts. The new Board Chair, Mary Jo L., is already a signer on the accounts and will remain so.

Motion passed unanimously

I. New Business

- 1. Motion:** Hire a parliamentarian @ \$600 for Friday ballot voting at the ABC. (Mary Jo L.)

Background: Because of the number of participants expected to be present and the large number of initiatives that need to be discussed, it's important to have an objective party to help ensure that protocols are followed so everything gets done.

- 2. Motion:** That the Board validate on the record its Specific Concurrence to approve paying for five GM candidates (G.Z., T.B., T.G., S.M., J.B.) to travel to and attend the 2017 ABC/AWC in San Diego from Thursday 20 April until Sunday 23 April inclusive. Included in these costs are relevant but prudent travel expenses. (Jeffrey F.)

Background: The ABC/AWC is "the" annual event of the year for our fellowship and gives the best exposure to GM candidates regarding their role, who they would serve and why. This will also allow the full Board to conduct very efficient face-to-face interviews with each candidate at a day and time most convenient to their schedule.

3. **Motion:** Authorize WSO to cover the approximately \$640 cost of the guest room that the host committee used throughout the convention as a storage room and office to do the behind the scenes work for the ABC AWC that could not be done at the registration. (Bill D.)

Background: The San Diego Host Committee did not have a dedicated private space to do the behind the scenes work required to facilitate the ABC and AWC. Susan C reserved a room that was primarily used by the committee for storage of items that could not be left at the tables at night as well as a space for the IT person to run reports and work on the database that kept track of all the meals and other registration information. They also used it as a sleeping / resting accommodation as they were both on site from before 7am until late each day. They should not have to pay for the room out of their pockets as this work was part of the work required to run the event.

4. **Motion:** To price our literature as follows in Pounds for Amazon UK: BRB - both h/c and s/c: 20; LLWB and h/c Med book - 16; YWBK and s/c Med book - 14. (Finance Committee)

Background: We are about to go live on Amazon UK. Prices reflect what we expect to be the normal shipping charges, although we won't know that for certain until we send another shipment. We aren't basing shipping charges now on the cost of the first shipment of books because it was expedited as an accommodation to the European community and shipped by air at a greater cost in anticipation of being able to get our sales up and running in a very short time. Unfortunately, that didn't happen because of a lot of red tape that we ran into.

5. **Motion:** To seek board approval close down the office from May 23rd through May 25th to facilitate the move to the new office. Also to advertise the office will be closed those days on the front page of the website and wherever else is appropriate. (Bill D.)

Background: The office is scheduled to be moved between the dates of May 23rd to May 25th with some things being moved sooner as is possible. The plan is to have it done much sooner than three days, but with telecommunications and internet being a big part of our office operation we are at the mercy of those entities. If all goes smoothly and the services are transferred efficiently and everything is up and running sooner than 3 days, the office will reopen right away. This gives us a cushion to get the move completed without the customers and membership expecting to reach us.

6. **Motion:** To authorize Bill D to travel to Signal Hill May 22nd through May 26th to oversee the office relocation. The expected cost of this will be 1,450 including airfare, hotel, per diem, and rental car. Market rates for economy class airfare and 3 star, not 4 or 5 star hotels. Probably 300 to 500 for roundtrip ticket (higher the closer the date gets) and about 150 per night for hotel including state and local taxes. Per Diem for meals is 51 dollars per day. (Bill D.)

Background: There is a lot of work that is scheduled to occur during those days by outside vendors such as movers, 2 telecommunications vendors, internet, and local area network, relocating building signage, loading and unloading the public storage unit, security cameras relocated and repositioned, alarm system, cleaning company, and dealing with city business licenses. This is too much work for the staff we have at Signal Hill to take on and perform while also being part of the move process.

7. **Motion:** To authorize Jim B to travel to Signal Hill for two days and oversee the IT needs of the move. The expected cost of this will be \$900 including airfare, hotel, and per diem. No car is needed. Market rates for economy class airfare and 3 star, not 4 or 5 star hotels. Probably 300 to 500 for roundtrip

ticket (higher the closer the date gets) and about 150 per night for hotel including state and local taxes. Per Diem for meals is 51 dollars per day. (Bill D.)

Background: The office Local Area Network and computer systems will be taken down and moved to the new warehouse space on the 23rd. New cabling will need to be run to the new locations for the workstations which will not be side by side any longer. One will be located near the warehouse for printing shipping labels and the other will be in the large office. The network router will need to be connected to the internet and all functions tested before re-opening the office for business. We will also need to purchase and install a phone system with an intercom so that the workers can communicate without walking back and forth through the space. Jim can do this work and also assess the WSO computers for proper back up and antivirus software. He can install a LAN cable for the GM's office as well even if a computer is not purchased at this point.

8. **Motion:** To purchase a 24 month burglar alarm contract with ADT for 39.99 per month. (Bill D.)

Background: Another vendor was contacted that services the office park and their price was 49.99 per month. The contract would include free installation and monthly monitoring. The equipment would include 3 motion sensors, door alarm for 4 regular entry doors, alarm for 2 roll up warehouse doors and a keypad. We feel the street exposure of the old office prohibited anyone from thinking about breaking in. Our new space backs up to an alley that cannot be seen from the street and could be a target for thieves or vandals. An alarm system would also be beneficial to Gloria who works there alone at night in that she could have a wireless alarm key chain FOB that could serve as a panic button.

9. **Motion:** That the board approve the purchase and installation of pallet racks in the new warehouse space at a cost of approximately \$2,000. (Bill D.)

Background: By installing pallet racks versus sitting all pallets on the floor we will gain 12 pallet spaces on one side and 10 pallet positions on the other side. We had about 24 pallet positions in our existing space. In addition to the 22 rack pallet spaces this would give us, we will have 11 spaces on the floor under the racks and can place up to 2 rows of pallets on the floor in front of the racks. This would allow us to order larger quantities of books to get a better price and store them more efficiently.

10. **Motion:** That the board validate on the record its Specific Concurrence to insert a button on the adultchildren.org website with a link programmed to open a signup page that will allow members to sign up to receive e-mails and newsletters from WSO. (Bill)

Background: The email/newsletter button proposal originated as a result of drilling down into the Strategic Plan section titled Key Focus Area: Member Services / Service Structure, the stated Goal: Member Outreach, and the Action Item: "Groups – MPS Outreach Newsletter". In order to reach the broader membership other than the meeting contacts, we need an ethical way to collect email addresses and build a member contact list.

11. **Motion:** When partnering with a local group in a foreign country to produce (translate/print/sell/distribute) non-English language literature for their local fellowship and in their own language, basic contact information (web site, email address and/or telephone number as appropriate) for this foreign group/fellowship should be added to the foreign language publication in consultation with the Literature Committee and their designer. (Jeffrey)

Background: This basic addition to all applicable foreign language literature is done to encourage more contacts and service opportunities. For non-English speaking fellowships with their own translated literature, this also makes it easier for local members of their fellowship to take action regarding corrections to the translated text or get involved with future translations.

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. We remind everyone that this is a business meeting. The Board may mute participants who are not addressing business. We recommend that participants who need support with issues or concerns should contact a board member or committee chair.

Announcements:

The next ACA WSO Board Teleconference is scheduled June 10, 2017 at 2:00 p.m. EDT.

Close with the Serenity Prayer