**Minutes**

**Monthly Teleconference**

**August 12, 2017**

**2:00 p.m. EDT**

**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:**

1. **Chair, Mary Jo L., opened the meeting with the Serenity Prayer**
2. **Tradition Eight:** Adult Children of Alcoholics should remain forever non-professional, but our service centers may employ special workers.

**B.  Roll Call of Board Members:** Bill,Majbrit, Marcia, Jeffrey, Charlie, David McB, Jim B., Carole C.,

Mary Jo L.

**C.  Quorum Established.**

**D.  Guest Introductions:**

|  |  |  |  |
| --- | --- | --- | --- |
| Colleen FL | Terry | Robert OR | Barbara NY 080 |
| Mardi MT | Pam CA | Liza FL | Brody CA |
| Miles Toronto, CAN | Vera CA | Matt WI | Tammie G. CA |
| Sue B. Toronto, CAN | Bonnie TX | Judith FL | Jim R. NY |

**E. Minutes**:

1. **Motion to table the July 8, 2017 Teleconference Minutes until the next meeting.** (Marcia J.)

**Discussion:** Missing the information on last two motions. Can we table or fix after passage?

**Decision:** Table

**F. Committee Reports**:

1. **ACA WSO Treasurer’s Report, Finance Committee--Bill D.**

WSO continues to rely on revenues from book and other inventory item sales to fund our service office. We actively work to keep expenses in check. 7th Tradition Contributions are holding steady, but we hope they will increase over time because WSO should be self-supporting per Tradition 7.

We have already received refunds for workman’s comp overcharges dating back to 2012 totalling $31,005. We will also receive $15,117 for year 2014-2015 and $6,964 for year 2016-2017 in the next couple of weeks.

The board formally received the final 2016 Financial Audit report at its July 13th working session teleconference. The CPA firm Vasquez and Associates did a presentation. The audit is available on the Audit Committee page in the Repository.

The 7th Tradition Contributions are listed in the left Repository menu.

If you have questions or comments, contact the Treasurer at treasurer@adultchildren.org.

The July 2017 P&L shows a net loss f July of -$9,372, including $14,640 of workers comp refunds received. There was a $9,597 literature shrinkage write off. The staff will review these numbers and present a report by Wednesday's Finance Committee meeting.

The July 2017 Balance Sheet shows a slight increase in assets over the prior month which is due to literature sales and other income.

1. **Finance Committee, Finance Committee Vice-Chair David McB**

The Finance Committee meets weekly to help ACA WSO become more efficient and transparent. We are finalizing plans for changes to WSO's financial documentation to bring us into the 21st century.

The committee selected the winning bid for the company to help us with the Quickbooks migration project. This will move our Quickbooks bookkeeping to the cloud and allow multiple staff users to do some of the work to reduce outside costs.

There will also be a shopping cart overhaul to allow us to utilize Quickbooks to track our more complex inventory movements between warehouses in Signal Hill, Ware-Pak, Amazon US and Amazon UK. This will greatly reduce the time it takes to extract data via spreadsheets and manual reports.

We are also finalizing a new Chart of Accounts that will allow for better management of income and expenses. Other items we are working on are listed below:

1. European Reports
2. Moving content out of bookkeeper's online vault
3. Planning for 2018 Budget preparation
4. Bid Policy for new projects and purchases
5. **Literature Committee,** Charlie H.

We have a lot of exciting projects in the works, and are grateful for the enthusiastic teams of volunteers that are helping shape the future of ACA.

**Literature Development Subcommittee**

The July 29th Literature Development Subcommittee Volunteer Orientation was very successful. We discussed developing structure and format for evaluation and development of WSO literature, and talked about four future literature projects that require volunteers. Nearly 30 volunteers joined this call.

The next volunteer meeting is Saturday, September 23, from 12:00 – 1:00 pm Eastern Time. Please note the following new call-in number and access code - **+1 515-604-9640 PIN 761909#**International dial-in numbers for 61 countries are listed in the Repository.

***ComLine***

The special annual ABC 2017 issue is complete and available for download. The 3rd quarter 2017 issue is also complete and available for download.

We are currently accepting submissions for the 4th quarter 2017 *ComLine* that are due by August 31, 2017; online publication is scheduled for October 1. The 4th quarter themes are Steps and Traditions, 10, 11 and 12. We look for personal stories of experience, strength, and hope, as well as poetry and artwork! We also need shares in languages other than English.

Send submissions to litstaff@adultchildren.org and include both pages of the release form found on <http://www.adultchildren.org/comline>

**Translations**

The Castilian (Spanish for Spain BRB) translation is complete and in pre-production. It should be ready for distribution and presentation at the European Madrid conference in September 2017.

Production of Russian BRB is with Russia for completion and distribution.

All tri-folds and booklets offered for sale in the shopping cart are translated to Danish, Spanish, Finnish, and Russian. Finnish is currently in preproduction; Spanish trifolds are in the vetting process prior to upload.

We continue to add new and updated translations to the free literature for download page. All languages will be available for free as layout on them is completed. Free downloads are on our site at <http://www.adultchildren.org/non-english-literature>.

**Strengthening My Recovery**

Greek and Spanish translations are in the final stages.

**Literature Development subcommittee**

* Developing structure and format for evaluation and development of WSO literature.
* Orientation call held for new volunteers.

**International Distribution Project**

Our account with Amazon UK is now verified so we can begin selling books in various countries of Europe, which currently includes offering books through amazon.co.uk. Addresses in the UK, Germany, Spain, France, and Italy.

Use the following link to find these books:   
https://www.amazon.co.uk/s?merchant=A1UOP2JDGT6NQR&fallThrough=1

**12 Step Workbook Update**

No new comments and suggestions are being accepted for updates to the workbook. The material will be reviewed for accuracy and redundancy. The updated book is a top publication priority.

**E-book and Audio book Sales**

* Strengthening My Recovery E-book - sales for June were 91 books. Total sold to date is 800 .
* BRB E-book - Sales for June were 250. Total sold to date is 13,076.
* BRB Audio Book - Sales for June were 110. Total sold to date is 2,567.

**Miscellaneous**

Over 600 emails were traded both domestically and abroad that covered the scope of literature development and evaluation, new literature offerings, suggestions for future publications and updates, translations, printing / reprinting of new and existing products, digital offerings.

Our next quarterly Literature Committee(s) meeting is **Saturday, October 7, at 11 a.m. Eastern Time**.

1. **DC Oversight Committee**, Mary Jo L.

**Inventory issues:** We are working on what needs to be ordered and the coordination of different distribution channels. Through Amazon Europe UK we are in 5 European countries. We were short on some inventory in the US for a bit, but are now fully stocked. We hope to send an order to CAN and MEX through USA Amazon. We are working with Jeffrey to put Castilian books on Amazon UK. Bill is working on the integration of QuickBooks with other systems. There are continuing issues with Ware Pak and refunds, etc.

1. **Distribution Office,** Tammie G.

We are getting a better grip on inventory and having items in stock. Laura and the Archive Committee will be in the office on August 21. Any other volunteers for archives are welcome that morning. We currently have 1783 active groups, which is an increase of 30. There are 77 active Intergroups.

1. **Members and Public Service Committee (MPS),** Bill D.

* A preliminary MPS Committee organization chart was created and approved. Website changes requested have been made with Jim B. we will be working on out Budget next. Special worker Denise has resigned. We will post a job opening and ask person hired to work onsite at Signal Hill.
* **Public Information** – Had an impromptu working group call last week to discuss the technical aspects of developing and distributing the Public Service Announcement (PSA). Bill D., Patrick B., and Taylor G. discussed industry standard lengths and distribution. Conceptual ideas for the PSA were discussed as well.
* **Member Outreach** – Patrick B., CA –We are waiting for the ComLine to go out before sending out the Traveler. The ComLine was due out in Early July was last we heard.
* **Virtual/Telephone Meetings** – David McB., FL – Reaching out to phone, internet, and Skype meetings. Finding issues, such as the meeting information on the listing can be changed by other than the meeting leader or contact and meetings may lose a leader but continue with no one overseeing them. Sending out an email blast to all the meetings to try to get the listing in better shape.
* **Regions** – Carole C., Region 2 Trustee – Regions statement is on the website. Need a place to register regions. The formation of Region 2 has jumpstarted other region formation, which is good for ACAs continuing growth and health. Report on Region 2’s activities and short-term goals: (A region subcommittee was formed with Laura L. offering to chair it.)

***Region 2 -*** *working on completing Bylaws, legal documents filled out, and bank account set up. Summertime has been a little slow and attendance has been low. Gearing up to get organization and structure set before the end of the year. When done with the paperwork, we will be legal and can start organizing events. We are keeping in touch with our area and reaching out to lone meetings and intergroups that have yet to attend our teleconferences, letting them know what we offer. Will be giving a description of Region 2 to the Service Structure subcommittee.*

* + **The banner for the Traveler** is designed. Our goal to send it in about a week. We have 1874 sign-ups so far. Need to decide what to do when reach the limit of 2000 free contacts on Mail Chimp. An account for up to 2500 contacts is $35-$40 per month.
  + **Delegate Training Subcommittee,** Brody F.

Brody had a call with the Office about getting the delegate survey sent sometime in September. Analysis of the results will help determine if changes are needed in the delegate binder and delegate training. The committee will solicit help from past members of the committee. The next teleconference will be in October. We need to know if we have a budget and also need contact information for the mailings.

* + **Hospitals & Institutions Subcommittee**

This committee still needs a chair.

* + **Intergroup Liaison Subcommittee,** Bonnie KM

No report at this time.

* + **Florida AA State Convention:** We had an enthusiastic reception. We provided an Information table and a workshop.Volunteers took shifts. The response was phenomenal: books and trifold were sold out. We made all of the money allotted to this activity back and were able to pay some of the expense of being there. Thanks to David for his major contributions. **New tagline:** What is your emotional sobriety date? 2500 people were registered for this convention.

Charlie congratulated those who worked on this and said it was the best outreach effort he has seen.

1. **Service Structure Ad Hoc Committee,** Marcia J.

Met three times in July. The minutes are posted in the

Repository after they are approved by the committee. The committee did the following:

* + Defined the meaning of “Region”: Regions feed communication and promote service and structural growth.
  + We decided to look at regions as they exist in relation to the total service structure.
  + We were given a presentation on the development of ACA Region 2 and how they define their service.
  + We heard presentations on how NA and CMA utilize regions as part of their structure.
  + We noted the emergence of two schools of thought when it comes to regions: one focused on representational duties including communication between levels of the structure; the other focused on support for meetings and the development and support of Intergroups

1. **Website/Database Committee**, Jim B.

**Committee meets quarterly; next meeting Saturday August 26th, 2017 at 2pm. The following tasks were completed since the last teleconference:**

* **Assisted with the roll out of the DropBox account for WSO staff and committees**
* **Added an Events Sub-Menu item to the News Menu choices**
* **Added a Repository Sub-Menu item to the Resources Menu**

**MP3 download purchases are now active for 3 days after purchase. The message in the download email is being updated to remind people that they must download the files promptly.**

**Usage Figures for July for the adultchildren.org website:**

* **50,248 User Sessions in June up from 49,241 in June**
* **35,180 Unique users up from 34,534**
* **99,267page views, up from 97,437**
* **The bounce rate (users leaving the site immediately) was 65.05%, up from 64.83%**

**The pages accessed the most often were:**

* **Laundry List – 19,418 views, 19.56% of the total page views**
* **Find a meeting – 7,777 views (7.84%)**
* **Find a meeting Search results 4,948 views (4.98%)**
* **Literature – 4,216 (4.25%)**
* **The Problem – 3,489 views (3.51%)**

**Users continue to come from across the globe with the top 5 session counts from:**

* **United States – 83% of users**
* **United Kingdom – 3.76%**
* **Canada – 3.60%**
* **Australia – 1.55%**
* **Ireland– 0.7%**

1. **European Committee**, Majbrit M.

* **Event:** Madrid Sept. 16 European Committee website registration English Spanish Speaker meetings and workshops Links to accommodations and activities in Madrid. People from around Europe are inquiring. UK, Czech REP, etc.
* Castilian Spanish BRB will be part of the event
* Can participate in European TC
* Thanks to all that are translating into their own language and keeping the spirit of the program alive.
* Do we need a policy for people who are abusing meetings? What we have is vague. So far just handled on a case by case hearings.
* Jeffrey: Last month WSO visited Minsk Belarus first time there. Jeffrey spoke on inner child, inner loving parent, inner critical parent.
* No visa needed from 80 different countries in the world. Kira from Belarus is country rep

Dire need of committee secretary. Too much translation involved. Any board member can call in. Meetings are a bit more informal.

Without translation, recovery is difficult if not impossible. Recovery comes from the literature. It’s important for EC to visit in person as much as possible the events of the different countries. Language barriers make people shy. Showing up face to face allows people to see who you are. Speak at their events. Sponsors and sponsees. Lots of work!

1. **OPPM Review Committee,** Mary Jo L.

Using a non-profit template as an organizing tool. We’re cutting and pasting the pieces of the current bylaws and OPPM into a spreadsheet that matches that tool. We will also review the books of motions to make sure all that affect the OPPM are added. We are trying to recreate and standardize the books of motions from 2012 to the present to help in this process.

1. **ABC Committee, Jim R.**

**The Committee will review the 2017 Binder, suggesting improvements. Additionally, the Foundational Documents section of the Binder can be reviewed and prepared for print. Jim is working with the OPPM Committee to help this information all around.**

**In July the initial monthly phone was held with host chairs of the 2018 ABC AWC in Toronto. If you would like to listen in on the calls, the link to the phone meetings can be found on the report in the Repository. Our meetings are held on the 4th Saturday of each month. The next meeting will be on August 26.**

**We are working on an application form for those interested in presenting at the AWC. A Logo contest was launched in July and ended on July 31. There were three submissions. The Toronto committee is finalizing the lunch and dinner menus and exploring entertainment possibilities. The host committee requests copies of the projected and actual expenses for ABC AWC 2017 in San Diego to help them get an idea of the differences. When making reservations, be sure your destination is Toronto, ONTARIO! There are other Torontos.**

**Ballot Prep:**

**The call for proposals went out last week. You can find it on the Repository along with information about how to craft and create a proposal. An email has been created for messages to those who submit ballots. As proposals come in, help will be needed to process them. Volunteers are needed.**

**2019 ABC**

**The ABC Committee requests more information from the Board as to what they would like to see from the event, which is planned to be held in Europe. This will help us create materials to solicit bids to host the event. Will create a questionnaire for the Board to fill out to clarify information.**

1. **Executive Committee, Majbrit M.**

**The committee has begun to meet weekly to sort out best practices for orienting and evaluating our new general manager.**

1. **Old Business**

* **We have authorized the finance committee to look into putting everything onto QB. It was passed.**

1. **Read into the Record: Working Session motions: these 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 OF July 27, 2017**

**Members Present: Mary Jo L., Marcia J., Majbrit M., Carole C., Jim B., David McB. Bill D., and Charlie** H. **Member Absent:** Jeffrey F.

1. **Motion:** To authorize the Treasurer and Chair to establish a business account with HSBC US for the purposes of facilitating the setup of a similar account in the UK. (Bill D.)

**Background:**  The WSO has no bank accounts in Europe and with its growing membership it will need access to withdraw and deposit funds on an increasing scale. By opening the branch in the UK we will not incur fees for transferring money to and from Europe from the US bank accounts. We will have better transparency on the financial activity in Europe as expenses can be paid from that bank account which can be monitored by the Treasurer and bookkeeper and other authorized persons. In essence we will be setting up a cost center to monitor all European financial activity that will provide a clean auditable record of financial transactions. Most importantly, we will ensure we do not put our tax exempt status at risk by failing to follow United States Federal IRS regulations governing 501(c)3 Tax Exempt organizations.

**Motion:** Unanimously passed.

1. **Motion:**  To approve adding an additional day to the already scheduled Strategic Planning Session in October at an approximate cost of $2,000 to cover room and board for that day.  (Majbrit)

**Background:** The Board has determined that two days of Governance and teambuilding training with a specialized facilitator are appropriate in order that we get to know each other well enough and understand our role well enough.  Additionally, the only week that all Board members were available was the second weekend of the month, so time will be set aside to prepare for and conduct the monthly Teleconference. This would leave only one day of the three days originally planned to work on the strategic plan. Because this is a working board that chairs and actively participates in most of the Committees of the Board, and because of all of the initiatives being managed, it is reasonable to add an extra day.

**Motion:** Unanimously passed

1. **Motion:** To obtain “ACA WSO, Inc.” as a DBA (*Doing Business As*) for the WSO corporation. (Bill D.)

**Background:** Using the DBA “ACA WSO, Inc.” will greatly reduce the issues we have with forms and streamline entry into new accounts. Two tasks must be completed in order to do this: an update of information about our current officers with the California Secretary of State using the Officers and Agent form, and an application for the DBA name with the Secretary of State. The former needs to be done anyway because of a change of our address; the latter requires minimal cost and effort.

**Motion:** Passed Unanimously

1. **Motion:**  To approve hiring James Mueller, a facilitator from Florida, for the Board's Strategic Planning Meeting in October to focus on Board governance issues. The cost will be $7,500 for both pre-work and the actual training and facilitation of our meeting. (Exec. Cmte.)

**Background:**  Because there is so much at stake with Board oversight of the fellowship, we feel it's in the Fellowship's best interest that the Board be educated on our governance role to ensure that we manage the business of the fellowship as prudently as possible.

**Motion:** Passed Unanimously

1. **Motion:**  To approve payment of $635 for modification to the existing air duct system at the Distribution Center. (Mary Jo)

**Background:**  The work room off of the warehouse was an add-on for a previous tenant and air conditioning was never provided.  The landlord has received a quote of $1,270 to make a fix so that cool air will flow to and from that room when the air conditioning system is on, and they will pay half of the cost.

**Motion:** Passed Unanimously

1. **Motion**: To approve the purchase of an enterprise DropBox account to be used by the board and its committees. The cost is $504 per year and provides unlimited storage and extensive control for managing security and tracking file access. (Jim B.)

**Background**: The WSO board and its committees are using a number of different file sharing services, including personal Dropbox accounts that the WSO is reimbursing staff members for. Google Drive, MSFT OneDrive, and others are also being used. Standardizing on the Enterprise level version of Dropbox will ensure that the WSO files are safe, secure, and backed up. The administrative tools will allow us to control and track access.

**Motion:** Passed Unanimously

**BOARD OF TRUSTEES WORKING SESSION OF August 10, 2017**

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

1. **Motion:** For all foreign fellowship orders of at least 1,000 books to be printed outside the US, the profit margin split will be adjusted from 70/30 to 60/40 in favor of the WSO. (Jeffrey)

**Background:** Local fellowships outside the US who make such orders also handle all of the storage and distribution of ACA literature. The WSO also has no overhead costs associated with these operations. Therefore, it is reasonable, to offer an additional 10% to local fellowship for large orders so they have additional funds to cover the cost of commercial storage for so many books.

**Motion:** Passed unanimously

1. **Motion:** To pay the invoice from PNB Print SIA in Latvia to print and ship 500 copies of the Castilian Spanish Big Red Book to Madrid, Spain (for EUR 3,326/3,932 USD) by 15 September to sell at the 4th annual European Meeting hosted by the WSO’s European Committee. (Jeffrey F.)

**Background:** After several years of waiting for translation verification and layout, the fellowship in Spain can now read the Big Red Book in the language of their inner child. Originally 100 books were planned, but this will be a chance to distribute these books to the fellowship in Spain that does not have an Intergroup. It is estimated that the WSO should be able to recoup their investment within a year.

**Motion:** Passed Unanimously

1. **New Business**

**No New Business**

1. **Guest Comments:**
2. **Colleen:** Asked about status of Board’s Conflict of Interest statement.

Mary Jo: The Board is preparing to get opinion by a third party before publishing response at the next monthly teleconference. Is the third party a legal counsel? Yes.

1. **Mardi** wants to second Charlie’s gratitude for all the work on that presence in Florida AA conference. It was a great team effort on the part of Bill, David, and Jim B.
2. **Miles:** Will the PSA be available soon?

Bill: The person who has been working with us had to back out because of a conflict. We will need board approval to get money to have the voiceover done at a studio. We need to revisit the budget for this.

**Colleen:** There was a discussion about the celebration of the ACA anniversary in January 2018 at the last teleconference. Has a committee been formed? Are you looking for volunteers? What is happening?Sue Toronto: Will give an update on special logo for celebrating 40 years at the ABC AWC.

1. **Terry AK:** There has been a lot of publicity lately for [**ACES** *(Adverse Childhood Experiences)*](https://www.cdc.gov/violenceprevention/acestudy/index.html) It grew out of a longitudinal study done by Kaiser. Participants were recruited to the study between 1995 and 1997 and have been in long-term follow up for health outcomes. The study has demonstrated an association of adverse childhood experiences (ACEs) with health and social problems as an adult.

This is a relatively new field in psychology and there is a lot of interest (*The study is frequently cited as a notable landmark in epidemiological research, and has produced more than 50 scientific articles and more than 100 conference and workshop presentations that look at the prevalence and consequences of ACEs.*: *Wikipedia*) Providers are looking at this clinically and stick to evidence-based practices for treatment. They don’t seem to realize that ACA deals with the same situation; have not connected to our organization. We need to connect to practitioners through MPS. We should study this more and develop materials for handouts and discussion.

**Announcements:**

The next ACA WSO Board Teleconference is scheduled September 9, 2017 at 2:00 p.m. EDT.

**Close with the Serenity Prayer 3:02 PM**