



Adult Children of Alcoholic and Dysfunctional Families

World Service Organization, Inc.

Compassion, Clarity, Courage and Commitment

Minutes
Monthly Teleconference
November 11, 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: Open with the Serenity Prayer

Chair Mary Jo L. opened with the traditional form of the Serenity Prayer

B. Roll Call of Board Members: Mary Jo L, Charlie H, Bill D, Carole C, David McB, Jeffrey F, Jim B. **Not present:** Marcia J and Majbrit M

C. Establish Quorum: Quorum established

D. Minutes: Motion to approve the October 14, 2017 Teleconference Minutes (**Marcia J.**)

SECOND: Carole C.

DISCUSSION: Jim B. was not listed as an attendee. **Motion**

passes unanimously with correction.

E. Guest Introductions

Jim R. Brooklyn NY
ABC Committee Chair
Sue B. Toronto Int. 558
Co-Chair ABC
Shannon S. Colorado Int.

Laura SoCal Int. 620
Region Chair Archives
Chair

Bonnie K-M Texas LoneStar
Intergroup Chair
Sheryl Toronto
ABC Planning
Mardi MT Group 023
Comline Editor
Tammie G. WSO GM

Pam CA Central Coast
Intergroup Rep
Miles Ontario
Co-Chair ABC SVC OPPM
Darmody Calgary
Our True Selves

F. Tradition Eleven: Our public relations policy is based on attraction rather than promotion; we maintain personal anonymity at the level of press, radio, TV, films, and other public media.

G. Board Strategic Retreat Report: Mary Jo

Our Vision: We are whole and free of family dysfunction.

ACA mission statement: ACA creates a safe, welcoming fellowship for those who suffer from childhood trauma, giving them the tools to heal.

The above vision and Mission statement will be vetted by the appropriate committees and taken to the ABC for approval. We feel these statements align very closely to what we are about. We worked to define them with a facilitator at the strategic planning meeting in October.

We have had several mission statements in operation at one time, and the Board is in agreement that it is good to have one goal that our organization works together to achieve.

The Strategic Planning meeting was successful. The consultant working with us would have liked to see us meeting face-to-face at least three times a year. We are a working board that is doing the day-to-day running of the organization and our work is done almost completely online and through teleconference. In order to create smooth working relationships it would be better if we could have at least three in-person meetings. However, our sense is that our current financial situation does not allow for that. We meet at the time of the ABC as well as the yearly strategic meeting.

We were well served by the facilitator and covered a lot of ground. Started with our fiduciary responsibilities and our obligations in governance for the organization. We worked for 8 hours each day, which was about two hours more than recommended, in order to accomplish our goals for the meeting. The brainstorming, processing, and establishment of vision and mission statements from which emerged our major goals for the near future were extensive.

We were encouraged to focus on three or four big goals rather than expending our efforts and energy on every issue that presented itself so that we could meet goals, satisfied with the process and the product. The big priorities we decided upon are as follows:

- To creating a professional staff at DCOC
- To publish a new introductory book by the end of 2018 (Little Big Red Book)
- To emphasize self-care at all levels of service

The Board was unanimous in wanting to include the fellowship in meaningful ways as we work towards our mission. Our first effort will be to bring about more participation of the fellowship in the monthly TC. The changes will be decided upon and rolled out over the next several months.

It is difficult to describe the importance of what was accomplished. It was immensely helpful to meet people face-to-face. Getting to know people, finding out how well we worked together, focusing on moving forward; deciding as a group what we can do with the time and energy we have to spend. We are coming of age as a fellowship and we want to get it as right as we can.

H. Committee Reports:

1. **ACA WSO Treasurer's Report:** Finance Committee: Chair Bill D.

Financial reports are on the Repository under the Treasurer's Report. Those with questions are encouraged to contact Bill D. at treasurer@acawso.org

Our cash balance is down about \$7,000.00, which reflects the deficit noted in our Profit and Loss Statement. This statement can also be found in the Repository. The statement shows nothing unusual. Taking together all factors, we have a profit of \$43,502.00. Intergroup sales almost doubled, which is attributed to the lowering of the minimum purchase from \$600. After financial obligations were met, we had a deficit of \$7,000.00. There are two explanations for this figure. First, the quarterly sales tax from states requiring it was paid. Secondly, the cost of the Board Strategic Meeting was taken from this month's budget instead of being stretched out over 12 months.

Overall, we are good. We could be better if we became self-supporting through member contributions instead of relying on literature sales. 7th Tradition donations this month totaled \$5,810.00. We are down from our peak donations in the \$6,000.00 range, but this is still some good support coming from the groups.

2. **Finance Committee:** Chair, Bill D.

The Finance Committee has been attempting meet weekly to work on measures to help us sustain the growth of our fellowship and comply with accounting principles recommended for non-profits of our size. We are working to put new mechanisms concerning our financial and legal duties in place which will bring us closer to standard bookkeeping and accounting practices and will simplify our warehouse business.

We have just received approval for our DBA request and can now use ACA WSO, Inc. on our financial and legal records rather than our longer previous legal title. This will simplify documents, because our legal name did not fit into the spaces that were often provided.

We completed Phase 1 of the migration of Quick Books to a cloud-based platform. This makes financial records easily available to members of the financial committee for analysis and reports. Currently those with access are the Treasurer, the General Manager, two non-board members of the Finance Committee, and our accountant.

Our volunteer Technology Chair, Jim B. (also a Trustee) did an amazing job of incorporating Shopping Cart into the financial system. The hours required to do this were unbelievable, and above what anyone would expect. The fellowship owes Jim B. quite a debt of gratitude.

We are about to begin Phase 2 of our Financial System upgrade, connecting all of our revenue streams and financial records to Quick Book via a third-party software product called **Webgility**. This product facilitates updates of all account information automatically; no manual input will be required. Our onboarding meeting for this is next week.

Continuing projects include:

- Review of financials for monthly TC
- 2018 Budget
- Recommend to the board engage a sales tax professional to make sure we are in compliance with all tax laws in the United States.
- Creation of an International bank account making it easier for the exchange of funds between non-USA based committees and WSO
- Creation of an Accounting and Procedures Manual

Motion: To authorize the Financial Committee to obtain 3 quotes from tax professionals to assess our tax compliance in the United States.

SECOND: David **Motion passes unanimously**

DISCUSSION: Just quotes? Come back to board for final action? Yes

3. European Committee: Vice-Chair, Jeffrey F.

The full report is posted on the Repository. The Monthly European Conference Call became a bit more interactive beginning in November as individual country reps started giving reports about what works and what problems are occurring in their locations. The meetings of this group are on the 1st Saturday of each month at 2 PM. All are welcome to the call, and details for participating can be found on the European website: <http://acawsoec.com/> Minutes from last call are on the repository. Recent National event in Sweden was highlighted. We are moving to reprint the Danish BRB, which went into production last week. 500 copies will be sent to Denmark and 50 copies to Norway. This will be the first time they can buy books. Although not in Norwegian, they can read Danish.

4. Executive Committee: No report this month.

5. Literature Committee: Chair, Charlie H.

New report is posted under Literature Committee in the repository.

Mardi reminded everyone that submissions of 250- 500 words with a copyright release are most welcome and can be sent to litstaff@adulthoodchildren.org. Submissions on the first three steps and traditions are due at the end of the month.

The literature development group had a kick-off call for the LBRB. We have about 8 volunteers to plan, write and edit this book by end of 2018. Editing of the Yellow Workbook will begin sometime in the next month. Volunteers are always needed.

Next quarterly call will be on Jan 6 1 PM Eastern. All are welcome.

David and Mary Jo thanked Charlie for his leadership and organization and the great committee members. A Herculean effort and we all appreciate it.

Sourcing other printers in the Baltics for simpler publications to come online at the end of the month.

6. DC Oversight Committee: Chair, Mary Jo L.

We are working together to try to effectively manage the inventory for the different distribution channels that WSO has, including our warehouse in Signal Hill, CA, the 3rd party distribution facility in Illinois, and Amazon US and UK. The new shopping cart has been immensely helpful and we look forward to the implementation of QuickBooks that will streamline things even more so.

We've also experienced some shipping delays of books, which has caused us to be briefly out of stock.

7. Distribution Office: Tammie G.

There are currently 1795 active meetings and 80 active Intergroups registered with ACA.

There has been some confusion about using Shopify at the intergroup level to receive the discount on literature. The person ordering the material must be the one who is registered with the Shopify account. The email and password are linked to the ability to view the discounts, which are not visible to other shoppers. In some cases, the Intergroup Rep has signed up for the service and a literature chair is trying to order, which is the source of the confusion. Any Intergroup that wants to change the information so another person can do the ordering should ask for a Designated Literature Rep form, fill in the information and get it back to the WSO. Tammie will email this form to all Intergroups.

The MPS Special worker position is still open. Details are on www.adultchildren.org

Bonnie K-M asked to speak as Chair of the Intergroup Sub-committee, and was given the floor. She asks that the Intergroup Sub-committee be informed about these sorts of questions and any problems such as the above so they can be aware and inform intergroups. This is the first that the committee has heard about the problem. Bonnie will brief Tammie on the process for referring questions to the committee.

Six pallets arrived on Saturday afternoon, so involvement with this manual process will be intense in the next few days.

8. Members and Public Service Committee (MPS): Chair, Bill D.

Report is posted in the repository. More activity in this committee than ever before. Last month we sent out 59 Big Red Books, 52 Meditation Books, 6 glue bound Yellow Workbooks to correctional facilities, 30 newcomer booklets, and over 100 trifold, primarily requests from professionals. We offer free literature to therapists who write in and to correctional facilities and institutions. Thanks to Tammie and staff for their prompt response.

H & I Dr. Jay is at a medical conference, but says things are moving along. The Special worker will update the database.

There is little to report from the intergroup subcommittee. Email traffic is way down and conversation and participation on Slack is growing. Bonnie put out call for more committee members to track new intergroups. Access to the database will be helpful. The committee is not

receiving communication in a timely manner. New groups continue to form and an effort is made to reach out to them when information is available.

In the past month the Regional subcommittee has heard from the Ukrainian Service Committee. This group seems to be a mix of intergroup and region and is trying to unite disconnected groups. They have retreats and try to nurture newly forming groups. They do have language barriers. Region 4 in the Midwest is forming and is in the process of establishing bylaws. The Greater Western United States has bylaws but not moving otherwise.

Virtual phone committee has nothing substantial to report. Waiting on software development. Also waiting for meeting policies in general. Should have a major report in a month or two.

The inaugural issue of the **Traveler** went out on October 18, and we are receiving positive feedback. Next issue set to go out on Nov. 15. Publications are in the middle of the month so as not to come out at the same time as the ComLine. Right now there are 2583 addresses on the email list, which continues to grow. The committee welcomes event flyers from groups and intergroups at information@acawso.com

As has been noted, we are still looking for an on-site MPS worker. We sent a focused mailing to groups within 40 miles of Signal Hill.

The committee was congratulated on the **Traveler**. The graphics are good. Climbing the stairs appealed. **The Traveler** comes out monthly.

9. **Service Structure Committee:** Vice-Chair, Charlie H.

This committee was formed in 2016 and renewed at the ABC in April 2017. Our goal is to explore and suggest changes to the service structure to help keep pace with membership growth and to support service at all levels. We are focusing in two areas this year: selection of trustees and a permanent policy on Regions. The selection process is done differently in each 12-step organization, and we are researching to find ideas which will provide us with a broad base of involvement in trusted servants. The recommendation is well on its way to completion. We hope to be ready with a permanent policy on regions by 2018 in Toronto.

The committee made a recommendation to the Board for a change of status from Ad Hoc to standing committee. We have been commissioned to work in about 8 areas by the 2017 ABC and we are looking at some research and exploration that will be time-consuming. We think that 3 or 4 years is more realistic.

10. **OPPM Committee:** Chair, Mary Jo L.

The committee started working on the Bylaws, but decided we wanted to redraft the OPPM before the ABC so that it reflects what is actually happening. We are working on it one section at a time; we are currently doing section 4 and making good progress. I'd like to thank the members of the committee who are helping with this, namely, Jim R, Miles, Laura, and Bonnie.

11. **Website/Database Committee:** Chair, Jim B.

The new Shopping Cart is alive and working well. The committee appreciates the support of the DCOC with the normal difficulties involved when a system changes. The visibility and information connected to this tool is really excellent. Once we get the tools to manage it things will be even better.

Current initiatives include

- An overhaul of the Repository and the Website. We need volunteers with experience in **Wordpress** or other websites. Please contact Jim B. at webservice@adultchildren.org if you are interested in helping.
- We have added **Amazon** website links to the European website under literature. There are currently about five Amazon companies that have literature available: Amazon UK, France, Germany etc.
- The Board is interested in increasing participation possibilities at the ABC. We have done audio streaming in the past will continue and expand that option as well as looking into offsite participation in the ABC. We plan to explore resources and cost and may be piloting different technologies at board working sessions and monthly TC meetings.

The monthly report is posted to website.

Great job on the Shopping Cart, Jim!

12. **ABC Committee:** Chair Jim R; Representatives from the Toronto ABCAWC 2018: Sue B, and Miles

- Jim R reports that the ABC AWC Website is moving from **Squarespace** to **Wordpress** to meet needs and because there are a larger number of people familiar with Wordpress, which would help meet the need for volunteers. Sue mentioned that in talking with Jim B. the general move towards Wordpress was recognized and that their committee decided to make that leap now. There have been 500 views of the website during the last month, and 600 total since it was published.
- Those working on the 2018 Ballot Proposals and Instructions have set December 2 as the date for distribution to the fellowship.
- The Delegate Training Committee is beginning its work by looking at last year's materials and adapting them for this ABC.
- The ABC is guided by a section of the OPPM. That committee decided to create a stand-alone guidebook for the ABC and started work on that last month. At present there is an outline for what this document will contain; this will be a marathon undertaking. We have no deadline, but are working to create a document that will be useful in the future.
- We expect to receive applications for the 2019 ABC at the end of this month, and when that happens we will start the process of choosing the host for the event. Jim R. has attended the last two European teleconferences to present information about the application process and answer questions. As a side note, he encourages anyone interested to attend one of their meetings which are full of the work they are accomplishing.
- The committee recommends that a date for the 2019 AWC be decided upon soon.

Preparations and registrations for the Toronto ABC are going well. There are already 48 rooms (14%) booked at the hotel. Those 48 rooms do not include rooms for the Board and staff of the

ABC. The Super early registration seems to be working with 13 people taking part in that offer. There are 22 applications for presentations and workshops. The cut-off date for that was November 10, but applications coming in through the weekend will still be considered.

The Toronto ABC Committee asked the local fellowship to consider hosting an international visitor in their home to help defray the cost for those people. They had three invitations and a possible fourth one. One possible match with an international participant is in the works.

The committee has done outreach to individual meetings within 200 miles and will keep going further. ACA, Toronto and the Intergroups have a great team locally and throughout the world.

The \$5,000.00 CAN hotel deposit is due Before Nov. 24. The invoice is set up to be paid automatically on the WSO credit card.

I. Read into the Record: Working Session motions: these motions are being read into the record as they were voted on during a working session of the Board or passed as specific concurrences by the Board.

1. **Motion:** To make the Service Structure Committee a permanent committee of the Board rather than an Ad Hoc Committee.

Background: The Board feels that the mission of this committee will be ongoing as the service structure of ACA WSO continues to evolve over time. This precludes the necessity for continuing to approve it as an Ad Hoc committee each time its charter expires.

SECOND: David

DECISION: Motion passed unanimously.

DISC: After a discussion of the long-term scope of the committee, it was decided to vote only on the motion at hand and work on refining the name and/or purpose of the committee later

2. **Motion:** That the Board approve reprinting 550 copies of the Danish BRB in Europe to be sold to the Danish and Norwegian fellowships. The total cost of the printing is EUR 3,323 (Approximately USD 3,923) with delivery charges being separate (EUR 250 (about USD 295)) for 500 BRBs to Copenhagen and EUR 120 ((about USD 142)) for 50 BRBS to Oslo).

Background: The Danish fellowship will pay for their portion of the printing and shipping costs up front and begin paying the WSO their portion of the margin beginning June 2018. The Norwegian fellowship will pay for the total cost of their much smaller order and shipping up front. (Jeffrey)

SECOND: Charlie

DECISION: Amended motion passed unanimously.

DISC: After further discussion and requests for clarification, the motion was amended as follows:

Amended Motion: ~~That the Board approve reprinting 550 copies of the Danish BRB in Europe to be sold to the Danish and Norwegian fellowships. The total cost of the printing is EUR 3,323 (approximately USD 3,923) with delivery charges being separate (EUR 250 ((about USD 295))) for 500 BRBs to Copenhagen and EUR 120 ((about USD 142)) for 50 BRBS to Oslo). The Danish and Norwegian fellowships will be paying the invoice.~~

DISCUSSION: Mary Jo asked if the invoice had actually been paid in the manner decided by the amended motion. Jeffrey said it had not; the money was paid up front by WSO and reimbursed by the countries involved at a later date, which has been our usual practice. Mary Jo asked that the amendment be stricken.

3. **Motion:** To approve the logo created by the Toronto Committee for the ABC/AWC 2018. (Bill)
Background: The committee has submitted the design to the trustees for comment and made changes as suggested.

SECOND: David

DECISION: Motion passed unanimously

J. **New Business:** None

K. **Guest Comments**

- L. **Mona** from Chicago informed the board that meetings have disappeared from the meeting list on the website. These meetings have been active for years. Groups affected are IL 229 **Sunday's Laundry List**, IL 226 **Strengthening Our Recovery**, IL 204 **Gold Coast ACA**. Mary Jo mentioned the trouble with the meeting database, of which this is another example. We will deal with this right away. An email was sent with addresses and times.

Jim B. informed the group that when the database was rebuilt 3 years ago, there was an expiration date put in. Meetings need to be updated yearly. Usually a flag appears before the listing to let people know about updating. Mona said that these meetings don't have that problem. Mary Jo thought we had discontinued the auto delete for meetings that are not updated. Jim B. asked if we need a motion to discontinue this, or should we just get a note of confidence. Jim will assume support to remove the auto delete. Charlie asked Mona to resend information about the meetings to webservant@adultchildren.org so that Jim B. will have her contact information.

Pam: Asked about the status of the PSA and policy for use. The PSA was up for discussion at the last MPS meeting. Members have been asked to read the PSA samples. The committee had one voiceover used for each of them, but it isn't good enough for radio market. The committee is looking for a volunteer to do the voiceover, or else they will have to pay to have this done. The variations for the PSA are on the Repository in the MPS Committee under the Public Information tab.

Pam would like the motion passed at the 2015 ABC to be followed: that the chair place on the monthly agenda shortened versions of the motions passed at the previous ABC and the progress made on each one.

Mardi: Did board have a date set to celebrate our 40 anniversary? It would be great to have something for the **ComLine** in January so that our fellowship could celebrate globally like other 12-Step Groups. She would like a submission about the ABC from Sue or Miles as well as from one of the trustees. She would also like a copy of the logo to let people see it. Mary Jo said that the Birthday of ACA is considered to be the last weekend of January. The board has not designated any other date. That would be January 27, 2018. Bill D. wanted to know if we are celebrating our incorporation, the founding of the first meeting in 1978, or the creation of the **Laundry List**? We need clarity on what we are celebrating. Mary Jo will ask Marcia to locate the original motion from 2014. Mardi asks that we send the information to comline1@adultchildren.org

Jim R expressed concern about meetings that may have been delisted without knowing in connection with their ability to vote during the ABC. The number is necessary for this purpose. Mary Jo answered that any registrations with unknown numbers would be informed at registration and the situation cleared up in advance.

Jim B. asked for clarity about a cut-off time for meetings to register before voting in the ABC. Mary Jo said that any meeting that registers before the ABC is able to vote. Jim would like to tighten this up. If our voting process is moving towards an electronic format, it will take a certain amount of time to be sure that provision is made for all who would like to vote. Carole told the group that there are meetings that aren't registered and don't know they need to register. She suggested registering groups as these people came to the registration table for the ABC. Jim R. is starting a meeting in January. He believes they need to register in a timely manner to vote, and that there should be a cut-off date.

Motion to close the meeting: Carole C.

SECOND: Bill D.

DECISION: Motion passed unanimously

Meeting closed with the ACA Serenity Prayer

Announcements: The next ACA WSO Board Teleconference is scheduled December 9, 2017 at 2:00 P.M. Eastern Time