



## MONTHLY TELECONFERENCE MINUTES

June 9, 2018

2PM EST 712-432-0075 PIN: 427266#

Press \*6 to mute or un-mute.

THIS IS A REGULARLY SCHEDULED MEETING WITH NOTICE GIVEN ON THE ACAWSO WEBSITE AND THE TRAVELER NEWSLETTER  
Please notify the secretary with changes, additions, or motions for this meeting.

**A. Call to Order:** Board Chair Mary Jo L. called the meeting to order.

**B. Roll Call of Board Members:**

**Present:** Mary Jo L., Majbrit M., Pat H., Carole C., Miles C., David McB., Bill D., Charlie H.

**Absent:** Marcia,

**C. Establish Quorum:** A quorum of trustees was established.

**D. Minutes:** Motion to approve the April 14, 2018 Teleconference Minutes (Marcia J.)

**Second:** Miles C.

**Discussion:** None

**Decision:** Motion passes unanimously.

**Minutes:** Motion to approve the May 12, 2018 Teleconference Minutes (Marcia J.)

**Second:**

**Discussion:** Many trustees had not had time to read the minutes.

**Decision:** Approval is postponed until next month.

**E. Guest Introductions**

- |                                  |  |  |   |
|----------------------------------|--|--|---|
| • Arch and Julie UT              | • Fredrik Sweden 2019<br>ABCAWC Host Comm. Chair | • Jim R. Brooklyn, NY109/<br>ABC Chair   | Matt WI West Great Lakes IG,<br>SVC, MPS Region Chair |
| • Art                            | • Gina C. IN Evansville GSR                      | • Josh W. DC IG 66 Pred.<br>Behav. Comm. | • Pam CA IG 64  |
| • Bridget Santa Cruz             | • Greg R. TX Lonestar IG                         | • Judith T.                              | • Sergey J. Russia                                    |
| • Denis Moscow                   | • Jeanne C.                                      | • Laura L. CA IG620 WSO<br>Rep,          | • Tamara P. Lit Committee                             |
| • Erin PA076 Vice-<br>Chair DTSC |  | • Mardi M. MT026<br>ComLine Editor       | • Terry AK  |

**F. Tradition Six:** An ACA group ought never endorse, finance or lend the ACA name to any related facility or outside enterprise, lest problems of money, property and prestige divert us from our primary purpose.

**G. Committee Reports:** All reports can be found on the business website: <http://acawso.org>

**1. Executive Committee—**Majbrit M.

The Executive Committee approved the purchase of a new time clock for the Signal Hill Office and the proposal from the Assured Electrical Company for relocation of lights in the warehouse.

**2. Archive Committee—**No report

**3. Treasurer's Report:** Bill D.

[The May 2018 Profit and Loss Statement](#)

[7<sup>th</sup> Tradition Contributions](#)

- **May sales:** \$48,498.00 gross profit
- **Distribution Center Expenses:** \$51,579.00
- **NET LOSS ON PUBLISHING SIDE:** \$2,631
  
- **WSO Income:** \$10, 635 (*\$6116.00 of that in 7<sup>th</sup> Tradition Contributions*)
- **WSO Expenses:** \$15,832.00
- **WSO NET LOSS:** \$7,828.

DCOC Costs were higher because of an increase in payroll and travel costs involved in having three trustees travel to the DC to provide oversight in the absence of a manager.

Bill D. asked to have the Treasurer's Report moved to the Officers' Report section and out of the committee reports.

**4. Finance Committee:** Bill D.

The Finance Committee is working on the overhaul of the accounting system. They met with consultants who presented a draft of the new chart of accounts. They also applied for an international bank account, which is in process, and reviewed final audit draft.

**5. Literature Committee:** Charlie H.

*The ComLine* will come out on July 1. There is still some space so they are taking submissions at litstaff. Mardi is waiting for articles for ABC/AWC special edition from the board and the committee.

The Translations Subcommittee reports that the German fellowship has finished translating and overview of the Yellow Workbook and will be ready for publishing by August. The Norwegians have set up a new translation team and are beginning new translations.

The Literature Development Subcommittee is taking comments for the *Finding Emotional Sobriety Trifold*. "Ready! Set! Go!" will be on the website to receive final comments by July 1. The next project will be work on the updated/expanded Yellow Workbook. The committee will be putting out a call for volunteers for that project from our volunteer list and the wider fellowship. The first task will be looking at suggestions already made by fellowship.

The next call will be on July 7 11:30 AM EDT.

**6. Members and Public Service Committee (MPS):** Carole C.

Miles C. is waiting for a translator to put the PSA in French to be played in Quebec. The committee is also looking for a picture to include with the PSA in California to show as it is being played on TV.

An ad hoc committee is being formed to address ACA presence on social media. We may need to get some help for Bonnie on the Intergroups subcommittee. Miles C. is the new H&I (Hospitals and Institutions) chair. He is preparing a media blitz to get members for that subcommittee. Matt K. has agreed to temporarily be the contact/chair for the Regional Services Subcommittee.

**7. European Committee:** Majbrit M.

The committee continues its work to support the Intergroups in Europe with their concerns for group safety and setting up their service structures.

There is a gathering in Latvia for a weekend of camping and fellowship on June 22-23. Also a larger and longer gathering in Lithuania from June 22-31. They expect 1500 people all different 12 Step fellowships, including ACA.

Frederik reported on progress being made to set up the 2019 ABC/AWC in Malmo, Sweden. The committee has between 10 to 15 members, and they have had a response of 50 contacts for possible service during the event. The committee members are divided into seven areas of responsibility, with one person overseeing all seven areas. Those in charge of the home page have access, and a group is working on a flyer. The logo will be finalized on Tuesday. The hotel is being settled and the committee is looking for hosts in the area if delegates would like to stay with local members. The committee meets on the second Tuesdays of the month at 7 PM (European time) and the last Saturdays of the month at 11 AM (European time). People are excited about the event, and are working well together.

**8. DCOC: (Bill D.)**

We have two new staff members and a temporary worker at the Signal Hill office and distribution center. Last week, three prospective candidates were interviewed for the position of Operation Manager. All seem capable of assuming this position. The new time clock has been programmed so that our off-site workers can clock in remotely, which will help in payroll and oversight.

We have had two numbers at the DC for many years: a 310 number for program and information calls and a 562 number for the warehouse concerns. Because none of the current staff members are members of our fellowship, we have rerouted the 310 calls to Eleni. We will be needing more fellowship support for the phone line.

Amazon US is now fully stocked, and Amazon UK is in the process of being stocked. We are hoping to stock Amazon CAN, MEX, and AUS next month. Our sales continue to grow, mainly through Amazon US, which is catching up with our warehouse sales. The Yellow Work Book seems to be our biggest seller, which means people are working the program.

A hardware review was done. We have two older notebooks that can still be used. The technical procedures for using Shopify and other software applications has been done with the staff. The warehouse capacity plan was completed. We found enough area to increase our pallet space by 30%. The fluorescent lighting system was extended to the 3<sup>rd</sup> tier of pallets. We have brought all of our shipping to the warehouse, where orders are being processed quickly, and leaving nothing in the queue. Modifications have been made to Shopify so that all the orders can now be viewed.

**9. Audit Committee: Pat H.**

The audit has been concluded and we have received the results. It uncovered a few variances, but not any real differences. They recommended that we write off the website contract that we are not using. This created a loss of \$26,000.

The following actions were suggested:

**Inventory**

- Improvement of inventory management. We plan to do this by hiring an operations manager and purchasing an inventory management system.
- Improve procurement procedures.
- Maintain a current list of prices and continue to do analysis with it.

**Accounting**

- Continue use of the accrual method for accounting and being consistent in use.
- Approve of the journal entries made by the accountant before they are added into the system.
- Continue the creation of the accounting manual.
- Improve the chart of accounts. We are working with this with an outside company.

### Security

- Add another step, which would include another person, in the process of receiving donations.
- Improve physical security of the inventory. Put a lock on the door to the security camera system so the cameras are can't be turned off without approaching the person who has the key.
- Establish a fraud hotline. We are checking out the feasibility of this measure, comparing its cost to the benefits we might receive. It would involve having another phone line managed by a third party, who would bring any concerns to the board. The hotline would be available to anyone who might now of any sort of fraud that might be occurring within the business.

### 10. Service Structure Committee: Charlie H.

The mission statement for the Regional Service Committees has been finalized and reads as follows: *Regional Service Committees provide information and support: to connect people within the fellowship, to encourage participation as trusted servants, and to grow meetings full of experience, strength and hope throughout the world.*

Our committee has put out a call for new members. We would like to include members of the international community and those with diverse viewpoints. If you are interested, contact Marcia J. at [SVC@acawso.org](mailto:SVC@acawso.org)

The committee is working with Jim B. to set up a series of information-gathering town hall meetings that would be web-based, and allow us to give presentations on Regional Service Committees. We want to get some feedback to help with our recommendations to the board that include input from the fellowship.

### 11. Website/Database Committee: Jim B.

We are making updates to the meeting list search and update process. Please test out the site at <http://wp.adultchildren.org> and provide feedback by using the "Contact Us" button. We now have the flexibility to make our own changes, so please send in anything you discover. The challenges in this process have caused us to decide to wait awhile for the launch of this site.

The Daily Meditations are now available on the current website. We are also happy to be working on the town hall concept, which will lead into remove access for the 2019 ABC.

### 12. ABC Committee: Jim R.

Delegate survey results are attached to the report for this committee. We are in the process of reviewing the 2018 ABC/AWC on Slack. As we receive information, we are putting it into an outline format. We hope to use this help us decide on improvements to our process. The delegate training process will be reviewed.

**13. OPPM Committee:** Mary Jo L

The committee is currently working on information from the ABC (Section 19), adding detail and suggesting changes.

**14. Nominating Committee:** Greg R.

The committee is checking references and interviewing for more members. They are hoping to have a fully staffed committee by the end of this month. A method for onboarding new committee members is being developed. They meet twice a month by teleconference.

Updates are being made in the areas of increased diversity of board members, as well as creating a schedule for selection of candidates for board positions. The committee hopes to make one recommendation late this fall, and another in January to avoid last minute pressure.

Information is being collected on ways to interview outgoing trustees. A list of interview questions is being made.

**H. Concurrences to be read into the record**

1. **Motion:** The DCOC committee recommends the purchase and installation of a 3rd pallet rack in the Signal Hill warehouse from Big Joe as per the attached quote for \$959 plus tax for an approximate total cost \$1,047 as shown on the recent Warehouse Capacity Plan.

**Background:** The warehouse has room for an additional pallet rack to accommodate the increased inventory that our growing sales volume requires. We are ending Ware Pak storage and bringing that inventory back in house and will no longer have that space for inventory storage after June 1st. An original plan proposed by Tammie placed the rack in the middle of the warehouse floor where the packing area is located. Upon performing measurements of the warehouse configuration and existing racks, plus factoring in safety requirements to safely operate the lift, it has been determined by the DCOC, a pallet rack expert, and our warehouse employee, that this was not a viable place for the rack to be installed. An alternative location has been proposed that creates 9 new pallet storage positions with room for pallets in front of the rack for a total of 12 new positions. This plan was reviewed by Jose, our warehouse employee, and with Steve from Big Joe Sales who installed the first racks. Both endorse the new location and Steve even called having the rack in the middle of the warehouse next to the packing table "dangerous".

This work needs to be done as soon as possible as we have 17 pallets of BRB arriving here from Bang this week according to a packing slip Keara received this morning. We also have returning stock from Ware Pak in a couple of weeks so the storage space is needed.

**Discussion:** Clarification about the diagram and the ability to add an extra pallet rack.

**Vote: Motion passes unanimously.**

2. **Motion:** That the board approve hiring an Operations Manager for the Distribution business of ACA WSO.

**Background:** In reviewing the job description created, Board members present during a phone call on

5-15-18 decided that the job description seems more aptly to be about searching for an Operations Manager than a General Manager.

**Discussion:** The discussion centered on our need to hire someone who can deal with the totality of the office: warehouse, supervision of employees, and accounting. This so that we will be able to leave behind our “supervision by committee” model. The title of the person hired should fit that job description. This makes “General Manager” an inviting choice. However, we are getting applicants for that title who seem overqualified and not hands on enough. The question arises as to whether we can get better candidates by titling the position as “Operations Manager.”

**Vote: 9 votes in favor. 1 vote against. Motion passes.**

3. **Motion:** That the board approve the purchase of 10,000 Yellow Workbooks from *Bang Printing* for approximately \$25,196 including shipping per the attached quote.

**Background:** The DCOC has evaluated current sales trends and factored in lead times and recommends ordering the YWB at this time. This information was provided to the board in a separate email earlier. By shipping approximately 2,000 directly to Amazon we can accommodate the rest of them in the warehouse per the capacity plan recently completed.

**Vote: Motion passes unanimously.**

**J. New Business:** None

**K. 2018 ABC Motions and Status**

**Ballot Motions:**

1. That WSO look into adding intergroup and meeting group web links into the WSO website directory listings on [www.adultchildren.org](http://www.adultchildren.org). **Motion passed.**
2. That WSO utilize online conferencing and voting technologies to provide remote access to the Annual Business Conference, for those not sharing in the WSO. This is so that phone and cyber meeting groups, geographically distant members, those with limited time availability or childcare obligations, or other restrictions, may attend as delegates or otherwise vote on matters of concern to ACA as a whole. **Motion passed.**

**Literature Motions:**

1. That the conference approve the pamphlet on *Emotional Sobriety* as conference-approved literature. **Motion passed.**
2. That the delegates declare “*Ready! Set! Go!*” to be conference-approved literature, beginning a 4 to 6 month process of fellowship review and resulting revisions. **Motion passed.**

**Floor Motions:**

1. That the ACA Board of Trustees have representatives from all Regions all over the world. **Motion**

**failed.**

**Discussion:** The Service Structure Committee is working on a regional structure. Regional representation is already written into the OPPM.

2. That the Board of Trustees hold both the ABC and the AWC in Sweden in 2019, if the Swedish host group is willing. **Motion passed.**

3. Motion to have a more diverse pool of Board applicants, globally. Motion passed. However, the minority opinion swayed the delegates and with the subsequent re-vote, **the motion did not pass.**

**Discussion:** this is a broader issue that requires much deliberation and input.

4. **Motion** that the term dysfunctional families be incorporated more into Website, literature, books, etc. **This motion was postponed because it needed more time.**

**Discussion:** This is better done through the literature committee. There is a lot of support for the spirit of the motion, but anything requiring a change throughout the literature is difficult.

#### **L. Guest Comments:**

**Fredrik:** Thank you for letting me participate, and I will try to participate each month. Thank you all for your service.

**Gina:** H & I is Hospitals and Institutions. Would like the agenda posted earlier. We will work on that.

**Josh W.:** Excited about the idea of town halls as a great way to have two way open discussions between WSO and fellowship. Would like to receive the reports earlier so that they can be reviewed in advance. Would like to have more discussion on the TC calls about the reports. Would be happy to give a report on the Predatory Behavior Committee. The decision was made to have this report after the regular meeting today, and put the committee on the agenda from now on. Blurbs for the Traveler go to Bill.

[MPSEditor@acawso.org](mailto:MPSEditor@acawso.org)

**Denis:** Thank you for your service.

**Bridget:** Thank you and I am happy to serve in this way as well.

#### **M. Motion to close the meeting:** Miles C.

**Second:** Charlie H.

**Decision:** Motion passes unanimously.

**Announcements:** The next ACA WSO Board Teleconference is scheduled for July 14, 2018 at 2:00 p.m. Eastern time

**Board Chair Mary Jo L. closed the meeting with the ACA Serenity Prayer**

**Predatory Behavior Committee Report:** Josh W.

1. A two part mission statement was developed and finalized.
  - To provide education resources for meetings, Intergroups, Regions, members etc.
  - To create safe spaces to discuss predatory behavior
  
2. Goals for near, close, and far future:
  - Dedicated issue of **ComLine** on this topic. A Blurb to go up in the next **ComLine** to let people know to watch for this issue.
  - Blurb about the work of the committee for **the Traveler**.
  - Leverage Town Halls to get feedback from the fellowship on the topic
  - Best practices repository working with Jim B.
  - Develop a booklet on the topic
  - Collection of first person accounts
  - Boiler plate publications
  - Update newcomer booklet
  - Update BRB
  - Develop workshops on this topic

Mary Jo L. thanked Josh for spearheading this effort. Charlie is impressed with the quick work to develop an action plan.