

## SERVICE STRUCTURE COMMITTEE MEETING MINUTES 27 AUGUST 2018 7:30 PM EDT

CALL NUMBER: 712-770-4010 ACCESS CODE: 281687#

- I. **Members Present:** Carole, Miles, Charlie, Marcia, Matt, Bonnie, Sarah, Pat H.
- II. **Purpose:** *As a committee of the ACA WSO, our purpose is to research the service structures of other global fellowships in order to recommend how ACA should best organize its service structure to serve its growing fellowship nationally and globally.*
- IV. **Goals:**
  - A. Research and define regions for a recommendation to the ABC and ACA/WSO Board
  - B. Come up with a 5-year vision for the implementation of a Regional structure.
  - C. Create a plan to start the process.
  - D. Further develop the supporting structure/s for Regional Service Committees.
  - E. Create a liaison with Europe to address Service Structure needs in Europe

### NEW BUSINESS

The Service Structure Committee met on August 27 with a group of participants from other committees of the WSO to test run the first ACA Town Hall. Freeconferencecall.com, which is the service we use for phone meetings, was used to enable participants to see a pptx as a presentation was given. Confusion that could be expected on a "first" call of this type did occur, but with help from a couple of people who are comfortable with technology, people were able to message for help and receive it while the presentation on Regions was given.

We learned some things right away: we need to have one person running the pptx instead of switching between desktops; we need to read the scripts sent out before the meeting; we don't want to leave a screen empty.

Jim B. and Mary Jo L. did quite a bit of work before the event. They figured out how to use the desktop viewing function and wrote very good directions that included screen shots so participants would have the easiest way possible to participate. There was a test run of the directions the Friday before the event with Marcia J. to make sure the directions were complete before sending them out.

Many thanks and congratulations to all of us who worked on or participated in any way in this endeavor. It will promote communication and feedback from the fellowship as it becomes utilized by committees and board members.

### NEXT MEETING

**Monday September 10 at 7:30 PM EDT**

# Service Structure Ad Hoc Committee Report

May 2016 – March 2017

A great effort is underway to review both the manner in which ACA services are provided to the fellowship, and how the fellowship, in turn, communicates its needs and ideas to the ACA World Services Organization.

The Service Structure Committee has been established to analyze the existing methods of providing ACA services and to recommend, to the Board of Trustees, beneficial changes to the structure of the organization. These changes may better position the organization to cope with both an increasing membership and demand for products and services. The sweeping scope of the endeavor implies a systematic approach and a multi-year effort.

The Committee is dedicated not only to keeping the ACA membership informed of the process and developments, but also to inviting all interested members to participate. We believe that everyone has something to offer.

## Background

### What is a Service Structure?

The primary purpose of the ACA program is to carry the message of recovery to all who suffer from being raised in an alcoholic or dysfunctional environment. The World Service Organization maintains various services for anyone seeking recovery, through ACA. The services offered, as well as the way our organization is put together, is what's known as the service structure.

### How does the WSO impact the group meeting and the ACA member?

ACA WSO provides a sense of common purpose, stability, and continuity for meetings, Intergroups, and Regions. It encourages similarity in meetings, and program unity through affiliation and literature. The organization coordinates meeting information worldwide.

ACA WSO maintains a telephone line, and postal, Internet, and e-mail addresses as a stable communication base for the ACA program. ACA WSO committees prepare the literature for conference approval, prepare the monthly newsletter (the ComLine), and protect the copyright interests of the organization.

Information about the ACA program and services is sought by individuals, meetings and Intergroups, ACA Regions, as well as therapists, students, and authors. Individuals contact ACA WSO to find meetings in their area; to answer policy questions; to receive literature; to find general information; or to simply be heard.

ACA members benefit directly from WSO literature, newsletter information, recovery sharing, and the announcements of Conferences, Workshops, Dances, or the Annual Business Conference.

## The Service Structure Committee

The 2016 Annual Business Conference was remarkable in that many service-oriented delegates remained active in WSO volunteer committee work after the conference. One notable challenge: whether WSO's current structure could adequately respond to the needs of a rapidly growing fellowship. The Board was interested in exploring innovations, in order to function efficiently amid this expansion – anticipating the challenges.

WSO Board created an ad hoc committee to analyze the existing ACA WSO service structure and to make recommendations of those organizational alterations which would best serve an expanding global membership.

### Mission:

As an ad hoc committee of the ACA WSO, our mission is to identify projected needs of a dramatically increased membership; to study the current service structure of ACA; to identify gaps between current service and projected needs; and to recommend possible solutions.

### Approach:

The Service Structure Committee has researched the service structures of other global fellowships in order to

recommend how ACA might best organize its own service structure, to serve its growing fellowship, nationally and globally.

**Objective 1:** Assess and summarize other 12 step organizations' service structures.

**Objective 2:** Assess and summarize the ACA service structure.

**Objective 3:** Perform a comparison of ACA service structure to the other 12 step fellowships' service structure and prepare recommendations to improve ACA's service structure.

**Objective 4:** Prepare a report for the WSO Board outlining the findings and recommendations of the committee and deliver it to the board and the 2017 ABC.

## Findings and Recommendations

### 1. Ad Hoc Committee on Service Structure

**RECOMMENDATION 1:** Continuation of the Ad Hoc Committee which will continue to identify areas of possible adjustment within the organization, participate as members of work groups to define and create policy for areas of development, suggest methods of transition from current practice, and work on writing the policies and procedures that are developed.

### 2. ABC Delegates

- **FINDING 1:** Most, but not all, 12 Step fellowships have significant structures in place for year-round delegate and other volunteer service.
- **FINDING 2:** Year-round delegate service opportunities in ACA are comparatively limited, as there are no official delegate duties between conferences, no terms of service and no conference committees, all of which keep delegates in other fellowships involved.

**RECOMMENDATION 2:** That the Service Structure Committee identify the most appropriate year-round service models in other fellowships, and make recommendations for consideration by the ACA fellowship, and eventual review and adoption by the WSO board and ABC.

- **FINDING 3:** As other 12 Step fellowships have come of age, most have given the Conference a prominent voice and authority in setting broad World Service policy.
- **FINDING 4:** ACA's Conference does not play a role comparable to that in most 12 Step fellowships, and its shortcomings undermine the Conference's ability to be a "voice" of ACA's growing fellowship.

**RECOMMENDATION 3:** That the Service Structure Committee **continue** review other 12 Step fellowships and recommend tools that will clarify and affirm the ACA Conference's role in guiding policy and supporting the world ACA fellowship's continued growth.

### 3. Communication

- **FINDING 5:** Other fellowships have a variety of communication tools with the largest variety developed by the larger fellowships. Many of them have a separate publications for the spiritual side of their program and the business side of their fellowship.
- **FINDING 6:** ACA has a variety of communication and work tools available. There is a publication for the spiritual side of the program, but no formal publication besides the ABC Notes, that address the business side of the program or information that needs to go out quickly.

**RECOMMENDATION 4:** That the Service Structure Committee and other volunteers develop communication tools to address the business side of ACA for consideration by the ACA fellowship and eventual review and adoption by the WSO Board and ABC.

#### 4. Foundational Documents

- **FINDING 7:** Other fellowships support World Service with detailed service documents that outline the purpose, role, and inter-relationships of all service entities.
- **FINDING 8:** ACA service documents could offer more support and clarity for the operation of a healthy service structure.

**RECOMMENDATION 5:** That the Service Structure Committee and other volunteers develop detailed service documents, such as a Conference Charter and a fellowship Service Manual, for consideration by the ACA fellowship, and eventual review and adoption by the WSO board and ABC.

#### 5. International Fellowship

- **FINDING 9:** Other fellowships have a variety of ways of dealing with their International Fellowships. Some 12-Step groups are more involved with their International Fellowships than others.
- **FINDING 10:** ACA has included the International community in the Board of Trustees and has a committee dedicated to the International groups. This international committee is organizing country contacts at this time. ACA is working diligently to translate materials for non-English speaking groups. There is an internationally located ABC being planned for 2018.

**RECOMMENDATION 6:** That ACA continue to support the International Committee as it grows and develops organically.

#### 6. Literature

- **FINDING 11:** Many fellowships have entities separate from the Board of Trustees to oversee the development and publishing of literature. This separates business from spiritual matters and lightens the Board of Trustees' work load.
- **FINDING 12:** ACA publishing operations are entirely managed by the Board of Trustees, imposing significant time and resource demands.

**RECOMMENDATION 7:** That the Service Structure Committee, working with ACA committees involved in publishing, review other models for publishing and creating literature and propose changes best suited to ACA needs.

#### 7. Organizational Structure

- **FINDING 13:** Other fellowships have a service structure of geographical units to serve and give voice to their membership as well as to link their groups to the larger fellowship.
- **FINDING 14:** ACA recognizes regions and intergroups as links between the groups and the Board of Trustees.

**RECOMMENDATION 8:** That the Service Structure Committee and other volunteers develop a system of geographic units for consideration by the ACA fellowship, and eventual review and adoption by the WSO board and ABC.

## 8. Representation

- **FINDING 15:** Most fellowships permit significant direct engagement by regions and delegates in nominating and selecting some or all trustees, often with the help of a nominating committee to vet candidates' qualifications.
- **FINDING 16:** ACA trustees play the primary role in choosing new trustees. Existing OPPM language permits regions to designate trustees.

**RECOMMENDATION 9:** That the Service Structure Committee develop and recommend measures to increase and define ACA fellowship involvement in selecting ACA trustees and delegates, for consideration by the ACA fellowship, and eventual review and adoption by the WSO board and ABC.

## 9. Service Opportunities

- **FINDING 17:** Many fellowships have a strong tradition of service that directly connects local groups to a larger network and infuses an ethic of carrying the message to those who still suffer.
- **FINDING 18:** ACA's service ethic and opportunities are still developing. Too much of the fellowship's service work is performed by the Board of Trustees itself, and those serving on board committees.

**RECOMMENDATION 10:** That ACA encourage all levels of the fellowship to stress the importance of service and foster a support system that strengthens individual and group service opportunities.

*The Service Structure Committee thanks the Board of Trustees for the creation of this committee and its continuing support.*