

## 2018 COMMITTEE REPORTS



Adult Children of Alcoholic and  
Dysfunctional Families

### The Member and Public Service Committee Report

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**Inception Date:** 1987

**Chair:** Bill D., Florida (April 2016 to Present)

**Vice Chair and Sub Committee Chairs:**

Carole C., Vice Chair, (April 2017 to present)

David McB., Florida (November 2016 to present) Virtual Meeting Chair

Bonnie K-M. (November 2015 to present) Intergroup Outreach Chair

Laura L., California (May 2017 to present) Region Outreach Chair

Jay M., Oregon (May 2017 to present) H & I Chair

**Statement of Purpose/Mission:** The mission of the Member and Public Service (MPS) is to support ACA Members in becoming responsible for their own well-being and to make information about ACA available to the public and professionals through the placement of ACA literature, public service announcements, and in person presentations.

In addition to this report there will be audio/ visual presentations at the ABC that will help illustrate the MPS Committee and Subcommittee activity for the year. MPS efforts do not promote ACA, rather the MPS efforts are tools to help attract those who still suffer to the ACA program and to raise awareness about ACA to the public. If they cannot see or hear us, they cannot be attracted to us.

**Results of 2017 ABC Approved Motions Related to MPS**

At the 2017 ABC in San Diego there were two motions put forward by the MPS Committee that were approved by the delegates at the ABC. These two motions and their results are outlined below as the first order of business for this report.

**Motion 1.** To establish a monthly e-zine publication that can be emailed to all members on a monthly basis or more frequently if information is available to go out to the fellowship. This has been discussed extensively with the Website and Database Committee Co-Chair.

**Result:** The Traveler was the name selected by the WSO Board of Trustees with input from the membership. The Traveler was intended to be a news and announcement quick information type

publication, leaving the longer recovery shares and other articles for publication in the quarterly ComLine. The beta Traveler issues were designed by a committee of ACA members with careers in marketing, non-profit administration, and website design. The first issue of The Traveler was sent out on October 18, 2017. It went out to approximately 2,400 members who previously signed up in the months leading up to the launch by using the newsletter subscribe feature on the website. It was warmly received by the fellowship as a second publication from WSO and the subscription rate has steadily increased with each issue.

**Motion 2.** To install a newsletter sign up button on the homepage of the website and add a page in the menu for signing up to receive emails from WSO. This has been discussed and worked on jointly by the Website and Database Committee Co-Chair.

**Result:** The design and testing of the newsletter sign up form was completed around the middle of May 2017. The link to the subscription feature was made available to the membership at that time and on May 16, 2017 the first subscribers began signing up to receive The Traveler that was still in the conceptual phase of development. The impact was immediate as word spread throughout the ACA community and members started signing up. By the end of the first month about 1,100 people had subscribed. The list keeps growing daily and averages about 300 new subscribers per month. As of the writing of this report there are just over 3,900 subscribers.

#### **Committee Activities and Tasks - Completed in 2017**

- Began sending The Traveler e-update out monthly to over with current news and information from WSO to 2,396 subscribers. Four months later the February 2018 issue went out to 3,684 subscribers. This reflects an average increase of a little over 300 subscribers per month.
- Hosted an information and literature sales table at the 2017 Florida AA state convention with attendance of about 2,500 people and sold over \$2,000 of ACA books while distributing over 3,000 free pamphlets.
- Presented a one-hour workshop on Emotional Sobriety at the 61<sup>st</sup> Annual 2017 Florida AA State Convention in Jacksonville, Florida by blending AA and ACA literature and principles in one presentation.
- 5,423 units of literature sent around the world through the MPS Public Outreach and H&I programs. *See attached Exhibit A for the program specific details.*
- Supported 4 professional therapy/ social worker related conferences (2 in California, 1 in Illinois, and 1 in Florida) with ACA literature.
- Began work on scripting and formatting two audio PSAs
- Collaborated with the Literature Committee on the development and beta testing of a new trifold for other 12 Step Program members to learn why ACA would be a good program to add to their recovery.
- The Slack collaborative platform membership increase from 121 members to 201 members as of February 10<sup>th</sup>. There was an increase in weekly messages from 833 over the year to 1,007 by February 10<sup>th</sup>.
- Arranged a ½ hour radio interview show with two ACA members that aired in the Southern California market prior to the 2017 ABC.
- Virtual Meeting Sub Committee established and working to resolve issues raised on board calls and via correspondence from members about matters concerning telephone and other virtual meetings.
- Worked with the various MPS subcommittees including H & I, Intergroup Outreach, Region

- Outreach, Virtual Meeting, and adhoc Africa Outreach.
- Received 4,223 emails from members and the public ranging from members looking for therapist referrals and therapists seeking literature, people trying to find meetings, and problems or issues with meetings and intergroups.
  - Sent 2,345 reply emails (referred remainder to the office or appropriate WSO committee)
  - Received 933 Vonage Phone Messages
  - Returned 847 Vonage Phone Messages (referred remainder to the office for literature sales issues)
  - Held regularly scheduled monthly committee meetings on the 3<sup>rd</sup> Wednesday of the month.
  - Added an email footer to the MPS Special Worker email template that will allow people to click on a link to be taken to the website to subscribe to receive future newsletters.
  - Collaborated with the Website and Database Committee to create a “Newsletter Sign Up” button for the adultchildren.org website to allow members to subscribe to the newsletter list by clicking on the button and filling out their information.
  - Standardized reporting of MPS Statistics and Repository page.
  - Supervised a part-time special worker whose responsibility is to receive and respond to emails and Vonage Phone Calls from the membership and the public.
  - Continued to receive and redirect contacts from the international community.

#### **WSO Website - Repository URL of meeting minutes / reports**

Presently, much of the communication and sharing of documents between committee members occurs on the Slack platform. The monthly meeting minutes are posted on the ACA at the link below. All are welcome to participate or observe.

More information can be found on the WSO website repository here:

<https://acawso.org/category/outreach-committee/>

Committee Contact information: [mpschair@adultchildren.org](mailto:mpschair@adultchildren.org)

**Looking to the Future:** The MPS Committee has two primary goals for the future. The MPS Committee:

- 1) Is dedicated to assisting ACA members, groups and service bodies with issues they may have that prevent them from performing their recovery and service work effectively, and
- 2) Is committed to putting the ACA message in front of as many people as possible who suffer from the effects of growing up in an alcoholic or otherwise dysfunctional environment.

On behalf of ACA WSO Member and Public Service Committee I want to convey our heartfelt thanks to the members, groups, and ACA service bodies for your support in helping achieve the MPS mission.

In closing I want to acknowledge the extraordinary dedication and talents of the individuals who have served with no compensation on the MPS committee throughout the year. Our Vice Chair and Region 2 Trustee Carole C., Trustee David McB., Regional Outreach Laura L., Intergroup Outreach Bonnie K-M., Sharon R., Pam S., Patrick B., David Y., and Coleen M. who all worked tirelessly throughout the year to place WSO MPS in the best possible position to meet the upcoming challenges.

With love and service,

Bill D., Chair  
Member and Public Service Committee



MPS Exhibit A - Public Information and H& I Literature Distributed  
Comparison 2016 to 2017

Item Description	2016			2017			2017 Increase
	PI	H&I	Total	PI	H&I	Total	
<b>Big Red Book Text</b>							
10th Anniversay				120		120	
New Hardcover	131	1	132		1	1	
New Softcover	2	40	42	8	4	12	
New Spanish Hardcover				20		20	
Damaged Hardcover		14	14	173	31	204	
Damaged 10th Anniversay					2	2	
Damaged Softcover		17	17	6	39	45	
<b>Subtotal Sent</b>	<b>133</b>	<b>72</b>	<b>205</b>	<b>327</b>	<b>77</b>	<b>404</b>	<b>199</b>
<b>Yellow Workbook</b>							
New	3	11	14	146	17	163	
Glued		22	22	14	21	35	
Damaged	15	12	27	158	4	162	
<b>Subtotal Sent</b>	<b>18</b>	<b>45</b>	<b>63</b>	<b>318</b>	<b>42</b>	<b>360</b>	<b>297</b>
<b>Strengthening My Recovery</b>							
New Softcover		1	1	106		106	
New Hardcover					12	12	
Damaged Softcover	2	10	12	58	9	67	
<b>Subtotal Sent</b>	<b>2</b>	<b>11</b>	<b>13</b>	<b>164</b>	<b>21</b>	<b>185</b>	<b>172</b>
<b>Laundry List Workbook</b>							
New		1	1	15		15	
Damaged		1	1	5	10	15	
<b>Subtotal Sent</b>		<b>2</b>	<b>2</b>	<b>20</b>	<b>10</b>	<b>30</b>	<b>28</b>
<b>Pamphlets and Booklets</b>							
Crosstalk				100		100	
Good Enough Group				1		1	
Identity Papers				102		102	
Newcomer Booklet				675	75	750	
Damaged Newcomer				20		20	
25 Ques - Am I ACA		5	5	1009	67	1076	
ACA Essentials		2	2	660		660	
ACA Is...		3	3	650	95	745	
Business Meeting					1	1	
Literature Policy					10	10	
<b>Subtotal Sent</b>	<b>0</b>	<b>10</b>	<b>10</b>	<b>3217</b>	<b>248</b>	<b>3465</b>	<b>3455</b>
<b>Total Items Sent</b>	<b>306</b>	<b>270</b>	<b>576</b>	<b>4,875</b>	<b>548</b>	<b>5,423</b>	<b>4,847</b>

PI = Public Information

H&I = Hospitals and Institutions

## The Intergroup Subcommittee Report

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***The IGSC was formed "to coordinate communications between established Intergroups in order to provide support for one another, enable Intergroups to provide support more directly with the understanding of and participating in the support of the World Service Organization structure, and to explore how leadership and support from the WSO Board might better serve the fellowship via Intergroup activity"***

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Over the last year meetings have continued to organize themselves into Intergroups, with 14 new Intergroups registering, for a total of 88 IGs worldwide, as of April, 2018. We now have IGs registered in 21 countries as well as an English language Telephone IG. We have been challenged to keep up with all the new IGs, as well as IGs whose contact info is not current. We're looking forward to anticipated improvements in the database, and welcome volunteers to verify registrations and confirm contacts.

Activity on the online Intergroup Forum on the WSO Slack account continues to grow. Another email invitation was sent to all IGs through their listed contact address. The Forum is further open to anyone interested in IG issues. Currently there are 91 subscribers. These Intergroups have shared their experience with structure, organization, and operation as they seek to serve their supporting groups.

In the calendar year 2017 we received over 250 emails about everything from the group affiliation process to how to open a bank account. We have worked with Intergroups to address common concerns, such as registration and listing process, meeting affiliations, literature procurement, and communications. In particular we have fielded a number of queries revolving around meeting safety. We continue our efforts to aid communication between Intergroups and WSO and among Intergroups themselves. We believe that each Intergroup has its own collective Experience, Strength and Hope that will benefit the others.

We look forward to continued growth of Intergroups to assist groups in carrying the message of recovery.

In service,  
Bonnie K-M  
IGSC Chair

[intergroups@adultchildren.org](mailto:intergroups@adultchildren.org)