

Status Report on Project to Update the OPPM

To: ACA WSO Board of Trustees
From: OPPM Updating Team – Dove H., Sue V., Mary Jo L., and Trish Irelan (staff)
Date: May 8, 2026

Purpose of the OPPM

The [Operating Policies and Procedures Manual \(OPPM\)](#) was adopted at the 1992 and 1995 Annual Business Conferences (ABC) to guide the day-to-day operations of the Board and the ABC.

History of Updates

- **1992–2017:** Maintained by Board members. From late 2014 through early 2017, changes were drafted, but the actual OPPM was not updated with these changes until late 2017. The preceding revision was dated October 2012.
 - **2017:** A formal OPPM Committee was created (including non-Board members) to systematize updates section-by-section.
 - **2019:** The Board approved a revision of the Committee’s mission:
“The OPPM is the primary WSO policy document for the Board and its Committees. In partnership with the Board, the OPPM Committee reviews and updates this document to provide order and continuity for WSO operations. The goal is to align it with ACA Traditions and Concepts.”
 - **2022:** Committee membership dropped to two non-board members. While there had been at least one Board member assigned as a Liaison on this Committee since 2017, several other Board members stepped in during this time to help. By March of 2023, it was only one non-Board member.
 - **Early 2024:** Still only one non-Board member. The Board put the Committee on pause, and reallocated staff time (Executive Secretary) to support the OPPM update project.
-

Project Launch

- **Feb 2024:** OPPM Updating Project launched by the Executive Committee.
 - **Mar 1, 2024:** Board motion passed to pause the OPPM Committee and assign oversight to the Executive Committee.
 - **Mar 6, 2024:** Weekly team meetings began to update the OPPM began (Sue V., Mary Jo L., Trish I., and Dove H. joined in Sept. 2025)
-

OPPM Overview

- **Length:** 95 pages
- **Sections:** 16 main sections + 10 appendices + Change Log
- **Coverage includes:**
 - Operations: Board, Committees, Legal/Fiscal, Literature, IT, etc.
 - Conference:* ABC guidelines, ballot preparation, voting rules
- **Process for Updates:**
 - A. Updates Proposed by Committees, the General Manager, or the OPPM Updating Team:**
 - Proposed revisions, including the exact OPPM text changes, are sent to the Board of Trustees for approval.
 - Upon Board approval, the revisions are incorporated into the OPPM.
 - B. Updates Resulting from Board Business (e.g. initiate a new policy as part of their oversight and fiduciary duty):**
 - Passed motions that are new policies or procedures are forwarded to the OPPM Updating Team to draft the proposed OPPM revisions.
 - The proposed revisions are then submitted to the Board:
 - Minor changes require Board review.
 - Major changes require Board group consensus approval.
 - Once reviewed/approved by the Board, the revisions are incorporated into the OPPM.
 - C. Updates Resulting from Motions Passed by the Conference Affecting the Conference Section, Ballot Prep. Section or Voting Appendix of the OPPM:**
 - Passed motions are sent to the OPPM Updating Team to draft proposed revisions to the OPPM.
 - The revisions are submitted to the ABC Committee for approval.
 - After ABC Committee approval, the proposal is forwarded to the Board:
 - Minor changes require Board review.
 - Major changes require Board group consensus approval.

- Once reviewed/approved by the ABC Committee and the Board, the revisions are incorporated into the OPPM.

All updates/changes are recorded in the Change Log.

- **Frequency of Updates: 2-4 times/year** based on the number of sections updated or new motions added.
 - We are slowly yet steadily adding historical OPPM copies to the website. You can find the growing collection here: <https://acawso.org/category/oppm/>.

Important Note: As stated in the OPPM, based on motions passed by the ABC: *Any proposed changes to Conference-related sections of the WSO Operating Policy and Procedures Manual (OPPM) must be approved by a motion of the Conference, and added to the OPPM.*

OPPM Updating Project Progress

Key Activities

- Identified needed updates, additions, and reorganizations.
- Ensured alignment with best practices (via research and professional consultation)
- Engaged committees and the Office for input and approval

Deliverables

Note: All updates were recorded in the Change Log at the end of OPPM.

2024 - 4 updated versions of the OPPM were posted based on 14 board motions

- Updated Sections: 2
- Updated Subsections: 3
- New Policies: 7
- Reorganizations for clarity: 11

2025 - 3 updated versions of the OPPM were posted based on 10 board motions and 7 ABC/CBM motions

- New/Updated Sections: 6
- Updated Subsections/Appendices: 3
- New Policies: 3
- Reorganizations for clarity: 2
- Motions passed by ABC/CBM added: 7

2026 (Jan. - April) - 1 updated version of the OPPM was posted based on 3 board motions and 3 ABC/CBM motions.

- Updated Sections: 1
- New subsections: 2
- Updated Subsections/Appendices: 5
- Motion passed by ABC/CBM added: 3
- Completed uploading of historical copies of the OPPM since 2020 on the [OPPM webpage](#).

NOTE: The OPPM Project Team paused starting on April 1, 2026, so members could focus on preparations for the 2026 ABC.

Current Project Status

Category	Count
Sections not started	2*
Section in process	4
Subsections in progress	5
Appendices needing review	3
New policiest under development	4

*Note: Updates to the ABC and Ballot Preparation Committee sections, along with the ABC and CBM Voting Rules Appendix, require Conference approval. The OPPM Updating Team only incorporates motions passed by the ABC/CBM that are relevant to these sections in consultation with the associated committee.

Summary of Completed Work

Updated and New Sections/Subsections (2025–April 2026 Highlights)

- Section I: Introduction (2025)
- Section II: Board of Trustees (4 subsections) (2026)
- Section VI: Fiscal Policies (2025)
- Section VII: Operations and Management (*formerly WSO Office*) (2025)
- Section IX. Conflict & Dispute Resolution (2025) (incorporates previous section entitled “Placing Issues Before the Board”)
- Section X: Service Structure and Group Registration (2025) (new section that includes relevant

information previously included in other sections)

- Section XIV. AWC (2025)
- Section XV: Annual Business Conference (ABC) and Conference Business Meetings (CBM) (2026) -updated based on motions passed by the Conference relevant to this section
- Appendix XII: Standard Complaint Procedures (2025)
- Appendix - ABC and CBM Voting Rules (2026) - updated based on motions passed by the Conference

New Policies & Agreements Added

- Archives Collection (2024)
- Audit Committee (2024)
- Board Meeting Recordings (2025)
- Communication Platform Agreement (2024)
- Compensation (2024)
- Conflict of Interest (updated 2025)
- Cost Allocation (2025)
- Non-disclosure Agreement (2024)
- Pricing Policy Statement (2025)
- Prudent Reserve (2024)
- Records Retention (2024)
- Social Media (2024)
- Whistleblower (2024)

Reorganization for Clarity

- Section I renamed from “Purpose of WSO” to “Introduction”
- IT, Literature, and Publishing are now each separate sections
- Appendices updated with links to live documents on website
- COMLINE is now a subsection under Literature
- Board Meetings moved under the Board of Trustees section

- Duties of Officers and Executive Committee merged into one section
- ABC and AWC Sections were made into separate sections

✓ Other: **OPPM Webpage**

- In addition to our work on updating the OPPM, we have continued development on the [OPPM Webpage](#) that includes:
 - The latest version of the OPPM
 - OPPM Updating Team Reports
 - Historical Copies of the OPPM Section
 - A brief summary clarifying the relationship between the Bylaws and the OPPM as a supporting resource to help members understand how the two documents interact and where each governs organizational procedures.
-

Work in Progress / To Be Completed

In Progress

- Section II: Remaining Board of Trustees subsections (I, J, M, N, O)
- Section V: Legal/Intellectual Property
- Section IX: Committees
- Section XII: Literature
- Section XIII: Publishing
- Appendix XI: Board Norms
- New Policies:
 - AI Policy
 - Information Security Policy
 - Staff Role as Volunteer Policy
 - Contingency Fund Policy
 - Audio Recordings Policy

Not Yet Started

- Appendix II: Region Certification
 - New Policies: Accessibility, Crisis Management
-

Future Plans

- To complete the updating of the OPPM in 2026.
- After the OPPM is fully updated, reassess the process for updating it to keep it current in future years, using volunteers and special workers.