

## 8 January 2020 Report Member Services Committee

Our monthly teleconference is normally the first Wednesday of every month. Since that was New Year's Day this year, we postponed our meeting one week. Our Teleconferences are held on zoom at 2 p.m. Pacific Standard Time on <https://zoom.us/j/698113496>

We have quite a lot of business to attend to each month with five subcommittees attached to MSC and the Traveler.

We aim for having bullet points prepared for reporting on the WSO's monthly Saturday Teleconference and get our full reports and approved Minutes on the ACA WSO repository by the Friday before that TC to shorten the time we take up during it.

We worked on our MSC budget last month and submitted it to the Finance Committee. We are now working with the Board to clarify parts of it. We are very aware we need to make sure that our budget allows us to continue to serve the membership and the ACA program. We have been discussing how to do that economically.

We are on the lookout for a Member Services Committee Vice Chair. An MSC Vice Chair will eventually take on the position of Chair of this committee and will be a great help to the current Chair. and a Members Subcommittee Chair.

We are also looking for a Members Subcommittee Chair. This subcommittee is a vital part of the MSC and needs a Chair to lead it. The subcommittee makes sure that incoming questions about ACA and the program are answered. It keeps communication open between WSO, IG, Regions, meeting groups, and the membership.

### **Our Subcommittees:**

**Global Members** is Chaired by Sue V. from Canada. Global's Monthly Report is on the repository. Briefly: South Korea has just registered their first meeting and have requested our "Lights On" program for literature to begin it. Global and WSO Translations are supporting their efforts at translating literature into Korean.

New Meetings have started in South Africa and will be registering with WSO when they are more settled.

Israel has started a Step Study group using the English 12 Step Study Workbook.

Global is encouraging various countries to send a share in English and in their language to be included in the Loving Parent Workbook.

China has a new meeting in English. This is not the first meeting to be registered in China. It has come to Global's attention, however, that no meetings in China were assisted by the "Lights On" program. Therefore, Global is looking at the possibility of using it for this new meeting.

**Intergroups** is Chaired by Tamara. They have a workgroup that is presently working on the Needs Assessment Survey results. A report on that survey will be forthcoming once the deadline has passed and the work completed.

**Members** needs a chair to lead it. The Members Subcommittee works to promote connections between members, groups, and WSO.

In 2019 the Members Subcommittee answered questions from the membership, developed and published new pages for the [AdultChildren.org](http://AdultChildren.org) website to welcome and engage Newcomers to ACA, conducted the 2019 Membership Survey to assist WSO committees in meeting the needs of the Fellowship, and assisted meetings

and Intergroups in updating their information with WSO. A report is on the repository at <https://acawso.org/category/member-outreach/>

**Regions** is Chaired by Matt. They will begin meeting once a month by virtual means on the third Sunday of the month at 1 p.m. Eastern Time. Interested parties may also use the Slack channel [#msc\\_regions\\_subcmte](#) to discuss ACA business pertinent to the formation and existence of Regions.

Regions is working on the German Region application. The Region will comprise the German speaking countries of Switzerland, Austria, Germany, and Liechtenstein. They might consider including German speaking meetings in other countries. Regions is also working with some other groups in the U.S. that are getting organized to form regions.

**Young Adults and Teens** is Chaired by Marc. He reported that subcommittee activity was slow during the holidays. Highlights for December included communication from a school psychologist who wants to start an ACA Teen meeting in a school. Marc suggested the psychologist contact the area's Intergroup for assistance that agreed to assist her. Marc also suggested to the Intergroup that they might find a parent to assist the psychologist. The subcommittee is continuing to brainstorm how to help this psychologist and all Teen meetings.

The subcommittee now has a writing team that is discussing how best to reach out to young teens since they are children and existing ACA literature is written for adults. Their belief is the current literature is inadequate in explaining to teens what the ACA program is about and how to work it. The subcommittee is asking the OPPM Committee for answers about changing wording in the "Laundry List" for instance.

During the last MSC meeting, the group gave Marc some suggestions for how to write new literature, use cartoons to explain current literature, and form a special team of volunteers to write a core list of what an ACAs are rather than try to reword the "Laundry List."

We also discussed the difficulties of getting Young Adults/Teens meetings into schools. Decision was that the difficulties are like getting meeting into prisons and jails. One suggestion was to develop a special H & I package of literature meant for Teen meetings in schools that possibly that the Intergroups (and possibly the Regions) will be able to implement. Having Teen meetings connected to regular ACA group meetings was also mentioned to introduce Teens to the program.

During this discussion we all agreed that it would be logical for Rich, the nominee for Chair of H&I to work on the Teens meetings with MSC and the Subcommittee.

### **Other News:**

We discussed that WSO is re-writing of the Board Norms of Conduct and that we can use them in our committee work as an aid to resolve conflict in a healthy way. We agreed that we can assist them on the 4<sup>th</sup> Monday of each month at 10 a.m. EST to do this work.

Rich is the new H&I Chair. H&I will be joining the MSC monthly meeting to work with the members in hospitals and institutions. We also agreed to have H&I can be a part of the MSC meeting each month for H&I to have a consistent monthly place and time meeting until it can grow and be on its own.

Report written by Carole C., MSC Chair