



2017

TELECONFERENCE MINUTES

ADULT CHILDREN OF ALCOHOLIC AND OTHERWISE DYSFUNCTIONAL FAMILIES

MARCIA J.
ACA WSO SECRETARY



Contents

January 14, 2017	1
February 11, 2017.....	13
March 11, 2017	23
April 8, 2017	34
May 13, 2017	46
June 10, 2017	63
July 8, 2017	75
August 12, 2017.....	85
September 9, 2017	97
October 14, 2017.....	106
November 11, 2017	115
December 9, 2017	125



Adult Children of Alcoholics®/Dysfunctional
Families
World Service Organization, Inc.

Teleconference Meeting
January 14, 2017
2 PM EST

Mary Jo opened the meeting with the Serenity Prayer and the reading of Tradition One: Our common welfare should come first; personal recovery depends on ACA unity.

Attendees: Mary Jo L., Treasurer, Finance Committee Chair; Ines Z, Secretary, Spanish Translations Committee Chair; Bill D. Chair of MPS Committee, Chair of the ABC Committee, Chair of the Audit Committee; and Charlie H., Co-Chair of the Literature Committee and Chair of the Literature Review Subcommittee and member of the Finance Committee.

Quorum was established.

Guest Introductions: Carole (Greater Western US Region 2) x6; David (Coconut Grove, FL)x many; Colleen (Del Ray Beach) x 8; Erin (Oaks, PA) x4; Miles (Seeds of Change Group, Belleville, Ontario) x1; Laura (San Clementi, CA, WSO Rep for Intergroup 620; Chair of Delegate Training Sub. Comm.); Mardi M. (ComLine Editor, Montana); Heather (Orange County, rep for several meetings); Wayne (Toronto, CA); Erhard (Germany) x3; Marcia J. (Iowa); Pam, Central Coast Intergroup (Arroyo Grande, CA) many; Jim (Brooklyn, NY); John (Massachusetts) x 3; Jim (Boca Raton, FL, member of Website & Database Comm.); Robin (Texas);

MINUTES:

Motion brought forward by Secretary, Ines Z. to approve the minutes of the December 10, 2016 ACA WSO Teleconference Meeting.

Seconded: Bill **Decision:** Motion passes unanimously

****Correction:** Pam is from Arroyo Grande not Rio Grande.

COMMITTEE REPORTS:

STRATEGIC PLANNING MEETING (MARY JO): The Board met for a 3-Day Strategic Planning Meeting in November. The meeting was facilitated by a consultant who helped draft a strategic plan, that is still being worked on to ensure that the categories and tasks are practical, while considering the timeline and staffing needs that would be associated with carrying out these tasks. The board found that along with the initiatives that are already underway, there were many more they hoped to incorporate as part of the WSO landscape. When it came time to prioritize, because they understood the needs of a global fellowship, it became difficult to not make everything a high priority. So rather than to publish a draft plan, that without further consideration sets everyone up for failure, the board is taking adequate time to review and flesh out the details so that they can present a logical and workable plan by or before the ABC. In the meantime, the board is working on as many of the objectives as time and resources allow.

Ines: Thanks to everyone for all the hard work.

TREASURER'S REPORT AND FINANCE COMMITTEE (Chair: Mary Jo/ Report read by Bill): Bill reported that despite the holiday season, this December was a good month for sales. The P&L Statement shows that there was a net profit of \$4,288. There was also an increase in 7th Tradition Contributions as WSO received additional individual contributions before the year end. Contributions are listed separately in the left menu. The full Treasurer's and Finance Committee's reports, in addition to the financial statements, are located in the repository. Should anyone have any questions please notify treasurer@adultchildren.org.

- **Finance Committee:** Committee members: Jeffrey F. - Prague, David M. - Florida, Charlie H. - Virginia, and Mary Jo L., Treasurer – Illinois / Report read by Bill): Bill reported that because the chips and medallions have proven to not be profitable, the Finance Committee has prepared two motions to raise prices. The committee has also prepared the following motions: motion to implement a previous motion that was passed regarding pulling the least selling tri-folds from the shopping cart that are to be made available through download from the website and, also in the tri-fold assortment. (All remaining tri-folds will now be packaged in multiples of 20 with a price increase.); motion to present chips and medallions to attendees at a ceremony at the ABC/AWC in April; motion to implement a per diem reimbursement for meals that will save a great deal of time and effort for Board members and our Accountant. Bill closed the report by advising that the committee is working on the 2017 budget along with changing the chart of accounts to more accurately reflect additional channels of distribution and other structural financial changes.

LITERATURE COMMITTEE – (Chair: Larry / Report read by Robin): Full committee reports are posted online in the Repository. Please email litstaff@adultchildren.org with questions or concerns.

- **Robin – Special Worker:** Robin reported that the Greek “Strengthening My Recovery” is ready for layout. The Spanish International BRB is in linguistic review and is almost completely laid out and ready to go to press. The Castilian Spanish BRB is being reviewed and will be made into an e-book sometime in the second quarter. Robin reported: that the Strengthening My Recovery e-book sales for December were 74 books. Total sold is 261 books; Audio BRB sales for December were 90, total sold is 1,966; e-BRB sales for December were 209, total sold is 11,513 e-BRBs.
- **International Literature – Jeffrey:** This report was tabled. The committee members were not able to be on the call.
- **Spanish Translations – Ines: (See Robin-Special Worker Report above).** Ines reported that she has been working with the translator to ensure that the terminology that's been adopted within the book that references ACA terms (i.e. adult child, critical parent, loving parent, etc.) are consistent with what's been published in the workbook.
- **ComLine –Mardi:** Mardi reported that the committee is looking for personal stories of experience, strength, and hope that can be in the form of poems, photographs, and illustrations to be submitted by February 28, 2017 (submissions should be 250 words or less) along with a release form. The committee is putting together a 2016 Annual ComLine full-color publication and researching the costs of printing and determining what the purchase price will be. The goal is to have a proto-type ready for the April 2017 ABC/WSO meeting. A full report is in the Repository and questions, comments and concerns can be sent to litstaff@adultchild.org.

- **Literature Evaluation – Charlie:** Charlie reported that the Literature Committee commenced a guest speaker series. As such, the committee is looking to expand the Literature Committee call to include a guest speaker quarterly to deepen thinking about trauma and ACA recovery. Charlie noted that those interested are free to listen into the call. The call information is listed in the repository. Charlie then gave the subcommittee report. He noted that the subcommittee had not completed any reviews of new material since the previous month. Current work was being done on two projects that had been previously tabled; one of which was putting together a downloadable training/orientation document for delegates to the 2017 ABC; the other, is the “Ready, Set, Go” manuscript revision.

ACA WSO DCOC (Distribution Office Oversight Committee)-Ines/Mary Jo: Ines reported that the DCOC has continued discussing staffing needs and approaches as ACA continues its move towards outside fulfilment, with the hopes of bringing recommendations to the full board. She added that the staff member that had been on leave for some time has resigned. The committee is still working out kinks related to the Ware-Pak Fulfilment Center.

- **ACA Distribution Office –Mary Jo:** Mary Jo reported that the full reports produced by the office staff are on the website under WSO Office Support. There are currently 1,702 active meetings and 68 active intergroups.

MEMBER AND PUBLIC SERVICE (Chair Bill D.): Bill reported that November statistics have been posted in the repository under MPS Statistics. Bill also noted that the H&I subcommittee still needs someone to act as chair. Anyone wishing to provide service on any of the MPS committee/subcommittees, please email: mpschair@adultchildren.org or contact Bill on SLACK.

- **Special Worker, Denise (Reported by Bill):** Bill reported the December statistics as follows: 617 emails; sent 139 emails; 121 voicemails received and 121 calls returned; international connections with Canada, Ireland and Russia were made. There has been a nice increase in calls for help for starting new meetings and finding new meetings.
- **Delegate Training Subcommittee (Laura):** Laura stated there was no report for December. She also asked about getting a copy of the minutes of the 2016 Annual Business Conference, so that delegates that many not have attended may review them before the 2017 conference.

Bill stated that the 2016 minutes should be included in the delegate package that will go out in advance of the 2017 conference. Any questions, comments or concerns can be sent to dtsc@acawso.org.

- **Intergroup Liaison-Bonnie (Bill reported):** As Bonnie was not on the call, Bill reported that the subcommittee report is posted on the repository for January 2017. Bill then gave the statistics as follows: There had been minimal email traffic at intergroups@adultchildren.org for the month of November; there were 17 incoming messages generating 7 responses. Most of the traffic was from within WSO concerning two new intergroups and some listings updates. Bill did note that there had been increasing activity on the SLACK intergroup forum.
- **Hospitals & Institutions –Bill:** Bill began the report by mentioning that the H & I Subcommittee was still without a chair and if anyone was interested in chairing the subcommittee, to please

contact him. Bill further reported that Region 2 in California is really picking up and already has a subcommittee. In the South Florida region, another H&I meeting has been added making that 2 meetings in area institutions. Bill then reported that 31 books had been shipped to 7 institutions and 1 therapist office additionally as part of the BRB initiative program, 10 books have been sent out. Please contact mpschair@adultchildren.org with any questions or concerns.

AD HOC SERVICE STRUCTURE COMMITTEE (Vice Chair: Marcia J.): Marcia reported that the committee had finished their research portion of studying about 10 12-Step organizations and are now analyzing how to incorporate all the information obtained to better the ACA Structure. The subcommittee will hold a meeting on January 23rd to share the parts of the various organizations they thought would be helpful to ACA. Anyone with questions or who might be interested in helping with the work of this committee can contact mpschair@adultchildren.org.

Bill closed the report by bringing a motion to the Board recommending that Marcia J. relieve him as Chair of the Service Structure Ad Hoc Committee so that he can focus on other Board duties and responsibilities. Charlie seconded the motion. Marcia announced that she would accept the position with the Board's approval. Mary Jo then called the vote. The vote was unanimous to accept Marcia J. as the new Chair of the Service Structure Ad Hoc Committee.

WEBSITE AND DATABASE COMMITTEE- Jim: Jim reported that the full report was posted to the repository and questions, comments, concerns can be addressed to webservant@adultchildren.org. Jim then reported that the website committee will have its next quarterly meeting on February 19, 2017 at 2:00pm (same time and call-in information as today's meeting). Jim reported the following website changes for the month of December: the free literature page has been updated; a set of guidelines for posting to the repository to create consistency with the overall look of the site. Jim closed the report by providing the statistics for the month: Visitors to the site – just under 50,000 users sessions with just over 35,000 unique users; most frequent pages accessed were “The Laundry List”, Finding a Meeting, the Literature page and “The Problem”; Traffic: over 80% of users are from the US, 4% from Russia, followed by the United Kingdom, Australia and Canada.

Mary Jo added that it is good that consistency is being developed on the repository posts and that the free literature download activity is really picking up.

EUROPEAN COMMITTEE – Majbrit: Mary Jo advised that neither Majbrit nor Jeffery were on the call so there would be no report. Any questions regarding the European Committee or their work can be sent to EU@acawso.com.

OPPM REVIEW COMMITTEE – Mary Jo/Ines: Mary Jo reported that there are no new updates at this point.

ABC/AWC Committee: (Bill/Jim R.)

- **2017 ABC/AWC:** Bill reported that the planning for the 2017 ABC was coming together. Bill thanked the committee for its hard work. He then turned the report over to Susan.

Susan thanked the Board for extending the ABC and ACA World Convention by starting the ABC meeting portion on Thursday, allowing time for more speakers, workshops, etc. Susan then thanked all those that submitted presenter forms. The selection process has begun with the hope to be completed in the next few weeks. Susan reported that hotel room rental goal has almost

been reached although the convention reservations have been fewer. She emphasized the need to register for the convention so there can be better planning and preparation for activities. To assist in the efforts, Susan advised that at her Large Speaker meeting once a month, they have set up an area for convention registration. Susan encouraged everyone to assist in spreading the word and to encourage participation for the 2017 ABC AWC. Susan closed her report by asking to get shares from past delegates to be posted to the website to help encourage delegates to come and participate and be prepared. If anyone needs any additional information or one-on-one assistance regarding the convention, Susan can be reached at 619-459-8364 or schristi13@cots.net

- **2018 ABC/AWC:** Jim reported that they are currently reviewing bids to host the 2018 ABC. To date, bids have arrived from three cities – Vancouver, Canada; Toronto, Canada; and Newcastle, in the United Kingdom. Committee members were invited to take a general reading of the 3 bids and to rate their top two candidates, with the goal being to narrow the field. The results were as follows: of the 7 respondents, the first choice was Toronto 6 and Newcastle 1; second choice Newcastle 4, Vancouver 2 and 1 abstention. The final result is: first choice Toronto with 12 points, second choice Newcastle with 6 points and finally Vancouver with 2 points. Jim explained that the initial evaluation has led to Toronto and Newcastle emerging as the top bids. The next step will be to start with a clean slate and compare the two applications. The committee intends to offer a recommendation to the Board before the February phone meeting.
- **Ballot Proposal Committee ():** Bill reported that due to personal reasons, Tom the chair of the Ballot Proposal Committee has had to resign. As such if anyone is interested in the position, contact ballotprep@adultchildren.org. Bill also reminded everyone that all ballots must be in by midnight of February 28th. Ballot Proposals and voting can both be done online by using the link in the repository under ABC Committee and choosing “get the ballot proposals here” link at the bottom of the welcome letter. You can then go to the voting link at the bottom of the same welcome letter. Bill then reported that responses have come in from 23 groups and intergroups. For committee information, please contact ballotprep@adultchildren.org.

AUDIT COMMITTEE – Bill: Bill reported that the committee has had a lot of communication over the last month. They have completed the first four tasks which were to form the committee, develop an RFP, identify and send the RFP to at list 5 CPA firms in the Signal Hill area with a deadline to receive the proposals back by January 9th (full task list can be found in the Repository under Audit Committee). Three proposals have been returned and are being reviewed so a selection can be presented to the Board before the next teleconference. Bill thanked the committee for its work in this project. If anyone has any questions, you can email auditchair@adultchildren.org.

EXECUTIVE COMMITTEE – Majbrit: (Read by Mary Jo

1. Executive approval of the purchase of 5,000 Welcome Chips and 1,000 each of all other chips, for a total cost of \$3,070.
2. Executive approval to have Wendell’s package the chips in 10s instead of 20s for Ware-Pak. This will cost 4 cents per package and the Finance Committee will be presenting a motion for selling these packages at a discounted price to save pick charges.
3. Executive approval of the purchase of 3,500 Laundry Lists Workbooks at a cost of \$12,321.

4. Executive approval of the purchase of 2,600 soft cover BRB's at a cost of \$10,093 that includes printing and shipping.
5. Executive approval of the purchase of 7,000 Yellow Workbooks at a cost of \$17,560 plus shipping.
6. Executive approval to purchase 5,000 soft cover meditation books at a cost of \$6,046 plus shipping to both distribution locations.
7. Executive approval of the change in the packaging of the recovery chips to packs of ten instead of 25 per pack.

Bill inquired how long it will take for the changes to appear on the shopping cart. Mary Jo replied that some will be effective today and the balance during the week.

OLD BUSINESS: None

READ INTO THE RECORD: These motions are being read into the record as they were voted on during a working session or strategic planning meeting of the Board.

1. **Motion:** To announce the selection of ACA WSO, Inc. Board Officers which occurred at special Board meetings during November and December 2016. The Board Officers will be seated at the 2017 Annual Business Conference.

The ACA WSO, Inc. Officers are:

Mary Jo L. – Chair	Majbrit M. – Vice-Chair
Bill D. – Treasurer	Ines Z. – Secretary

2. **Motion:** That the Board approve the use of a "per diem" system of meal reimbursements when accounting for such expenses for Board members and others authorized to travel on behalf of WSO. Such per diem will be per the gsa.gov guideline, which at the time of this motion is \$51 USD per day. To simplify accounting, both for the traveler and the organization, such per diem will not require receipts and documentation. A general policy will be created that will cover how this system will be implemented. (Finance Committee)
Background: This is a generally accepted practice for many organizations and is meant to save time and money for those who have to deal with reconciliation of receipts. The amount of time spent dealing with small receipts and currency conversion for non-US travel is excessive, both for the traveler and our Accountant. This problem will only grow as more people travel.
3. **Motion:** The Board decided to hire Comcom, company in Prague as an intermediary to facilitate funds necessary for the work of the European Committee and Literature Committee.
Background: The responsibility of the European Committee and the International Literature Committee necessitate a flow of funds to pay for local vendors and independent contractors. To facilitate this, the Board is using Comcom, a company owned by Trustee Jeffrey F., at a nominal cost with provisions for Board oversight and approval of all expenditures.
4. **Motion:** The Board decided to have David McB, a member of the WSO Finance Committee,

take the lead in establishing an Amazon US account for selling WSO's copyrighted literature. To then transfer those copyrights and complete setting up an Amazon UK account.

Background: There have been many obstacles while trying to establish an Amazon UK account to meet the need of making books affordable to those in the geographic region of Europe. WSO has found that it will be easier to facilitate this process once an Amazon US account is established with WSO copyrighted literature. David McB, a member of the finance committee who has much experience selling products in the United States and internationally on Amazon, has volunteered to head up this effort. WSO will provide David with the information needed to perform this important task.

NEW BUSINESS:

MOTIONS FOR JANUARY 2017 TC

1. **Motion-** That the Board waive the officer term limitation in the OPPM so that Mary Jo may serve as Chair of the Board. (Larry A.)

Background: The OPPM's language is ambiguous in that it specifies, in pertinent part, "Term of Service". The term of office for an officer shall be two (2) years ...; an officer may be reelected at the completion of the term, but may not serve more than two (2) consecutive terms: OPPM, ACA World Board Officers IV C. One interpretation of this language might be that a Board member may only serve for two consecutive terms as any Officer. Another interpretation might be that a Board member can serve for more than two consecutive terms in different Officer Positions. Mary Jo has served two consecutive terms as Treasurer and the Board is hereby waiving that potential limitation so that she may serve as Chair.

Seconded: Ines **Decision:** Motion passes unanimously

2. **Motion:** The Board's approval to hire Booknook to produce the digital Castilian Spanish Fellowship Text, *e-BRB es* at a cost of \$1,075. (Larry A.)

Background: The Spaniards submitted the Castilian version translation of the Fellowship Text and, currently, there is no vehicle for producing and delivering hard copies in Spain. This will allow the Spaniards and perhaps other Spanish speaking members to have access to the Castilian Spanish Fellowship Text while the International Spanish Book is being finalized.

Seconded: Charlie H. **Decision:** Motion passes unanimously

3. **Motion:** The Board approve the purchase of holiday gift cards for staff members and our Accountant. (DCOC)

Background: In recognition of service to WSO we propose individual gift cards rather than gift baskets or something less useful.

Seconded: Bill **Decision:** Motion passes unanimously

Ines: The staff was very grateful and gracious; it is a worthwhile contribution to them.

4. **Motion:** That the Board validate on the record, its Specific Concurrence to hire Christine Child and approve paying her to complete the international Spanish translation of Section III of the Fellowship Text for a total cost of \$1,828.26 for 20,314 words. (Larry A.)

Background: The volunteers who devoted about 6 years of hard labor to this project have done an excellent job. However, to finish the text, there is the need to employ a professional translator. Christine Child is an excellent translator. She has reassured us that she will have this portion of the book to us by February 6 and Robin has already laid out the book so that we can move into production rather quickly once the Christine is done.

Seconded: Bill **Decision:** Motion passes unanimously

Ines wanted to put on the record a sincere thank you and appreciation of the members of the Translation Committee who spent years volunteering to do this work. A special thanks to Leo and Lucia.

5. **Motion:** That the Board approve on the record the Board's Specific Concurrence of changing the timeline of the ABC - AWC to start on Thursday morning and end on Sunday afternoon for the upcoming 2017 ABC-AWC. (Bill D.)

Background: There were many comments received in the post event surveys and at subsequent committee meetings after the last ABC and Inaugural AWC. The attendees felt there should have been more time allocated for the AWC and there should be more delegate involvement in the ABC. With the use of a consent agenda and letting the delegates meet and go over the reports, we can eliminate half a day of report giving. That said I am putting forward the proposed schedule for the event this year that the committees have signed off on in principle. This may well change as we continue to grow and we find we have to separate the two events to be held at different times.

Seconded: Ines **Decision:** Motion passes unanimously Bill thanked the Host Committee for all their hard work and dedication.

6. **Motion:** That the Board approve contracting the shipping agent Regional Express (RE) in England, to pick up and deliver our books to an Amazon warehouse in the UK and, also help register the WSO for HMRC VAT. The price RE quoted for our initial shipment was GBP 1695.00 and they have also given us a promotional code to waive the USD 300 fee they normally charge to help with VAT registration. (Jeffrey F.)

Background: Amazon recommended several shippers and our short list narrowed down to three: First Choice (FC) (which gave a verbal quote of \$1,985), Regional Express (Which gave a written quote of GBP 1695.00) and Globegistics, which in the end did not give us a quote as they do not provide this kind of fulfillment. Although the Regional Express quote is a few hundred dollars more than the FC quote, Jeffrey and Mary Jo recommend going with Regional Express for expediency. This is because we can safely assume our books will be in an Amazon UK warehouse in about two weeks as soon as Mary Jo fills out the VAT registration form with them. Even if FC would honor their verbal quote (we have nothing in writing) we still don't know if they can assist for free like RE regarding VAT registration. We suspect they cannot since they are a US based organization whereas RE is a UK-based organization. In other words, since the VAT issue has been holding up this process, we feel it will be faster and easier to resolve this with RE.

Seconded: Bill **Decision:** Motion passes unanimously

7. **Motion:** That the Board approve on the record the Board's Specific Concurrence to raise the price of individual Recovery Chips to \$1.00 and to also sell them in packages of 10 for a discounted price of \$8. Intergroups will be able to purchase rolls of 25 through that Discount Program for \$17.50. (Finance Committee)

Background: The Finance Committee has done an extensive analysis of the current WSO costs of selling Chips (which the Board is in possession of) and determined that at the current selling price we are at or below breakeven when taking overhead costs into account. This new price and distribution strategy will allow groups to purchase chips individually but also buy them in a reasonable bulk amount at a discount. The cost for the vendor to package chips in 10s is an additional 4 cents per package, which is negligible. Currently, all Chips are delivered pre-packaged in rolls of 25.

Charlie clarified that without this change, the organization was put in the position of losing money so this price adjustment accounts for that.

Mary Jo added that the overhead cost at the Distribution Center are not currently quantified individually for the products. If Distribution Center did the fulfillment, the time and labor involved would have cost associated. With WarePak, there is a more specific list of costs.

Seconded: Ines **Decision:** Motion passes unanimously

8. **Motion:** That the Board approve on the record the Board's Specific Concurrence to raise the price of Medallions as follows (new prices based on actual sales and overhead costs): Years one through ten - \$2.00 each; Years 11 through 20 - \$3.00 each; Years 21 through 30 - \$4.00 each; Years 31 plus - \$5.00 each. (Finance Committee)

Background: The Finance Committee has done an extensive analysis of the current WSO costs of selling Medallions (which the Board is in possession of) and determined that at the current selling price we are below breakeven on most medallions when taking overhead costs into account. Sales of larger year medallions are very low but will hopefully rise as the fellowship has longer term members through the years. We suggest that the increase in price of medallions for the higher years seems in line with some other fellowships, and it places a higher value on the higher coins. This increased price for higher year medallions is being presented in place of bundling of several different year coins together. Bundling requires the customer to purchase coins they may not need. This new suggested pricing requires them to pay only for what they want, while allowing WSO to recoup monthly fees.

Mary Jo added that the pricing will go in effect today.

Bill expressed concern over the higher prices for the higher years and whether this was a standard practice within other fellowships. Mary Jo explained that even at the new price, ACA chips are still considerably lower than some other fellowships.

Charlie further explained that when you get into the higher years, the demand for chips decreases; an alternate pricing strategy that would have had packaging of multiple years in bundles would force groups to pay for medallions they don't really need. It is more cost effective for the group to purchase the higher years on an individual need basis.

Seconded: Ines **Decision:** Motion passes unanimously

9. **Motion:** That the Board approve on the record the Board's Specific Concurrence to discontinue retail sales of the 8 tri-folds where we sell four or fewer bundles per month. They will be downloadable from the website and, also still available in the Tri- Fold Assortment. (Finance Committee)

Background: We sell an average of four bundles or less of the following tri-folds and the overhead no longer warrants stocking them: Conducting a Business Meeting, Hospitals & Institutions, Hosting an ACA Sponsorship Workshop, Literature Policy, Public Information, Suggested Banking/Accounting Procedures, 12 Concepts and Suggested Commitment to Service, and WSO Is... Mary Jo reminded that the trifolds are still available for time being, in the trifold assortment.

Seconded: Bill **Decision:** Motion passes unanimously

10. **Motion:** That the Board approve on the record the Board's Specific Concurrence to begin selling the remaining tri-folds in bundles of 20 each at a price of \$5 per bundle. (Finance Committee)

Background: In order to cover overhead charges for the better selling tri-folds, bundling them in 20s will be more reasonable.

Seconded: Bill **Decision:** Motion passes unanimously

11. **Motion:** To give away welcome chips and year medallions to participants during a special opening ceremony at the AWC. We also suggest that the Host Committee add a space on the registration form asking for "Time in Program." (Finance Committee)

Background: The Finance Committee feels this is an appropriate way of providing recognition to attendees for their time in the program. This will also increase awareness of the value of using them in meetings and encourage sales of the medallions. This activity should also be fully integrated with the event (e.g. program and web site) and related communications (Comline, etc.).

Seconded: Bill **Decision:** Motion passes unanimously

This concludes our Agenda. Thank you all very much.

Any guest comments or questions? (Q = Question / A = Answer / M = Mention)

Bill: Before taking guest comments, Bill reminded about meeting etiquette and being respectful of other listeners as you present your comment.

Summary of guest comments: Guest comments focused primarily on:

Q. Pam asked for clarification about the Board being seated at the 2017 ABC or if they were being presented for ratification also are the committee chairs also being included in this?

A. Bill advised that per the OPPM, the Board members are ratified at the ABC but not the officers as they are elected by the Board members. So once the Board members are ratified, then the elected officers would take seat. Additionally, per the California corporate law it is in the bylaws it is spelled out that the Chair, Vice-Chair, Secretary and Treasurer are the four officers of the corporation.

A. Ines clarified that motion was not under Old Business, it was being read to the record.

Q. What is the voting process for the 2018 ABC?

A. Bill advised it was in the committee now. The Toronto and New Castle bids are the two finalists and the committee is reviewing and research both proposals to narrow down to one.

Q. What is Survey Monkey?

A. It is for the Ballot Proposals and any items that the groups/intergroups submitted for consideration at the annual Business Conference as an agenda item.

Q. When pricing literature for out of the US groups, it is important to factor in the exchange rate and duty charges?

A. The hope is that once Amazon Us and UK are in place work on creating Amazon Canada with the hope that there will be an impact on the pricing. Additionally, fulfillment takes special care to provide the best pricing possible. Also, connect with the Canadian intergroup to benefit from the intergroup discount.

Q. What will the availability be of the monthly / quarterly speaker files and is there information about Ready, Set, Go or other trainings.

A. The Literature Committee holds quarterly call and is trying to implement having a speaker at the end of the business part of the meeting. Updates of speakers and when they will be speaking will be posted in the repository under the Literature Committee. As to Ready, Set, Go...is a proposed publication as a quick introductory to the ACA 12 Steps and other ACA thinking so new comers can have an introduction to the program. The committee is working on revisions strategies to make it more suitable for an ACA publication and at some point, will be available on the Best Practices page of the website.

Q. Will the OPPM be available before the ABC so it can be reviewed and discussed before the delegates arrive for the ABC? Additionally, can the change that was made regarding "term of service".

A. It is planned for the revised OPPM to be available before the ABC. As to "term of serve", nothing was changed in the OPPM, because there was a difference in opinion as to the interpretation of whether the two-term limit referred to limiting consecutive service for a particular office or serving consecutively as different board officer service in general, a motion was presented to waive that part of the OPPM to allow Mary Jo who has served two current terms as treasure to now serve as the Chair. This clarification will become part of the OPPM once it is reviewed.

M. Wayne from Toronto offered to share his experience regarding the Laundry List, Delivery or Step and best practices with any group or individual that may be looking for information. He can be reached at torontowayne@gmail.com or 416-566-3972.

Announcements: Mary Jo - The next ACA WSO Board Teleconference is scheduled **February 11, 2017 at 2:00 p.m. EST.**

Is there a motion to adjourn the meeting? 2nd to the motion?

Bill - Motions to adjourn Ines - Seconded the motion

Are there any questions or comments about the motion to adjourn the meeting?

Motion carried unanimously.

Closed the Meeting with the Serenity Prayer



Adult Children of Alcoholics®/Dysfunctional
Families
World Service Organization, Inc.

Teleconference Meeting
February 11, 2017
2 PM EST

Larry opened the meeting with the Serenity Prayer and the reading of Tradition Two: For our group purpose there is but one ultimate authority - a loving God as expressed in our group conscience. Our leaders are but trusted servants, they do not govern.

Attendees: Larry A., Chair, and Literature Committee Chairperson; Mary Jo L., Treasurer, Finance Committee Chair; Majbrit M., European Committee Chair and Vice Chair; Ines Z, Secretary, Spanish Translations Committee Chair; Bill D. Chair of MPS Committee, Chair of the ABC Committee, Chair of the Audit Committee; Charlie H., Co-Chair of the Literature Committee and Chair of the Literature Review Subcommittee and member of the Finance Committee.

Absent: Jeffrey F., member of the European and Finance Committees and Chair of the International Literature Subcommittee

Quorum was established.

Guest Introductions: Kadija (S. Carolina) x3; Pam, Central Coast Intergroup (Arroyo Grande, CA) many; Carole (Greater Western US Region 2) x7; Jean (Ellenbrook, WA) x 1; Erin (PA) x5; Marcia J. (Iowa) x2; Precious Suzie (ACA, PA) many; Colleen (Del Ray Beach, FL) x 9; Judith (So. FL) x many; David (Coconut Grove, FL; Finance Committee); Mona (Chicago) x many; Kay (Santa Cruz) x9; John (Massachusetts) x 4; Mardi M. (ComLine Editor, Montana); Miles (Seeds of Change Group, Belleville, Ontario) x1; Alexia (Germany); Jim (Boca Raton, FL, member of Website & Database Comm.); Robin (Texas); Matt (Fitchburg, WI) x18; Jude (Virginia Beach); Erhard (Germany) x4.

Erin (PA) will be presenting the report for Laura- Delegate Training Subcommittee.
Thank you, Erhard for the correct spelling.

MINUTES:

Motion brought forward by Secretary, Ines Z. to approve the minutes of the January 14, 2017 ACA WSO Teleconference Meeting. Ines Z., asked that the minutes be tabled as the transcription service did not provide the minutes on a timely basis.

Seconded: **Decision:** Tabled

COMMITTEE REPORTS:

TREASURER'S REPORT AND FINANCE COMMITTEE (Chair: Mary Jo): 7th Tradition Contributions are listed in the Repository. There will be an adjustment of \$539.35 that was supposed to be attributed to Intergroup Sales on the P&L Statement. There is an anomaly with PayPal that shows several contributions and no indication of where they came from. We usually attribute anonymous contributions to the City and State, or City and Country of origin, or list them as completely anonymous if requested. But we have always had basic information. We will be researching this with PayPal. As always, if there is incorrect information in the list, please send me an email to treasurer@adultchildren.org. The financial statements are as follows: No significant change to the Balance Sheet. Profit and Loss Statement net income for January was \$23,904. Some adjustments will be made due to a merchandise payment being incorrectly attributed as a contribution. Also, over \$9,000 in charges for our 3rd party fulfillment center should have been paid in December and January but were delayed due to internal miscommunication.

*Majbrit indicated that the contributions that had no information may be coming from the European Committee's website.

- **Finance Committee:** Committee members: Jeffrey F. - Prague, David M. - Florida, Charlie H. - Virginia, and Mary Jo L., Treasurer – Illinois, Bill D. / Report read by Mary Jo): Mary Jo reported there were 2 meetings since the last TC. The committee has been working on: meal per diem policy and budget. David has been working on Amazon accounts. Finally, the committee has decided to wait for the Audit results before making changes to the Chart of Accounts.

LITERATURE COMMITTEE – (Chair: Larry): Larry introduced the various subcommittees to give their reports. Full committee reports are posted online in the Repository and email litstaff@adultchildren.org with questions or concerns.

- **Robin – Special Worker:** Robin reported that: The Strengthening My Recovery e-book sales for January were 91 books with a total sold of 352 books; Audio BRB sales for January were 106, total sold is 2,072; e-BRB sales for January were 237, total sold is 11,750 e-BRBs. Robin then reported that they are working on getting shipping fulfillment in Great Britain for Amazon UK. Additionally, the Literature Evaluation Committee is still up and running.
- **International Literature – Jeffrey:** Jeffrey was not able to be on the call.
- **ComLine –Mardi:** Mardi reported that currently they have not received any new articles for the next ComLine to be released on April 1st. Research is being done on Susan's suggestion of the 4-page selection for the ComLine for the 2017 ABC. Additionally, the committee is researching pricing for printing an annual 2016 ComLine that would contain all 4 quarters. The Committee is currently looking for an ACA Member that attended the 2016 ABC that would be interested in writing an article about their ABC experience. Mardi also reminded everyone, including delegates, that their reports are due by the end of the month, February 28th. Mardi requested that listeners encourage their group members to write and submit personal stories of experience, strength, and hope that can be in the form of poems, photographs, and illustrations to be submitted by February 28, 2017 (keep submissions to 250 words or less) along with a release form. The issues theme is "Steps & Traditions 4, 5 and 6. Submissions can be sent to litstaff@adultchildren.org. Mardi closed

the report by advising a full report is in the Repository and questions, comments and concerns can be sent to litstaff@adultchild.org.

- **Literature Evaluation – Charlie:** Charlie reported that the next committee call will be Saturday, February 18th; it will mark the debut of Tamara P. as the subcommittee's chair. There will be a total of 7 members: Tamara P, Mary B, Bonnie KM, Mardi L. of the Netherlands, Carole C. of the Greater Western Union and Greg R. from Lone Star Intergroup. The committee's main activity for the month was working with the Delegate's Training Subcommittee on a communication they are putting together for delegates. It has had its final review and is now back with the Delegate's Training Subcommittee to post on their site.

Larry mentioned that the WSO is in the process of publishing the Castilian Spanish BRB in electronic format. The committee is also finalizing the International Spanish BRB for printing and delivery to the ABC.

ACA WSO DCOC-Ines/Mary Jo: Mary Jo reported that she and Bill visited the Distribution Center in Signal Hill and they are in the process of writing up a report on the items that need to be looked at. One of the items the DCOC is emphasizing with the staff is the need to for written procedures for all tasks; this is currently being worked on. Mary Jo then reported that a temp worker was hired to fill the duties of an employee who is out on medical leave. All in all, there is still a lot to be done and some management needs to be hired and put in place.

Larry thanked Mary Jo and Bill for the visiting the Distribution Center.

- **ACA Distribution Office –Mary Jo:** As referenced in the DCOC report above.

MEMBER AND PUBLIC SERVICE (Chair, Bill D.): Bill reported that the committee is moving on the momentum of the Strategic Planning Session. There are several new initiatives that will be implemented. He suggested a marketing subcommittee, subject to Board approval, targeting outreach to members and public awareness, by implementing outreach programs and enhancing the user experience with WSO digital communications (Mail Chimp, Newsletters, etc., New MPS News Letter). Bill also reported that while in California, he met with a senior marketing manager of a large firm who is also a member of ACA, who has agreed to come on to the committee as well as 4 other individuals that have digital, web, email, marketing, and communications backgrounds. The committee will have its first meeting in the next couple of weeks to go through its agenda items such as the digital newsletter, promoting the convention, as well as, putting out the word for the ABC. Please email: mpschair@adultchildren.org or contact Bill on SLACK for any questions, concerns or comments.

*Charlie inquired about the name of the possible new subcommittee to which Bill reported that in the old days, it was referred to the as "the Outreach Committee", we have adopted "MPS Outreach Subcommittee".

- **Special Worker, Denise (Reported by Bill):** Bill reported the December statistics as follows: 500 emails; sent 240 emails; 120 voicemails received and 119 calls returned; international connections with Canada, Netherlands, Poland, South Africa and the UK were made.
- **Delegate Training Subcommittee (Laura / Report given by Erin):** Erin reported that the DTS met in

January to discuss the upcoming delegate education teleconference workshop in April. Some of the items included: the creation of a delegate education PDF; having a delegate orientation at the opening of the ABC; a survey response report of past delegates from 2014 to 2016 ABC; as well as a delegate buddy system; and the need for a glossary of terms delegates will come across in the delegate binder; and reports they will review prior to coming to the ABC. Additional information will be posted on the Delegate Training Subcommittee page under MPS on the ACA website. Erin suggested checking the delegate page from time to time to review any new or revised documents posted on the Delegate Education page. The Delegate Education PDF is presently called “ACA Delegate, Getting Started” and will be added to the Delegate Education page once all reviews are completed. An agenda for the Delegate Orientation at the ABC is being prepared. It will provide opportunities for questions regarding the OPPM and Bylaws, Concepts and Parliamentary Procedures. Samples of how to give your delegate report back to your group or intergroup will be provided to help close the gap between what occurs at WSO/ABC and the groups’ members. The 2016 Delegate Report was prepared and will be uploaded for view after final edits. A glossary of terms and a Delegate question and answer PDF have also been uploaded to the Delegate Education page. Any questions, comments or concerns can be sent to dtsc@acawso.org. Finally, Erin asked for a button or banner to be placed at the top of the main page of the ACA/WSO website alongside or underneath the 2017 Annual World Convention Banner to assist the incoming class of delegates.

- **Intergroup Liaison-Bonnie:** Bonnie reported the statistics as follows: there had been minimal email traffic at intergroups@adultchildren.org for the month of January; there were 9 incoming messages generating 5 responses. Most of the traffic was from groups updating listings and one new intergroup. Bonnie mentioned the committee is trying to migrate more of the committee work over to SLACK. The committee is still discussing issues with website. As the ABC is approaching the committee has been more focused on work related to the conference. The full report is posted in the Repository.
- **Hospitals & Institutions –Bill:** Bill began the report by mentioning that the H & I Subcommittee was still without a chair and if anyone was interested in chairing the subcommittee, to please contact him. Bill further reported that 9 BRB were sent out under the H & I program for January as well as 4 books being sent under BRB Initiative Program around the country and one set sent to South Africa. Please contact mpschair@adultchildren.org with any questions or concerns.

AD HOC SERVICE STRUCTURE COMMITTEE (Chair: Marcia J.): Marcia reported that the committee meet twice in January and once in February. The minutes are posted under Service Structure Minutes in the repository. The committee has finalized their process and set goals for completion by the time of the ABC in April. These goals include: keeping the fellowship informed about committee work, preparing the report to the Board (requested by March) and developing a presentation for the ABC. The committee has reviewed the research document on the structure of the organization and are defining the strengths and weakness of the current structure and how this affects the ability to carry out the mission of ACA currently, and with a projected surge in growth. The next step is to continue reviewing the other research document to identify policies, procedures and structures used by other organizations that might be adapted to make this structure work more efficiently. A plan has been submitted to hold a workshop to be held at the convention and the committee members are awaiting feedback from the Board. Marcia reported there is a new member, Deb S. from California. Charlie has recommended Tamara P. from the Literature Committee. A member from Tennessee is no longer able to serve on the committee due to health reasons. Anyone

with questions or who might be interested in helping with the work of this committee can contact us at mpschair@adulthoodchildren.org.

WEBSITE AND DATABASE COMMITTEE- Jim: Jim reported that the full report is posted to the repository and questions, comments, concerns can be addressed to webservant@adulthoodchildren.org. Jim then reported that the website committee will have its next quarterly meeting on February 19, 2017 @ 2pm 2017 (same time and call-in information as today's meeting). Jim reported the following website changes for the month of January: a disclaimer has been added to the "how to" video page regarding YouTube videos; several updates have been made such as the media mail verbiage, update to the ACA usage page, updates to the free literature page and some information on pricing for recovery chips. Jim closed the report by providing the statistics for the month: Visitors to the site – just under 53,500 users sessions with just over 37,400 unique users; over 107,000 page views. The most frequent pages accessed were "The Laundry List", Finding a Meeting, the Literature page and "The Problem"; Traffic: over 82% of users are from the US, followed by the United Kingdom (3.92%), Canada (3.64%), Australia and India. Larry added that the programmers were able to disable YouTube from offering any suggested videos at the end of the featured video.

*Ines asked if the disclaimer was related to aligning with the tradition that states, "ACA does not endorse any outside enterprise". Larry stated that yes, it is to keep in line with the tradition.

Bill inquired about how long it would take to have the banner for the ABC and the World Convention enlarged on the home page? Larry indicated it should not take more than a week.

EUROPEAN COMMITTEE – Majbrit: Majbrit reported that the report is not yet on the repository as they are waiting for Jeffrey's report on his trip to the Baltic. Majbrit then informed that there has been contact with Norway and she has been invited to attend their first ACA Convention in June. Additionally, there has been an invitation to Sweden for their convention in the fall. Majbrit has also been in touch with Poland and the UK. The committee had their meeting last Sunday and if anyone is interested in participating in the call, it is every first Saturday at 2:00 Central European Time (8am). Some of the committee discussion was around understanding and explaining the copyright and its importance. Also, "what is considered intellectual property" was discussed. The committee is working on how to provide an explanation of these things to other countries. Majbrit closed by reminding everyone that the committee is still working on printing of literature overseas. Any questions regarding the European Committee or their work can be sent to eu@acawso.com.

OPPM REVIEW COMMITTEE – Mary Jo/Ines: Mary Jo reported that there are no new updates at this point other than the committee is in the process of making a copy of the revisions that can be handed out at the ABC.

ABC/AWC Committee: (Bill/Jim R.)

- **2017 ABC/AWC (reported by Bill):** Bill reported that the committee met with the host committee in San Diego the previous Saturday where they reviewed the program; the proposed speakers; workshop presenters and the panel members. They reached a consensus on the final selections and possible suggestions, a draft of which has been sent to the Board for review and conceptually approval. Menu items were discussed and put forward, as well as, a timeline of the World Convention. Consensus was reached on that as well. The final documents will be placed on the

ACAWorldConvention.org website shortly. A link will also be provided in the ABC portion of the repository. Bill reported that the room block had to be increased, as the rooms have been selling out. He reminded everyone if they are planning to stay, they should take advantage of registering soon. There is an overflow of hotels available, but only one or two are within walking distance. The committee is looking forward to a significant increase in attendees as the registrations are already ahead of pace from where they were last year for the first Annual World Convention and the 2016 ABC.

- **2018 ABC/AWC (Jim):** Jim report that the review of the two finalists (Toronto v. New Castle, UK) was still in process. The goal of having a decision to the Board was missed (today), but the committee is still ahead of the curve. It is anticipated that a recommendation will be ready by next month so the Board can present an outcome at the 2017 ABC.
- **Ballot Proposal Committee** (reported by Bill): Bill reported that the committee has not had to meet as the proposals are still being voted on by the groups around the world. To date, there have been about 60 responses and there is a little over two weeks before the deadline of February 28th, midnight. Ballot Proposals and voting can both be done online by using the link in the repository under ABC Committee and choosing “get the ballot proposals here” link at the bottom of the welcome letter. You can then go to the voting link at the bottom of the same welcome letter. Again if anyone is interested in the chairing the Ballot Proposal Committee, please contact ballotprep@adultchildren.org.

AUDIT COMMITTEE – Bill: Bill reported that the committee had recommended an independent auditor to the Board which was approved. A letter of engagement was signed and the first audit entry conference was set for last Friday at the WSO office with Bill, an additional Audit Committee member, the Treasurer, Mary Jo and the bookkeeper. The conference was primarily for the auditors to get an overview of the organization and its operations (literature publication and sales, contributions, legal structure). The conference was very productive and the committee has to provide a list of information to the auditors by February 28th. The next call with the committee and the auditors will be February 28th to layout the fieldwork they will conduct and for the testing of internal controls and policies. The committee is on track to have the audit report to the Board in time to review before the ABC. If anyone has any questions, please email auditchair@adultchildren.org.

Larry thanked the committee for its work and reminded that this committee was formed to make sure the organization is acting appropriately for a potential full audit that will come when the organization reaches the \$2,000,000 mark in the future.

EXECUTIVE COMMITTEE – Majbrit (read by Larry):

Executive approval to spend \$390 for double-walled boxes for the current shipment of LLWB's that will be sent to Ware-Pak. Doing this will guard against product damage for customers ordering full box quantities. This adds approximately 11 cents to the cost of each book.

OLD BUSINESS: None

NEW BUSINESS:

MOTIONS FOR FEBRUARY 2017 TC

1. **Motion:** That the Board approve funding for travel expenses related to a meeting between WSO Board members and representatives of ACA in Germany with EKS in Germany, the weekend of 14 January, which is estimated to cost between USD 1,500- 1,600, and for up to two hours of legal advice at EUR 250 per hour for a total capped amount of EUR 500.

Background: EKS is a 12-step fellowship in Germany and Switzerland which is not a part of ACA, which has plagiarized ACA's Yellow Work Book, and this meeting and legal advice is an attempt to resolve this.

Seconded: Bill

Decision: Motion passes unanimously

2. **Motion:** That the Board approve the invoice from NWD Legal for approximately USD 775 for 6.5 hours of Czech legal advice in connection with the WSO/ComCom Intermediary Agreement.

Background: In order to comply with applicable laws to conclude an intermediary agreement with ComCom in the Czech Republic it was necessary for the WSO to first seek legal counsel.

Seconded: Mary Jo

Decision: Motion passes unanimously

3. **Motion:** That the Board validate on the record its Specific Concurrence to print 2,000 International Spanish Fellowship Texts at a cost of \$13,687 or, a per unit cost of \$6.9334. (Larry)

Background: The International Spanish Fellowship Text is going to be ready for the printer in the next few weeks or so and the printer needs 6 weeks' lead time to make sure we have these available for sale in time for the 2017 ABC.

Seconded: Ines

Decision: Motion passes unanimously

4. **Motion:** Request specific concurrence to change our Amazon UK and Amazon US accounts to Professional accounts and then to Amazon Business Seller accounts. The costs for the Pro account is 25£ (about \$31 US) per month in the UK and \$39.99 per month for the US. (Finance Committee)

Background: Per research completed by David McB., in order to expedite our ability to sell WSO literature first on Amazon UK and then on Amazon US, we must change our accounts to the appropriate types of business accounts.

Seconded: Bill

Decision: Motion passes unanimously

5. **Motion:** Request specific concurrence for the Treasurer to apply for a corporate credit card. (Mary Jo)

Background: There are certain transactions that require the use of a credit card rather than a debit card, including registering as a professional seller on Amazon. It is not a good idea to have a Board member use their personal account for thing such as this that may be ongoing.

*Mary Jo noted that she did use her personal credit card in this instant as applying for the corporate card is labor intensive due to required documentation.

*Ines inquired if the bank that was used during the Strategic Planning Session could facilitate the extension of the Credit Card. Mary Jo said she would check with Chase but Bank of America has been the bank used by the organization to date.

Seconded: Charlie

Decision: Motion passes unanimously

6. **Motion:** Request specific concurrence for Intergroup sales only to have the vendor shrink-wrap the Cross Talk and Good Enough Group booklets in multiples of 10 and Newcomer's booklets in multiples of 20 at an additional cost of 20 cents per package. This will increase the minimum/multiple for the Newcomer's booklet to 20 instead of 10. (Finance Committee)
Background: The Intergroup discount program is offered with a caveat that the quantities sold do not require the WSO staff to wrap or count anything individually, thus making the overhead savings an offset to the discount. Currently the booklets have to be counted by hand in batches of 10 and banded. This represents no savings that offsets the discount.

Seconded: Charlie

Decision: Motion passes unanimously

7. **Motion:** That the Board validate on the record its Specific Concurrence to approve a trip to California for Bill D. to meet with the Auditors, with the ABC/AWC Host Committee, and work with Mary Jo on the annual DC process audit. The cost is not to exceed \$2,000. (Bill D.)
Background: Audit: The Board has authorized an audit to be performed by Vasquez & Co. a Los Angeles independent auditing firm. It is appropriate for the Committee Chair to have an initial face-to-face meeting to ensure that there is full understanding of expectations, both on their part and that of WSO and our Accountant. This meeting is scheduled to be held at our office on February 3rd. Additionally, a member of the audit committee, Heather S., Mary Jo, our Treasurer, and Patricia Wilshire, our Accountant will be present. ABC/AWC Host Committee Meeting: Drive to San Diego to meet with the Host Committee to help finalize the AWC speakers, agenda and menu. Distribution Center: To work with Mary Jo, who will be in California at the same time doing the annual process audit for the organization?

Seconded: Mary Jo

Decision: Motion passes unanimously

8. **Motion:** That the Board validate on the record its Specific Concurrence to approve the 2017 ABC-AWC Host Committee recommendations for the AWC program, menu choices and speakers/presenters/panel members. (Bill)
Background: The San Diego Host Committee has recommended for the AWC a program, a slate of speakers, presenters, and panel members, and a menu for the 2 event meals. There is also a dinner Thursday night being planned at a local Mexican restaurant for those delegates and non-delegates that want to participate with a very light program. The rest of the meals Friday breakfast and dinner, Sat breakfast and lunch, Sunday breakfast everyone is on their own to eat in the hotel or offsite.

Seconded: Charlie

Decision: Motion passes unanimously

This concludes our Agenda. Thank you all very much.

Any guest comments or questions? (Q = Question / A = Answer / M = Mention)

*Larry asked Bill to segue into the guest comments as he did a really, good job last month.

Bill: Before taking guest comments, Bill reminded about meeting etiquette and being respectful of other listens as you present your comment. Ines further clarified this is a business meeting and is not appropriate for the sharing of experience, strength and hope or your struggles.

Summary of guest comments: Guest comments focused primarily on:

Q. Carole mentioned that next week at 11:00 Pacific time, there will be phone meeting for the Greater Western US Region, if you need more info you can email wuregion@gmail.com.

M. Bill thanked Carole for the great work their Region is doing.

Q. What is the email address for delegate information?

A. Delegate Training email: dtsc@acawso.org.

Q. Is the OPPM being copied and handed out at the ABC and is it possible to get it emailed in advance so it can be discussed with the group?

A. Mary Jo said it will be provided ahead of time.

Q. Is there a link on the conference website for people who want to share a room?

A. It is currently being worked on and information will be provided shortly.

M. Mardi suggested including what's happening at the ABC as far as the agenda, speakers, etc., it would be appreciated so it can go in the ComLine.

M. Susan commented it was a good idea and the convention program will be up but not sure about the ABC.

Q. What is the H & I Committee?

A. It's a committee called Hospitals and Institutions, and it does outreach to hospitals and institutions to see if they are interested in having meetings at their facilities and to introduce ACA.

Q. How can I reach Bill?

A. Email at mpschair@adulthoodchildren.org.

M. Vote for Toronto!

Q. When will the literature going to be posted for the Delegate Training?

A. The trifold was turned into a Q & A pdf that will be downloadable from the Delegate Education page of the website shortly. (Instruction was given on how to upload the pdfs to the site). Additionally, you can check the ComLine and email blasts for updates to the site.

Q. Will the Spanish BRB definitely be out by the convention? Also, need contact information for Kay.

A. The last section of the Spanish BRB has been received for review and a final should be ready for submission in the next week which will allow for printing by the convention. Susan offered her number at 619-459- 8364 for a call from Kay.

Q. Is there a reason why the recording from Tony A was removed from the website?

A. There was no copyright release from Tony A and didn't want risk using someone's intellectual property.

M. "The Solution" is a very important text and maybe in the future it can be in a more prominent place of the BRB. M. Charlie from the Lit. Comm. shares the sentiment and will bring it to the committee to review.

M. Ines mentioned "the Solution" is also in the workbook and the step workbook.

Q. How are groups allowed to use the Tony A. steps?

A. In the BRB it states that groups are allowed to use non-ACA literature as well each group is autonomous again allowing groups to use literature that is outside of ACA publication as long as the meeting overall is consistent with the principles of ACA.

Q. How do the delegates work in ACA?

A. A delegate is elected by the group to come to the ABC Conference and represent the groups' conscience.

Q. What is the plagiarism issue in Germany and what is the solution?

A. Someone had taken the Yellow Workbook and translated it into German and was circulating and distributing it in Germany with no attribution to ACA/WSO and under another fellowship. All references to ACA were replaced with that fellowship's name. ACA is now trying to work something out with the other fellowship.

Q. How far are we from Amazon UK?

A. The setup process is almost done so hopefully very soon.

Announcements: Larry - The next ACA WSO Board Teleconference is scheduled **March 11, 2017 at 2:00 p.m. EST.**

An invitation is extended to anyone listening, to join the 3H Club (Hurting, Healing & Helping) Community at WSO. If you would like to join a committee or need any other information, just email.

Is there a motion to adjourn the meeting? 2nd to the motion?

Bill - Motions to adjourn

Charlie - Seconded the motion

Are there any questions or comments about the motion to adjourn the meeting?

Motion carried unanimously.

Closed the Meeting with the Serenity Prayer



Adult Children of Alcoholics®/Dysfunctional
Families
World Service Organization, Inc.

Teleconference Meeting
March 11, 2017
2 PM EST

Larry opened the meeting with the Serenity Prayer and the reading of Tradition Three: The only requirement for membership in ACA is a desire to recover from the effects of growing up in an alcoholic or otherwise dysfunctional family.

Attendees: Larry A., Chair, and Literature Committee Chairperson; Mary Jo L., Treasurer, Finance Committee Chair; Majbrit M., European Committee Chair and Vice Chair; Ines Z, Secretary, Spanish Translations Committee Chair; Bill D. Chair of MPS Committee, Chair of the ABC Committee, Chair of the Audit Committee; Jeffrey F., member of the European and Finance Committees and Chair of the International Literature Subcommittee; Charlie H., Co- Chair of the Literature Committee and Chair of the Literature Review Subcommittee and member of the Finance Committee.
Quorum was established.

Guest Introductions: David (Coconut Grove, FL; Finance Committee, ABC); Carole (Chair of Greater Western US Region 2) x8; Denise (Anchorage Alaska, Delegate) x 1; Jody (Dallas, WSO Rep.) x1; Kadijah (SC) x4; Cathy (NJ) x4; Judith (So. FL) x many; Miles (Seeds of Change Group, Belleville, Ontario) x 3; Kay (Santa Cruz, CA, WSO Rep.) x9; Jim (Brooklyn, NY, ABC, Service Structure) x3; Heather (Huntington Beach, Region Rep, Delegate, Intergroup Rep. WSO Meeting Rep., Audit Committee) x 6; Melani (Tenn., Delegate, ABC Committee) x3; Mona (Chicago) since 2011; Erhard (Germany) x5; Colleen (Group 40, So. FL); Laura (WSO Rep for Intergroup 620, Delegate Training Subcommittee Chair); Mikkel (Denmark); Karen (TX); Pam (CA, Central Coast Intergroup); Matt (Fitchburg, WI) x19; Jim (Boca Raton, FL, member of Website & Database Comm.); Mardi, M. (ComLine Editor, Montana); Robin (Texas) x 3yrs; Alexia (Germany); Kelly (WI) x1.
MINUTES:

Motion brought forward by Secretary, Ines Z. to approve the minutes of the January 14, 2017 ACA WSO Teleconference Meeting.

Seconded: Mary Jo **Decision:** Motion passes unanimously

Motion brought forward by Secretary, Ines Z. to approve the minutes of the February 11, 2017 ACA WSO Teleconference Meeting.

Seconded: Bill **Decision:** Motion passes unanimously

COMMITTEE REPORTS:

TREASURER'S REPORT AND FINANCE COMMITTEE (Chair: Mary Jo): Due to the needs of the Auditors and having to get the Tax Return done, the monthly financials for February are not available at this time. They

will be posted as soon as possible. The previously approved, corporate credit card has been applied for. As always, if there any questions or comments please send me an email at treasurer@adulthoodchildren.org.

Finance Committee: Committee members: Jeffrey F. - Prague, David M. - Florida, Charlie H. - Virginia, and Mary Jo L., Treasurer – Illinois, Bill / Report read by Mary Jo): Mary Jo reported that since the last teleconference the committee has been working on or have completed the following Selling on Amazon US: Discussed quantities to ship and recommended prices to the Board. Books have already been sent to Amazon US to a warehouse west of Los Angeles with anticipation of sales availability by the end of this week.

- **Amazon UK:** Close to resolution to be able to sell the books that are already in their warehouse.
- Jeffrey crafted a rough draft of the **per diem policy for food expenses** when the Board is traveling in order to cut down on paperwork and processing time.
- **Suggested to the Board that a Contribution Button be added** to the free literature download page. This now includes all tri-folds in English at the bottom of the screen.
- The committee has helped the Board refine a **job description for the General Manager** position, which is posted on the website.
- **WSO and the Finance Committee need a Cost Accountant** and we are asking if there's a volunteer from the fellowship who may be willing to help us. Anyone interested can contact treasurer@adulthoodchildren.org.
- **Finished the draft of the 2017 Budget** and submitted to the Board for comment. The budget will be added to the delegate package for the ABC when it is finalized.

Mary Jo concluded the report by adding that any questions, comments or concerns can be addressed to treasurer@adulthoodchildren.org.

LITERATURE COMMITTEE – (Chair: Larry): Larry introduced the various subcommittee chairs to give their reports. Full committee reports are posted online in the Repository. Email litstaff@adulthoodchildren.org with questions or concerns.

- **Robin – Special Worker:** Robin reported that the Greek Meditation Book has been laid out and the quality check has been completed. Once the changes are completed it will be sent to the Greek translation committee for review and then sent to print. The Japanese BRB has arrived; the graphics have been given to the Japanese translators for a final proof reading process as there were some questions about some terminology. Robin reported that all the Spanish literature (books and trifolds) are being prepared for independent review to make sure the language is correct and no typographical or typesetting errors are made. The next project will be working on the other languages from the existing BRB and from machine translations to create all printed literature in Finnish and Danish. Robin closed out the report with the following statistics: Audio BRB sales for February were 66, total sold is 2,138; e-BRB sales for February were 201, total sold is 11,951 e-BRBs; Meditation e-book for February 68 (English) for a total of 420. The Castilian Spanish BRB is

undergoing conversion to become an e-book, and should be ready in about 6 to 8 weeks.

Ines asked if the machine translated trifold was going to be vetted. Robin responded that when the machine translated material is laid out, she uses the materials that have already been vetted and indicates what needs to then be reviewed in another color so that the only vetting needs to be done on the colored text. Bill then asked what languages the machine translated trifold was being laid out. Robin responded; International Spanish, Russian, Finnish and Danish and German.

- **International Literature – Jeffrey:** Jeffrey reported that the committee has been working on getting the Swedish New Comer Booklet into production with the hopes of it being available in April. It will be the first piece of foreign literature printed in Europe. The recalculation of the printing, as a result of the wire coil binding for the Finnish Yellow Workbook, has been finalized and the Intergroup will be making a decision tomorrow. Jeffery also reported that the layout of the Russian BRB has been started and he met with a member of the Moscow intergroup to iron out a few more details to facilitate the preparation of contracts. Once the Russian BRB is on the way, the committee will then be working on the Greek Meditation book. Jeffery closed the report by stating that the committee is still doing research for individuals that can do International Spanish translation verification to have as a benchmark for others who wish to do similar work for publications in the pipeline.
- **Spanish Translations – Ines: (See Robin-Special Worker Report above).** No report was given.
- **ComLine –Mardi:** Mardi reported that currently they are working to get the 2nd Quarter edition of the ComLine. It will be issued on April 1st, 2017. Articles for this quarter have been light, so a snapshot of the ABC/AWC agendas will be included, as well as, an appreciation of what is done by WSO including the conference. Mardi then reported that Robin has been working on getting the 1st Annual ComLine volume together for pricing and printing, with the hope that it might be completed by the conference in April. The committee is also working on a 4-page ComLine sample to be handed out at the ABC including getting costs. Mardi closed the report by reminding everyone that the next submission due date is May 31st (keep submissions to 250 words or less) along with a release form. The issue's theme is "Steps & Traditions 7,8 and 9". Submissions can be sent to litstaff@adultchildren.org.
- **Literature Evaluation – Charlie:** Charlie reported that the committee will have a new Chair by the next call in April, Tamara P., will be taking over. The committee has most recently read and is preparing a recommendation for the full committee on a Traditions Workbook. Additionally, work is being done on a trifold called "Stepping Up on Service". Charlie further reported the committee has been working through the backlog of manuscripts that have been submitted for review.

ACA WSO DC OVERSIGHT COMMITTEE-Mary Jo: Mary Jo reported that the Committee is working with Staff to reconcile issues with outside fulfillment as we continue to get acclimated to this supply chain resource. Additionally, Mary Jo reported that the distribution center was currently out of many tri-folds, but supplies will be replenished this week. In the meantime, all tri-folds are downloadable from the "Free Literature" tab on the website. Mary Jo closed the report by reminding everyone that all the reports prepared by the special worker are in the repository under **WSO Office Supports**. The current number of meetings is 1701 and there are 69 active intergroups.

ACA DCOC –Mary Jo: No Report Given

MEMBER AND PUBLIC SERVICE (Chair, Bill D.): Bill reported that committee has been very busy. He thanked everyone for helping to get the word out about ACA and suggested anyone interested in helping with the committee to email mpschair@adultchildren.org. Bill then reported the committee has been working on the monthly newsletter that will be specifically about the goings on of the fellowship (more activity based versus article based like the *ComLine*). Contact has been made with someone wanting the fellowship to participate in a mental health symposium in St. Petersburg, FL in May put on by the Florida Council for Community Mental Health. Bill then asked the subcommittee chairs to give their reports. Please email: mpschair@adultchildren.org or contact Bill on SLACK for any questions, concerns or comments.

- **Special Worker, Denise (Reported by Bill):** Bill reported the February statistics as follows: 741 emails; sent 279 emails; 135 voicemails received and 151 calls returned; international connections with Australia, Canada, London, Malesia, Netherlands, Norway, Qatar, Russia and the UK were made.
- **Delegate Training Subcommittee (Laura):** Laura opened the report by welcoming any new delegates listening in on the call. Laura reminded everyone that the full report will be posted in the repository. The committee will be presenting 2 phone workshops that are listed on the Delegate's Education page (March 19th and April 16th). You will need access to the Delegate's Education page, Robert's Rules of Order and the Parliamentary Procedures. On the April 16th call, the plan is to review the delegate binder for the 2017 conference. Laura also reported that there will be 2 in-person delegate training workshops in Orange County, San Clementi in March and April (info located on the Delegate's Education page). Laura closed by informing everyone that the Delegate Buddy program has been implemented. Any questions, comments or concerns can be sent to dtsc@acawso.org.
- **Intergroup Liaison-Bonnie (Reported by Bill):** Bonnie was not on the call so Bill reported that there were 68 active intergroups.
- **Hospitals & Institutions –Bill:** Bill began the report by mentioning that the H & I Subcommittee was still without a chair, and if anyone was interested in chairing the subcommittee, to please contact him. Bill further reported that 19 BRB were sent out under the H & I program for February as well as 150 trifolds and newcomer pamphlets to Region 2 H & I chair. 9 books being sent under BRB Initiative Program to Texas, Iowa, California, Arizona, New York and Hawaii. Please contact mpschair@adultchildren.org with any questions or concerns.

Ines asked about the process for acquiring literature through H & I. Bill responded that any request for information is generally sent to Denise or Gloria; a purchase order is prepared and gets sent to him for approval. Region 2 got a shipment of 3 soft cover BRB, 3 glued workbooks and 3 damaged soft covered meditation books and 75 newcomer pamphlets and 75 ACA Is trifolds. They targeted 3 specific institutions that they sent information to. Normally, the Intergroup provides the facility contact person which is then given to H & I along with the intended purpose, and then it gets sent.

- **Service Structure Ad Hoc Committee (Vice Chair: Marcia J. / Reported by Bill):** Bill read the report into the record as follows: The committee met 3 times since the last report; twice in February and

once in March. The minutes are posted under Service Structure Minutes in the repository once they are approved by the committee. Our committee approved an article for the ComLine to inform the fellowship of our current activities. We have discussed and analyzed our information from research done on the other 12-Step Fellowships. We are currently in the process of articulating our findings and recommendations, as well as, writing our report to the ABC. One new member has joined our committee: Laura L, who is also active with the Delegate Training Committee. Deb S. left the group because of a work situation which we hope will change so she can rejoin us. Melani also left the group because of commitments to other WSO committees. Our current committee members are: Marcia J., IA –Chair; Bonnie M-K., TX; Bill D., FL – Board Liaison; Charlie H., Wash. DC; Laura L.—CA; Jim R., NY; Nancy U., FL; David McB., FL. If you would like to participate in this important work for the future of ACA WSO please feel free to contact Bill D., at mpschair@adultchildren.org or Marcia J. at jensenyetta@gmail.com. On behalf of the committee, we are grateful to be of service to the fellowship that has given so much to us and many others. Marcia J., Service Structure Committee.

WEBSITE AND DATABASE COMMITTEE- Jim: Jim reported that the full report is posted to the repository and questions, comments, concerns can be addressed to webservant@adultchildren.org. Jim then reported that the website committee will have its next quarterly meeting on May 20, 2017 @ 2pm 2017 (same time and call-in information as today's meeting). Jim reported the following: Malware was found on the repository and removed; Information for the upcoming ABC and AWC were placed more prominently on the home page; updates were made to the free literature page; the committee has been working with the MPS Outreach subcommittee in building a mailing list. Jim reported the monthly statistics for the month: Visitors to the site – 49,142 user sessions with just over 34,767 unique users; over 96,999 page views. The most frequent pages accessed were Laundry List (27%), Find a meeting (7%), find a meeting Search results (5%), Literature (4%), and The Problem (2%). Traffic: over 81% of users are from the US, followed by the United Kingdom (5%), Canada (4%), Australia (2%), and Russia (1%) and India. Jim closed out the report by advising that the committee is working on the annual report to be presented at the ABC.

EUROPEAN COMMITTEE – Majbrit: Majbrit noted that the report is on the repository. Majbrit reported that there was contact with Norway and they were sent 4 Danish BRB. She has been invited to the 1st Norwegian Fellowship ACA Convention on June 17th (more details will be posted as received). Contact was also made with the Finnish Service Committee regarding traditions and the service structure. Ireland is setting up its National ACA Day for April 1st (information is on the website). Majbrit also spoke with the UK regarding the ABC in San Diego, as they were interested in providing service. They were referred to the Host Committee. The Swiss representative also indicated an interest in doing service on a national level referring to the handbook and how to establish a national service board. Netherland has a new Chair for its intergroup and translation team. Majbrit reported that contact has been made with Greece, Spain and Germany during the month of February mostly via Skype or conference calls. As the Service Structure grows in the UK, there is a need for a secretary with good English skills (contact eu@acawso.com).

Jeffrey mentioned that he was in Latvia at the 2nd ACA Latvia Conference on February 11th. He spoke on H&I efforts that have begun in the Czech Republic. Any questions regarding the European Committee or their work can be sent to eu@acawso.com. Additionally, the European Committee has set up a working group for the 4th Annual European meeting and the first conference call was a week ago. An announcement will be made next month regarding a date and venue. Information regarding the committee activities and conference call information can be found on www.acawsoec.com.

OPPM REVIEW COMMITTEE – Mary Jo/Ines: Mary Jo reported that a good portion of the OPPM has been collated with the new revisions which will be presented to the Board by sections. The start of the OPPM through section 10 have already been presented for final comment before being sent to the ABC Committee to be included in the delegate package.

The sections that have been sent to the Board to date can be found on the SLACK channel OPPM Review.

ABC/AWC Committee: (Bill/Jim R.)

- **2017 ABC/AWC (reported by Susan):** Susan reported that there are currently 32 delegates registered not including the Alaskan delegates. Susan asked that everyone continue to encourage groups and intergroups to have a delegate so there will be wide representation. There are at least 100 registered convention goers and with the volunteers that are registered separately, the number will soon top the 150 mark. Susan added that there will be 3 speakers, 12 workshops and panels, creative events such as spoken word in music, yoga, as well as, interactive activities that people can do on their own time between meetings. There are four Continents represented by registrants from Australia, North America, South America and Europe. Marathon meetings featuring the 14 Laundry List traits will also be held (meeting leaders and timers are needed (schristie13@cogs.net). Please register before volunteering for this opportunity). The committee is working diligently to get the program up on the web as soon as possible. All are encouraged to participate at the dinner at Old Town on Thursday night of the ABC, there will be live music by Marti M. (in the works) as well as the Saturday night Banquet where Larry A., will be speaking and Sunday Lunch with a new speaker. Susan closed the report by reminding everyone that the committee is still doing outreach so if you group or intergroup needs printed flyers email schristie13@cogs.net. The ABC is April 20th – 23rd, 2017 in San Diego CA.

Bill reported that there will be a live radio show that Laura and another ACA member will participate in on April 10th broadcast from Saddleback College in Mission Viejo, CA which will be great advertisement.

Larry stated that Charlie will be spearheading an effort to do a volunteer fair at the ABC/ AWC. Charlie added that he has been communicating with each Board member with the hope of having different chairs speak about the individual committees and the type of volunteer involvement needed. He is also working with Susan to possibly have a table for information, greeting, etc., at the ABC/AWC.

- **2018 ABC/AWC (Jim):** Jim report that Annual Business Conference Committee has been working on the following: Recommendation of Toronto for the 2018 ABC/AWC host to the Board; created a format for committee chairs to help the committee annual reporting flow which has been submitted to the board for review; updating the application for the 2019 host application; and working on the agenda for the 2017 ABC.

Bill thanked the committee for all the work and effort put into vetting the contenders and for their recommendation of Toronto. Bill added that a proposal is being prepared for submission to the board to shorten the time between conferences held outside of the US. Conferences outside of the US currently take place every 5 years.

- **Ballot Proposal Committee** (reported by Bill): Bill reported that after being extended for a week,

the balloting has closed out with 203 groups responses (73 more than 2015). All but 4 ballot items received enough votes to be put on the agenda for the ABC (not included on the agenda: #2 Adopting Tony A steps as the conference approved steps (64%), #6 Public Directory Page listing of Trustee Contact Info (55%), #7 Electronic Voting at ABC (62%), #14

Fifty Percent Plus One Majority to put ballots items on the ABC Agenda (61%). Bill closed out the report by notifying the Board that he will forward the ballot results. If anyone is interested in the position, contact ballotprep@adultchildren.org.

AUDIT COMMITTEE – Bill: Bill reported that the committee is moving into the field work phase of the audit. A teleconference meeting was held with the auditors on February 28th and the planning was laid out for the remainder of the audit process which included enormous amount of information, documentation, financial information, inventory information, policy and procedures information, etc. Everything was uploaded to their online vault by March 6th for the auditors to review. They will start coming to the office on March 13th to view various pieces of information for routine checks and balances tests. An inventory will also be done of all items in the warehouse. All things are currently on track to be completed by the ABC with an initial draft report by the end of March and an exit meeting with the Board and Management around the first week of April. The final draft for approval should be ready by April 12th. Bill closed the report by thanking the Board for all their assistance in getting everything needed to go forward. Bill explained that the Audit committee was responsible for getting a request for an auditor, vetting prospective companies, and the auditing plan to present viable options to the Board. After a selection is made, the committee facilitates in implementing the auditors plan to conduct the audit. The current audit is not a required audit but a preliminary audit so that it is insured that the systems currently in place are adequate to move the fellowship forward and to be prepared for when a mandatory audit is required. The auditors review and analyze the data and make recommended policy and handling changes. If anyone has any questions, you can email auditchair@adultchildren.org.

EXECUTIVE COMMITTEE – Majbrit (read by Larry):

1. Executive approval to purchase 12 bar codes for our literature at the deepest discount price of \$21 each for a total of \$252.
2. Executive approval to purchase chips and medallions for a total cost of approximately \$800, not including shipping. As part of this order I'm including a new medallion for 38 years.

OLD BUSINESS:

SPECIFIC CONCURRENCES: These motions are being read into the record as they were voted on during a working session or strategic planning meeting of the Board.

1. **Motion:** That the Board adopt an 11-point outline plan put forward by Jeffrey F., at a Board working session on February 25th to reactivate the WSO recruitment effort to hire a GM.
Background: In order that the WSO positions itself to hire a GM as soon as possible a revised job description needs to be sent out to the fellowship and posted on the website so that the Board can be able to interview final potential candidates around the time of the AWC in late April.
2. **Motion:** That the Board authorize the Board Chair to execute the attached 2nd Addendum to the 2017 ABC-AWC contract with the Handlery Hotel.

Background: The increase of the ABC - AWC function space and meal counts from the December 6th estimate was due to increased registrations and meal purchases. The hotel has required WSO to increase its Food & Beverage minimum spend requirement in the existing contract in order to obtain the need space and meal increases.

3. **Motion:** That the Board approve relocating our headquarters and signing a new lease for 3 years for a larger space in the same office park as the current WSO office is located in Signal Hill, CA.

Background: The board has extensively evaluated the existing office and has determined it no longer suits the needs of our expanding World Service Organization. There is simply not enough office space in the current location (250 sq. ft. versus 1,040 sq. ft. in the new space). A space in our office park has become available that offers WSO the opportunity to transfer the lease and acquire enough office space to allow the new GM and volunteers to work effectively in expanding our World Services by providing this additional office space. It will also allow us to eliminate renting an outside storage space to house our irreplaceable archived materials and provide a safe environment for them. Finally, it will increase the warehouse space enough to allow us to place larger literature orders that will lower our per unit book cost and allow us to store the extra books without incurring unnecessary storage fees from our distribution outlets thus making our inventory control processes more manageable.

***Larry:** This has been debated for a while. Some of the reservations were concerning the need for office space when there are only 1.5 employees, the demands on the space had become less due to 3rd party fulfillment. Also with a work reduction in the warehouse it was identified that there was more space in the warehouse that could have been used to stack books. The board then voted at a working session where there was a quorum and the vote moved forward.

*** Ines:** Abstained from the vote. She also noted, when there is a committee putting a motion forward and the committee is top heavy with Board members, it seems like an unfair process and a moot point to vote because it's already gotten the unanimous vote.

Bill: This was not a motion that was put forward by the Finance Committee, it was put forward by Bill and Mary Jo. It wasn't done on quite the Finance Committee level.

Charlie: Doesn't recall this being discussed at the Finance Committee. Only first became aware when it was sent out as a SLACK message. He agrees with Ines in that it seems to be a process issue and did not vote until he knew there were 3 other votes on the table so that there would be a legitimate 4 vote majority. He has been doing some active reconsideration in terms of how to prevent situation where anyone committee can in effect seem as loading the deck.

***Bill:** There is a provision in the OPPM/Bylaws that if Board members are on a committee than no more than two of the votes can be put forward at a board meeting by that committee.

***Larry:** Reiterated that this had been kicked around and had been proposed in the past by the Finance Committee and the votes that were garnered were the people who had been on the committee. Also, there is a DC Oversight Committee that oversees the Distribution Center and the members of that committee were not consulted or conferred with, and if it had come to the committee, it would probably would have been voted against bringing forward. He was unable to find provision that Bill mentioned in the OPPM online. It does bring up how people closest to the action are important to include in that kind of conversation so a consensus of the direction going

can be achieved. Aside from process, the need for office/warehouse space is not very clear particularly because of all the changes taken place. The motion also fails to say, anything about the costing audit in making this decision.

***Bill:** The rent will increase by \$1200 according to the analysis when you subtract the storage unit where the archives are and you add that savings on to the current rent. It will be \$1200 which is less than half.

***Mary Jo:** \$1500 is what is currently paid. And the new space is \$2900 (exclusive of the storage unit savings).

Larry: It was determined that there would now be enough storage space in the warehouse for the bins to come back in plus an additional 10 pallet spaces available. The point about process is important, the point of involving those with further experience and time working with the particular area is important and the Board should take that seriously as they moving forward especially regarding decisions that may impact the financial and managerial aspect of the organization.

***Majbrit:** Stating for the record that she abstained from the voting and the working session as well.

Bill/Mary Jo: Indicated that Majbrit did participate with a for vote.

4. **Motion:** That the Board approve a calendar year time period for all reports presented at the ABC's in the future.

Background: Due to the need to collect, format, and send the Board and Committee reports out prior to the ABC, the ABC Committee recommended having all reports, especially financial reports, coincide with the January 1 to December 31 calendar year.

NEW BUSINESS:

MOTIONS FOR MARCH 2017 TC

1. **Motion:** Request specific concurrence to ship 14 boxes of hard cover BRBs (280), 11 boxes of YWKBs (242), 1 box of Spanish YWBs (21), 6 boxes of LLWBs (90) and 6 boxes of soft cover Meditation Books (312) to Amazon US. (Finance Committee)

Background: The Amazon US account is set up and we need to send an assortment of our primary literature as soon as possible.

Seconded: Bill

Decision: Motion passes unanimously

***Larry:** Amazon US is being set up as a way of opening up the Amazon UK, so we are glad to offer this to the American people but the ultimate goal is to be able to reach Adult Children in Europe.

* Board wanted to thank David MCB for all the work done to bring this to fruition.

2. **Motion:** Request specific concurrence to price WSO books to be sold on Amazon US at the following: Fellowship Text \$18, LLWB and H/C Med Book \$14.50, YWBK and S/C Med Book \$12. (Finance Committee)

Background: These prices are a 20% mark-up over WSO retail prices intended to help defray the additional fees that we will be charged by Amazon.

Seconded: Bill Decision: Motion passes unanimously

***Charlie:** Is there a quick way to describe how the pricings are set?

***Larry:** To keep things moving in between teleconference meetings does extensive work in committees or as a body and in order to make sure that momentum is maintained and things are getting done, the Board uses specific concurrence tool which means the Board will vote to a specific concurrence to take a specific action with specific erection. Typically, when it is brought back to the conference, we validate on the record the specific concurrence taken by the Board already. So, the motions as written requesting specific concurrence are equivalent to us making a motion here and seconded it and passing it.

3. **Motion:** That the Board validate on the record its Specific Concurrence that the board and committee reports for the ABC delegate binders be sent to the ABC Committee by March 15th of each year.

Background: The 2016 Delegates made it known they would like to receive the delegate packet prior to arriving at the ABC in order to review the large amount of information in the packet. In order for the ABC Committee to have time to get this task accomplished the board agreed to a March 15th date. This will also allow the ABC Committee prepare and publish the delegate binder hard copies in a timely manner.

Seconded: Charlie

Decision: Motion passes unanimously

***Larry:** Suggested that there is difficulty meeting hard deadlines like this. Is there any flexibility in this?

***Bill:** It is basically a target date so information can get to the delegates at least 3 weeks before the ABC.

This concludes our Agenda. Thank you all very much.

Any guest comments or questions? (Q = Question / A = Answer / M = Mention)

REMINDER: Please remember about meeting etiquette and being respectful of other listeners as you present your comment. This is a business meeting and is not appropriate for the sharing of experience, strength and hope or your struggles.

Summary of guest comments: Guest comments focused primarily on:

M. Regarding the Long Beach Office, maybe a plan regarding shipping, management, etc., after the audit committee gives its suggestions, then make a decision.

M. It is really important to get the Amazon up and running as people are finding the books on line at exorbitant prices.

Q. Malware is still popping up when trying to get information regarding the ABC. Also, what is the arrival time and participation schedule?

A. Try clearing your Cache to rid of the malware as all reports indicate it has been cleared. As to arrival, the ABC starts at 8:00am Thursday starting with a delegate session. Committee reports will be done around 10 – 12 and the ABC will officially launch around noon.

Q. Can the trifolds available for download be printed from a site other than home?

A. You can download and make your own copies or purchase bundles from ACA.

M. The convention will kick off with a marathon meeting at 5:00pm Friday with a slight overlap. 8:00am on Saturday and 8:00am on Sunday and will end approximately at 5:00 pm in the afternoon.

M. The literature page is very visible on the home page but there is a link missing from the shop page. If you look at the print material, you don't see that you can download the pdf from some other place.

M. Have tried clearing the cache and is still receiving malware messages on the ABC Committee, the Member & Public Services Committee pull downs in the repository are still showing malware.

Announcements: Larry –

1. Literature Committee is having its Quarterly Meeting April 15, 2017 at 10:30 eastern and Guest Speaker @ 11:30 (Login information will be in the repository).

2. The next ACA WSO Board Teleconference is scheduled **April 8, 2017 at 2:00 p.m. EST.**

Is there a motion to adjourn the meeting? 2nd to the motion?

Bill - Motions to adjourn Charlie - Seconded the motion

Are there any questions or comments about the motion to adjourn the meeting?

Motion carried unanimously.

Closed the Meeting with the Serenity Prayer



Teleconference Meeting
April 8, 2017
2 PM EST

Larry opened the meeting with the Serenity Prayer

Tradition Four: Each group is autonomous except in matters affecting other groups or ACA as a whole. We cooperate with all other Twelve-Step programs.

Attendees: Larry A., Chair of the Board and Chair of Database and Website Committee; Mary Jo L., Treasurer, Finance Committee Chair; Majbrit M., European Committee Chair and Vice Chair (joined call late); Ines Z, Secretary, Spanish Translations Committee Chair; Bill D. Chair of MPS Committee, Chair of the ABC Committee, Chair of the Audit Committee; Jeffrey F., member of the European and Finance Committees and Chair of the International Literature Subcommittee; Charlie H., Chair of the Literature Committee and Chair of the Literature Review Subcommittee and member of the Finance Committee.

Quorum was established.

Guest Introductions: David (Coconut Grove, FL- Vice-Chair of Finance Committee); Marsha (IW, Chair of Ad hoc Service Structure Committee) x4; Laura (Orange County, CA - WSO Rep for Intergroup 620, Delegate Training Subcommittee Chair) x 80; Denise (Anchorage Alaska, Delegate) x 2; Carole (Chair of Greater Western US Region 2, Member Literature Review Sub-comm.) x 9; Kalora (Orange County, CA); Jody (Dallas, WSO Rep.) x2; Bonnie (TX – Intergroup Subcomm. Chair) x many years; Susan (San Diego, CA – Host Committee Chair); Mardi M. (ComLine Editor, Montana); Mona (Chicago) since 2011; Mikkel (Denmark); Matt (Fitchburg, WI) x20; Miles (Toronto Canada Intergroup) x 5; Jim (Boca Raton, FL, member of Website & Database Comm.).

MINUTES:

Motion by Secretary, Ines Z., to approve the minutes of the March 11, 2017 Teleconference Meeting.

Seconded: Bill **Motion passed unanimously**

COMMITTEE REPORTS

TREASURER'S REPORT AND FINANCE COMMITTEE (Chair: Mary Jo): Work is still being done on the year end financials and auditor's requests. The financials were received just before this meeting and have been posted to the repository for review. There may be some further adjustments required. General recap: \$11,200 income for the month with an YTD amount of \$42,386. The 7th Tradition Contributions have also been posted. February 2017 financials have also been posted as they were not ready at the time of the last teleconference meeting. If there any questions or comments please send an email to treasurer@adultchildren.org.

- **Finance Committee:** Mary Jo reported that the focus was primarily selling through Amazon and the financial statements. For year-end 2016, our Accountant was instructed to change accounting methods by the Auditors, from a cash basis to an accrual basis. We will continue to discuss the merits of each to determine which method will be used on an ongoing basis. Any questions, comments or concerns can be address to treasurer@adultchildren.org.

In response to a request for clarification in what the auditors want, Mary Jo said further evaluation is being done to determine if we should continue to use the accrual method because it costs more to execute but may be necessary as the organization grows.

LITERATURE COMMITTEE – (Chair: Charlie): Larry introduced Charlie as the new chair. Charlie noted that the committee and various subcommittee reports are posted on the repository and then gave the committee recap.

The International Spanish Language Translation project has finally been published and the committee is now reviewing the first copies.

Quarterly Literature Committee Teleconference on April 15th at 10 AM EDT

Committee highlights during Larry's tenure as chairman

Transition of chairmanship from Larry to Charlie.

11:30 AM-- Dr. Serene Jones will be offering some perspectives to expand thinking as issues of spirituality and communicating that in the literature.

The meeting will use the normal teleconference line of 712-775-7085, access code 690690.

Amazon UK - shipment of inventory sent to Great Britain last year. With help from David McB., distribution of literature through Amazon UK will hopefully be starting soon.

Email litstaff@adultchildren.org with questions or concerns.

Charlie expressed his excitement and gratitude in being able to chair the Literature Committee. He thanked Larry for the amazing legacy that he left after working 6 years as the committee chair, for all the work he has done in developing literature, and for expanding availability of literature around the world.

- **Robin – Special Worker:**

March Sales: *Strengthening My Recovery* e-book sales 88 / total 508; *Audio-BRB* sales 90, 2,236 total; *e-BRB sales* 211, total sold is 12,162 e-BRBs.

More than 800 emails were traded both domestically and abroad. Emails continue to cover the scope of literature offerings, suggestions for future publications, translations, printing / reprinting of new and existing products, digital offerings, and the international distribution project.

International Literature – Jeffrey:

The first ever literature printed outside of the United States (Swedish Newcomer Booklet) is going to production to be printed and delivered in Sweden around the 11th of April.

The Russian BRB is currently being laid out in Russia by a Russian designer with hopes that it will go to print sometime in May.

The paperwork for the Finnish Yellow Workbook is being finalized and will go into production in Europe sometime in early May.

After the ABC/AWC, work will begin on the Greek BRB.

Robin is still on schedule with the Castilian Spanish e-book. The printed version is anticipated completion in September 2017.

- **Spanish Translations** – Ines: Ines expressed her joy at receiving her copy of the International Spanish BRB. It was an experience that came full circle to be able to contribute on that level.

- **ComLine – Mardi:** The 2nd Quarter ComLine was released April 1st. The 2017 Annual Business Conference (ABC) schedule was included. Information about the ACA World Convention (AWC) was on the front page in hope of inspiring last minute registrations. There are now 7 proof readers. More proof readers are always welcome. If interested email: litstaff@adultchildren.org
A ComLine for 2017 ABC delegates has been designed by Patty, in addition to her work assisting with the typesetting. Robin also created the first annual *ABC ComLine* for 2016. These Delegate Editions are awaiting approval.
The next issue of the ComLine is focused on Steps and Traditions 7, 8 and 9.
The committee is always looking for artwork, articles, and poetry. if interested, send submissions of 250 words or less and a release form to litstaff@adultchildren.org; submissions for the next issue are due by June 1, 2017.
- **Literature Evaluation** – Charlie: Tamara P is the new subcommittee Chair and will begin her duties next month. The subcommittee has been mostly focused on the “*Stepping Up on Service*” trifold brochure and a book on the traditions.

DC OVERSIGHT COMMITTEE AND DISTRIBUTION OFFICE-Ines/Mary Jo: The monthly reports prepared by Gloria are posted in the repository

There has been an increase of 12 meetings since March with a total of 1713 active meetings along with 2 additional intergroups with a total of 71 intergroups.

The Distribution Center has a new hire which will be further discussed in the motion section.

The Committee is working to institute different processes because of audit suggestions.

- **ACA Distribution Office** –Mary Jo: No Report Given

MEMBER AND PUBLIC SERVICE (Chair, Bill D.): The committee has been very busy. Bill thanked everyone for helping to get the word out about ACA. Anyone interested in helping with MPS can email mepschair@adultchildren.org.

There will be a 30-minute radio show interview with 2 anonymous ACA members airing from Southern California on April 10. The interview can be heard online starting at 7 pm PST on station Ksbr.org Look under the “Program Schedule” for the *Collage Program*. The discussion will be about ACA, recovery, and the upcoming convention.

Special Worker, Denise (Reported by Bill): February statistics: 1,023 emails; sent 316 emails; 132 voicemails received and 116 calls returned; international connections with Australia, Canada, France, Kenya, Spain, Sweden and the UK were made.

- **Delegate Training Subcommittee** (Laura): March meeting.
 - A year-end wrap up was done with discussion about the delegate orientation being held at the beginning of the ABC.
 - A delegate education workshop by phone on Robert's Rules of Order was held on March 9th.
 - A delegate question and answer session on the *Operating Policies and Procedures Manual (OPPM)* was held on March 21st.
 - The subcommittee finalized the report on the 2016-17 Delegate Survey responses

received. It is set to be uploaded to the website.

- The committee will hold one more teleconference workshop on reviewing the 2017 Delegate binders for this year's ABC from 11am to Noon in 2 weeks.
- PDF Delegate Binders will be emailed to the Delegates this weekend. Any questions, comments or concerns can be sent to dtsc@acawso.org.
- **Intergroup Liaison**-Bonnie: Thus far it has been a quiet spring. Email traffic has been pretty light, mostly internal messages regarding the upcoming ABC. There are some questions still about the literature discount registration and a few regarding prospective intergroups. Currently there are 71 registered intergroups, 2 of which were added this month - Ukraine and Sacramento, CA.
- **Hospitals & Institutions** –Bill: The H & I Subcommittee sent 3 shipments under the Board BRB Initiative (BBI) Program to Texas, Iowa and Massachusetts. Additionally, 8 books were sent out under the H & I Program to prisons and institutions in Florida, Minnesota and California. There was contact with positive feedback from the Rochester, New York Director of Drug and Alcohol Program at the Monroe County Correctional Facility, concerning an H & I packet that was sent. The facility would like to initiate men's and woman's meetings. An ACA group close to the facility has made contact in order to get these meetings started.

AD HOC SERVICE STRUCTURE COMMITTEE HOC COMMITTEE (Chair: Marcia J.):

The Committee met three times in March and once in April. The minutes are posted in the Repository after they are approved by the committee. The committee analyzed its research and put together a report for the Board and the ABC which was turned in on March 15. Made recommendations based on our study of nine attributes. Researched and recommended interim guidelines for recognizing newly formed ACA regional bodies. Initial planning for the presentation to the ABC.

If you would like to participate in this important work for the future of ACA WSO please contact Marcia J. at Marcia.jensen.wso@gmail.com

WEBSITE AND DATABASE COMMITTEE- Jim B: The committee meets quarterly. The next meeting will be May 20th at 2pm. Follow-up activity for the month:

- A malware problem has been resolved, the site was cleaned up and the malware identified and removed. Google Webmaster Tools were run to ensure malware was no longer on the repository and that google would not flag the site as containing malware.
- A request to consider placement of a button on the website was made by MPS that would allow visitors to leave contact information if desired (email) enabling the organization to create a mailing list for outreach.
- A request to create different printable output formats for meeting lists (e.g. zip code, days of the week, etc.) was received from the fellowship.
- Monthly statistics:
 - Visitors to the site – 57,036
 - Unique user sessions –40,369 unique users;
 - Over 115,044 page views with the greatest frequency as follows: *Laundry List, Find a meeting, Find a meeting Search results, Literature and The Problem.*
 - Traffic:

USA --84%

Australia—1.7%

Canada –4% Ireland – 0.5%
UK-- 3.6%

- The committee is working on the annual report to be presented at the ABC.

The full report is posted to the repository and questions, comments, concerns can be addressed to webservant@adultchildren.org.

EUROPEAN COMMITTEE – Majbrit (Given by Jeffrey): 4th Annual European Conference will be held in Spain which will help recognize publication of the Castilian Spanish BRB. A tentative date is around the 16th of September. More details will be provided as they are available.
Amazon UK should go live at any time now.

Any questions regarding the European Committee or their work can be sent to EU@acawso.com.

OPPM REVIEW COMMITTEE – Mary Jo/Ines: Mary Jo reported that the committee is working on getting something sent for the delegate package.

ABC/AWC COMMITTEE: (Bill/Jim R.) The ABC/AWC is April 20th – 23rd, 2017 in San Diego CA.

- **2017 ABC/AWC** (Bill/Susan):
 - PDF Delegate Binders are being sent this weekend.
 - The ballot proposals were sent out and the responses were tallied. 12 proposals out of 16 received enough votes to be put on the ABC agenda.
 - Continue to encourage groups and intergroups to have a delegate at the ABC to assure wide representation. Currently there are close to 70 delegates registered. Anyone still needing information can go to the website.
 - It is very important to have attendees register so that space logistics can be mapped out and meals provided. If we can meet the quotas set by the hotel, then we can get all our rooms and facilities at no charge.
 - The meal cutoff date is April 17th so the online registration for meals will be shut down on April 16th.
 - The weather forecast for that weekend is supposed to be nice and not too hot, a jacket or sweater might be appropriate for the evening.
 - Events:
 - A DJ has been booked.
 - Dinner at Old Town on Thursday night of the ABC. There will be live music by Marty M.
 - Larry will be speaking at the Saturday night Banquet.
 - Sunday Lunch will feature a new speaker.
 - There will be a table staffed by the Board on Saturday. It will allow them to introduce themselves and provide information on Board activities and service possibilities.
 - The room block at the Handlery Hotel has been exhausted, but rooms are still available at the Crown Plaza by going onto the website and use the 866-number listed.
 - Printed flyers are still available. If you would like some, email schristie13@cogs.net.
 - Statistics:
 - \$15,371 in revenue from website registrations as of midnight last night

- As of a week ago there were \$2,978 in mailed in registrations for a total of \$18,341 to date. This is \$1,651 off from the budgeted forecast of revenues which was \$20,000.
 - Registrations have been received from 72 delegates. There are 225 people confirmed, registered and paid to date for the AWC.
 - The Saturday speaker banquet currently has over 115 confirmed and paid reservations.
 - The Sunday luncheon currently has over 100 confirmed and paid.
 - The excursion to Old Town on Thursday night currently has 72 paid and confirmed.
- **2018 ABC/AWC (Jim):** The first step is to review and revise the application form and have it ready by mid to late May. Once the 2017 ABC is over, a greater focus can be put on the 2018 planning.
The process:
 1. After receiving inquiries via the application, the committee assesses each application.
 2. A recommendation is made based on the applications.
 3. The Board has approved Toronto for the 2018 ABC/AWC. Their representatives will be at the 2017 conference.

Bill and other Board members thanked Jim, Susan and the host committee members for all the work that is being done to make this a success.

- **Ballot Proposal Committee** (reported by Bill): No report was given. If anyone is interested in the position, contact ballotprep@adultchildren.org.

AUDIT COMMITTEE – Bill: The audit is drawing to a conclusion. It is running a little behind due to difficulties with some of the internal documentation that needs to be supplied. The final report will be delivered after April, but a draft report should be available to present at the ABC. An inventory count was concluded yesterday at the 3rd party fulfilment center in Illinois. This information will be used to obtain the year end 2016 ending inventory levels. If anyone has any questions, you can email auditchair@adultchildren.org.

Mary Jo thanked and acknowledged Patricia, the WSO accountant, as she has given far more than we anticipated needing in helping this process to flow.

EXECUTIVE COMMITTEE – Majbrit (read by Larry):

1. Executive approval to pay for the Trustee buttons that Majbrit has designed out of the Executive Committee budget. The cost is \$26.04.
2. Executive approval for the routine purchase of 7,000 hard cover BRBs and 2,500 hard cover Meditation Books.

OLD BUSINESS: NONE

READ INTO THE RECORD: These motions are being read into the record as they were voted on during a working session or strategic planning meeting of the Board.

1. **Motion:** That the Board pay the expenses of having Jim B., from Florida, attend the ABC to facilitate IT issues for the Delegate's Training program, Board Volunteers' Fair, demonstrate the Website, and hopefully stream the ABC.
Background: Having Jim at the ABC would be an asset for the various IT issues that will be

presented during the ABC. Jim has been serving on the Database and Website Committee for about a year, can help with IT demonstrations and share his own experiences in being a volunteer on a Board committee.

2. **Motion:** That the Board approve reimbursing travel and lodging expenses to the upcoming ABC-AWC for Board Committee Chairs and Vice Chairs. These include: Marcia J., Service Structure Committee Chair; Jim R., ABC Committee Vice Chair, and David McB., Finance Committee Vice Chair.

Background: Due to the extraordinary amount of work accomplished this year by volunteer Chairs and Vice Chairs of Board Committees, the Board voted to reimburse the travel and lodging for these trusted servants. They are responsible for their meals and other expenses. While the board recognizes that service work is a key component of our program of recovery, we also realize some tasks require much more time and effort. These trusted servants have worked very hard to help WSO meet its obligations to the fellowship without having to hire extra staff or consultants.

3. **Motion:** That the Board validate on the record its Specific Concurrence to approve contracting a printer in Latvia to print literature in Europe, and to print the Swedish Newcomer booklet.

Background: The European Committee has been working for more than a year to set up channels and partners for printing and distributing ACA literature in Europe and this is the first to go into production.

4. **Motion:** That the Board validate on the record its Specific Concurrence to approve the bid by Toronto, Canada to host the 2018 ABC/AWC in that city, and to approve that the 2019 ABC will be held in Europe.

Background: The first part of this motion acknowledges the ABC Committee's recommendation for Toronto as the winning bid for 2018, while the second part recognizes the importance of holding the ABC again in Europe.

MOTIONS FOR 2017 TELECONFERENCE

New Business:

1. **Motion:** That the Board validate on the record its Specific Concurrence that the board approved the host committee banner for the ABC AWC. (Bill D.)

Background: The host committee has designed a banner to be hung in the ABC room and then to be moved over Friday at noon to the AWC main speaker room. They need to send in the order to have it printed.

Seconded: Charlie

Decision: Motion passes unanimously

2. **Motion:** Request board approval to purchase supplies from Bulk Office Supply totaling \$686.12 for the 2017 ABC delegates' binders and registration supplies. Image of order attached. (Bill D.)

Background: These are the same supplies we ordered last year except the quantities are increased based on this year's registration statistics.

Seconded: MaryJo

Decision: Motion passes unanimously

3. **Motion:** That the board approve the purchase of the trifold listed below in quantities of 300 for English and 150 for Spanish to be taken to the AWC and given away at our information table. ACA

IS ...; ACA SPONSORSHIP: FELLOW TRAVELER; 25 QUESTIONS: AM I AN ADULT CHILD? (Bill D.)

Background: These are trifoldts that WSO will make available at no cost for handout at our information table at the AWC.

Seconded: Charlie

Decision: Motion passes unanimously

4. **Motion:** That the board approve the attached renegotiated Audio Visual (AV) contract for the hotel's Audio Visual vendor to provide microphones, mixers, boom stands, audio cabling, projectors and screens, including installation and removal to meet the needs of the ABC and AWC. (Bill D.)

Background: The hotel contract precluded us from getting competitive quotes for outside AV vendors to install the equipment. Their preferred vendor gave us a quote for \$4,453 for the 4 days of AV needs. I contacted a local San Diego AV rental company and obtained a proposal for just the equipment rental which was considerably less than the hotel vendor's quote. I went back to the hotel vendor and renegotiated with them a couple of times until they lowered their price by 35% to \$3,259. This appears to be the best price we can negotiate. Even though it is higher than renting the equipment ourselves, it prevents us from being responsible for setting it all up and scrambling to fix it. If anything goes wrong, they will respond quickly and take care of it. Plus, there is no liability to us if any of the equipment came up missing. The rental vendor would hold us liable and put the value of his equipment at \$11,000 if we went with the cheaper alternative.

Seconded: Mary Jo

Decision: Motion passes unanimously

5. **Motion:** That the Board validate on the record their Specific Concurrence to add the following language to the OPPM: The Regional Representative (RR) and Intergroup Representative (IR) may be considered for membership on the Board of Trustees. Such nominees shall register with the WSO and serve on a WSO committee for no less than six months before their nomination shall be taken up by the Board. (Larry A.)

Background: The current OPPM language would allow for hundreds of Board members and is clearly unworkable. The six months of service will allow the Board to see how the RRs are carrying out their primary purpose i.e., to service their region, and will inform the Board's decision on the geographic bounds of regions and their role on the WSO's committees and Board.

Seconded:

Decision: Tabled for May 2017 so that Board can discuss at working session scheduled for Thursday.

6. **Motion:** That the Board validate on the record its Specific Concurrence to approve the inclusion of the Swedish Intergroup's web site on the Swedish New-comer Booklet to help make it easier for Swedes to find a local meeting in their own language. (Jeffrey F.)

Background: The Swedish Newcomer Booklet is the first piece of ACA foreign literature that will be exclusively printed and distributed in Europe, and mainly only in Sweden. Since the booklet was translated into Swedish to communicate to the inner children in Swedes, it only makes sense that those same inner children are given an online reference in their own language where they will find the most up-to-date information on how to find a meeting in their own country.

* Jeffery added that the currently the only contact information that is given, printed for anywhere in the world is in the United States.

Seconded: Majbrit

Decision: Motion passes unanimously

7. **Motion:** Request specific concurrence for the Board to approve wage increases for the Distribution Center Staff. (DCOC)

Background: The DC Oversight Committee is recommending an increase that reflects the 2017 minimum wage increase for the State of California as well as a slight Cost of Living Increase determined by the Social Security Administration.

Seconded: Ines

Decision: Motion passes unanimously

8. **Motion:** That the Board validate on the record its Specific Concurrence to approve the Russian BRB to be laid out by a designer in Russia for pre-press printing in Europe as chosen by the MIG in consultation with the WSO. (Jeffrey F.)

Background: The Board concluded that it would be more convenient for the Russian BRB to be laid out for pre-press printing by Russians in Russia. The upfront cost will be about RUB 50,000 and paid by the Moscow Intergroup (MIG) which will be reimbursed by the WSO from Russian BRB proceeds.

* Charlie: What is a RUB and how much is that in US dollars = \$830 US

Seconded: Charlie

Decision: Motion passes unanimously

9. **Motion:** Request specific concurrence to begin giving Bill D. access to all our different accounts is he will be installed as Treasurer at the 2017 ABC. (Mary Jo L. - Treasurer)

Background: The transition from the current Treasurer to the new Treasurer will be far more complicated than it was when I took office four years ago. There are now many additional accounts and sites that come under the domain of the Treasurer. As I began to contemplate how to do this, I realized the amount of time it will take. I believe it's in everyone's best interest if Bill is able to hit the ground running as soon as he is installed so that I can do the same in my new role as Chair.

Seconded: Charlie

Decision: Motion passes unanimously

10. **Motion:** Request specific concurrence to pay a fee to People Ready, a temp agency, to hire our current temporary employee as a permanent employee. (DCOC)

Background: We require another permanent employee during the daytime. We have been short-staffed in the office for some time and have hired a temp from the People Ready agency. He has been with us for five weeks and he is working out very well for us. Additionally, he has warehouse experience. Although the distribution portion of our operations has diminished greatly with the advent of fulfillment through Ware-Pak in Illinois, this is still a factor for us, especially as we move into different distribution channels. The ratio of office to warehouse work for this individual will be approximately 80/20.

*Larry asked for clarification that the fee is associated with the fact that the individual is being hired from a temporary agency, as was confirmed by Mary Jo.

Seconded: Charlie

Decision: Motion passes unanimously

11. **Motion:** Request specific concurrence to raise prices for books currently being sold on Amazon US to the following: BRBs to \$18.50; Yellow Workbooks, Spanish Workbooks and Hardcover Meditation Books to \$14.50; Laundry List Workbooks - \$16. (Mary Jo)

Background: In pricing our books not enough of our base costs were taken into account. We have not lost any money - we just have not made our usual margins.

*Charlie inquired about the increase on each item. Mary Jo advised that currently the BRB are \$18

so it would be a \$0.50 increase; Yellow Workbooks, Spanish Workbooks and Hardcover Meditation books are currently \$12 with an increase of \$2.50; Laundry List Workbooks are currently \$14 so there will be a \$2 increase.

*Bill indicated that we are still under all our competitors on Amazon.

*Mary Jo indicated that our price will most always be lower as the other vendors must purchase from us and our cost of good is lower.

Seconded: Jeffrey

Decision: Motion passes unanimously

This concludes our Agenda. Thank you all very much.

Any guest comments or questions? (Q = Question / A = Answer / M = Mention)

REMINDER: Please remember about meeting etiquette and being respectful of other listens as you present your comment. This is a business meeting and is not appropriate for the sharing of experience, strength and hope or your struggles.

General Comments--1:

(Q) Carol: Since Amazon is Prime does that mean we don't have to pay shipping if we have Prime?

(A) Larry: Yes.

(Q) Bonnie: Is there any idea how self- supporting the AWC will be this year?

(A) Bill: Because none of the Board costs (travel expenses) are factored in, there will be clear cut cost of how much the ABC cost and how much the AWC earned.

(Q) Bonnie: Will it be divided out between the ABC and the AWC as far as costing...

(A) Bill: There is no revenue for the ABC because there is no registration fee and only a small revenue from the delegate boxed lunch. The expenses will be allocated accordingly.

Bill: If you have not already done so, Delegates, make sure you sign up for your boxed lunch.

(Q) Colleen: What was the breakdown of incoming communications to MPS?

(A) Bill: 1023 Emails, 300 responses from MPS; most emails were about the convention, literature or meetings which are sent to the appropriate committee or board member that is handling that area. Voice mail 132 messages left and 116 calls were returned and 16 messages were transferred to others for response.

(Q) Denise: When is the radio show?

(A) Bill: Monday, April 10th at 7pm, KSBR.org.

Motion Questions:

(Q) Pam: Has concerns. This is a bottom up organization in that meetings feed intergroups, intergroups feed regions and the region reps should be what comprises the WSO.

Where are the minutes from the strategic meetings and working sessions and other minutes where motions are passed (motions passed being read into the record), posted?

Larry: Working sessions are a necessary stopgap measure needed to handle the tremendous amount of emails. The working session just helps move things along so time isn't consumed by reading and

writing but by action. Minutes are not usually kept of the working session. The results of these sessions are what is read into the record of the teleconference.

(Q) Pam: On today's motions, why are the costs not put through with the motion i.e. the price of the trifold.

Bonnie, extended an invitation to liaison with the Service Structure Committee as they are looking at many of those issues long term and any history that can be offered would be appreciated.

(Q) Colleen: Are the recorded working sessions available to be transcribed or to be heard by the membership body?

(A) Larry: The working session audios are not made available but what is read into the minutes in effect are the transcribed minutes from the working session. Are you asking to hear the discussion?

Colleen: Yes, we want to hear how you got to there.

Larry: During the month, the board is exchanging communications regarding the various issues so that when we come to the teleconference, we have substantiated unanimity during actions being taken. The board can take it under advisement.

Ines: The motions read into the record are accompanied by background which describes how the motion came to be and why it is necessary. Minutes are a summary of what has transpired within the meeting and does not breakdown all the details so you will not get the disagreements, the back and forth etc. in minutes.

Bonnie: The concern is the process of the back and forth and how substantial unanimity is achieved is instructive to the rest of the fellowship as they seek to do service. So, some may be looking to the working session minutes or summaries of discussions as examples of how things have been done or may be done, it is not so much about the specific issue but the process and making the process available to the fellowship.

Ines: There are board members on committees and in their participation, they are going to be modeling what is done at the board level.

Pam: I'm concerned about who was at the meeting when it took place etc., so we know that it is not one person calling a meeting with themselves and making a decision by itself or two people making a decision.

Larry: In order for a decision to be made, there has to be a quorum of 4 people.

The Process:

1. A person makes a motion, posts it and shares it with the board
2. Trustees can then object, raise questions, etc.
3. After all the dialog and some consensus is reached, the motion is posted to a motions channel
4. From there, it is posted to the meeting agenda and then voted on at the teleconference.

Mary Jo added that Pam's point is well taken in that maybe there should be some reporting on when a vote was taken, who participated from a corporate perspective and that the board should give it some consideration.

Carol: it just adds a level of transparency for the fellowship to be comfortable with the goings on.

Charlie: Agrees that the point is worth considering regarding transparency.

Majbrit: Reminded that there would be a working calendar of progress so the fellowship could see what was happening and how things are coming about and once instituted that could help with the

transparency.

Bill: added that the motions should also be numbered and dated as they are voted on so that it is trackable and the changes can be made to the appropriate places (documents) and for historical record keeping.

General Comments –2

Miles: Thanks to the Board for accepting Toronto for the 2018 conference. Also, wanted to confirm the 30th anniversary of WSO which would be 2017 and 40 years of ACA as a fellowship.

Mardi: thank you to all for the fellowship and a special thank you to Larry for his service and efforts.

Dennis: Thank you to all (board, volunteers, etc.) and particularly Larry for all of his service.

Ines: Thank you Larry for all of your service and many contributions and your commitment. Regarding the motions, the book of motions was created which basically has all the motions from the month after the ABC to the next ABC which has been submitted. The issue is when motions are tabled or withdrawn it affects the numbering. The book of motions however, is posted on SLACK and can be shared with the fellowship.

Kay: Thank you to the Board for the service and it was a great meeting. Also, made another reminder about the meal cut off dates for the convention.

Larry: Thank you to the fellowship for allowing him to serve as the Board chair, it has been a wonderful experience.

Announcements:

1. The next ACA WSO Board Teleconference is scheduled **May 13, 2017 at 2:00 p.m. EST.**
2. The ABC/AWC is April 20, 2017 through April 23, 2017 in San Diego, CA.
3. Try and join the 3H Club (Hurting to Healing to Helping) and become a part of WSO. If you are able, join a committee
4. Next Saturday, Literature Committee will have its quarterly meeting.

Is there a motion to adjourn the meeting? 2nd to the motion?

Mary Jo - Motions to adjourn Charlie - Seconded the motion

Are there any questions or comments about the motion to adjourn the meeting?

Motion carried unanimously.

Closed the Meeting with the Serenity Prayer



Adult Children of Alcoholics®/Dysfunctional
Families
World Service Organization, Inc.

Teleconference Meeting
May 13, 2017
2 PM EST

A. Call to Order:

Board Chairperson, Mary Jo L., opened the meeting with the Serenity Prayer and the reading of Tradition Five: Each group has but one primary purpose: to carry its message to the adult child who still suffers.

B. Roll Call of Board Members: **Mary Jo L.**, Board Chair, Co-Chair of the DCOC and Chair of the OPPM Committee; **Bill D.**, Board Treasurer and Chair of the Finance Committee, Audit Committee, and MPS, and Co-Chair of the DCOC; **Majbrit M.**, Board Vice Chair and European Committee Chair; **Jeffrey F.**, European Committee Finance Chair and Chair of the International Literature Subcommittee; **Charlie H.**, Chair of the Literature Committee; **David McB.**, Finance Committee Vice-Chair

Board members absent: **Jim B.**, Chair of the Website and Database Committee, and **Marcia J.**, Board Secretary, Chair of the Service Structure Committee, OPPM Review Committee

C. Establish Quorum

D. Guests Introductions: Rene H., CA (1); Pam M., CCAIG (5+); Laura L. SoCal (5+); Kurt A. San Diego (1); Barbara, NY099 (1); Mike, NY099 (2); Denise, AK (2); Jim R., Brooklyn, Chair ABC Committee (5+); Susie, Toronto, CAN (1); Brody, CA Chair Delegate Training (1); Bonnie TX LoneStar (5+); Robin; Jude; Matt; John P.; Melanie; Barbara M.; Kay Santa Cruz; Mardi ComLine; Kathe U.; Mikkel L., Denmark; P Goslin; Bob H.; Denis Moscow; Susan; Sarah O.;

E. Minutes:

1. **Motion to approve the April 7, 2017 Teleconference Minutes, which are available in the Repository: (Mary Jo L.)** Seconded by Charlie H. Passed unanimously.

2nd: Charlie

Passed unanimously

2. **Motion to approve the April 21, 2017 Board Meeting Minutes.** Tabled

F. Committee Reports: (Generally we provide up to 5 minutes for each report.)

1. Treasurer's Report and Finance Committee—Treasurer, Bill D.

Bill D. introduced himself as the Treasurer of WSO for the 2017-2018 term. He then presented the financial statements for the month of April 2017, which had been reviewed by the Finance Committee for accuracy.

The following documents are attached as an Appendix to these minutes:

- **7th Tradition Donations** = \$5,024.44
- **Profit and Loss Statement** = Net Income of -\$7,485.00
- **Balance Sheet** = TOTAL LIABILITIES & EQUITY \$688,036.00

Finance Committee Report—Chair, Bill D.

Committee members:

David M—Vice Chair

Jeffrey F.

Charlie H.

Mary Jo L—*ex-officio* as Board Chair.

- The Finance Committee met and reviewed the April financial statements in detail.
- The committee also discussed Amazon online sales and were updated on the ongoing Amazon UK verification process. We hope we are in the final days of this process having responded to all of the verification team's requests.

2. Literature Committee—Chair, Charlie H.

- The committee will be re-prioritizing the literature queue based on motions passed at the ABC. They noted the desire for the *Acting as Your Own Loving Parent* book as well as changes in the concepts about sponsorship that may require some changes in the BRB as well
- The desire to incorporate the 12 Steps of Tony A., while currently impossible because of copyright was a real desire of many in the fellowship. Charlie will work with Brody to start conceptualizing what might be done should we ever get the copyright.
- There is a real need for volunteers to do the work of this committee. Please email litstaff@adultchildren.org if you have talents to share.

- The committee considers the publication of the Spanish BRB as their biggest news in the last ten years because of the number of Spanish-speakers worldwide. This will allow our program to flourish among them.
- The speaker who was unable to come to the meeting in April will be at the next quarterly meeting to be held on July 13 from 10 AM – 11 AM EDT. This is a Thursday, but the meeting has **been moved from its regular day to accommodate the speaker. All are welcome.**
- The next group of ComLine articles should reflect all things 7, 8, and 9.
- The monthly report with all the news of this committee has been posted on the Repository.

3. Distribution Center Oversight Committee (DCOC), Bill D.

- The physical move of the Signal Hill office will occur on May 23-25, 2017. Staff are currently moving some things that are not needed on a daily basis.
- The DCOC will be offline for three days (May 23-25) while the technology is moved, set up properly, tested, and updated.
- All utility transfers have been arranged. We have acquired all the proper business licenses. Authorities have been informed as required.
- Contractors have been engaged to get the location ready. Pallet racks have been installed that will greatly increase our ability to have more literature on-hand at the site.
- An alarm system has been added because the office is now backs up to an alley as opposed to being right on the street. We need to protect our personnel and our merchandise.
- The sales figures available do not look accurate, and Mary Jo would like to double-check them before presenting them.
- We now have 1723 meetings registered which is up 10 from last month. We have added 3 new Intergroups, bringing our total to 73.

4. MPS (Members and Public Service Committee), Bill D.

- The activities of the committee have exploded since the ABC. People are motivated. Statistics are showing that this is the best year ever for MPS.

- Carole G. our new Regional Representative to the Board of Trustees, volunteered to co-chair the MPS Committee.
- A member who is also a therapist from South Florida made a presentation about ACA to her peers at a conference in St. Petersburg, FL. She incorporated two of our brochures and also set up a display.
- A therapist will be presenting information next month at two Native American reservations in Arizona.
- Laura L. is starting a focus group to reach out to people in South Africa.

Delegate Training Subcommittee

- Brody F. has stepped up to chair this committee. He thanked Laura L. for the hard work that made our delegates this year the best educated ever!
- Has made contact with Erin and Jim R. to start conversations that will allow the committee to build on what has already been done.

Hospitals & Institutions Subcommittee

- Kurt S. has volunteered to chair this committee. He has received materials from Bill, and one of the letters of thanks really set his purpose to serve on this committee.
- During the next 10 months, Kurt would like to develop best practices for service to Hospitals and Institutions. He has started by researching AA's program. Much of their H & I outreach coordinates with Alanon. Why not ACA?
- Kurt hopes to encourage collaboration and cooperation with groups who are already established with institutions.

Intergroup Liaison Subcommittee, Bonnie K-M

- Bonnie talked to many interested in Intergroups at the ABC. Word of the discount on books is getting out.
- There are three new Intergroups: One each in Finland, Belarus, and South Nevada.
- The goals for the near future are to improve the listing of registration and the accuracy of the contact information for Intergroups.

5. Service Structure Ad Hoc Committee—

Chair, Marcia J. *Report read by Mary Jo L. in Marcia's absence.*

The Service Structure Committee met twice in April. We discussed and crafted our presentation to the ABC. The order of presentation and roles of committee members were discussed and a visual projection was created.

We presented on the first morning of the ABC, and people were interested and involved. Our presentation included the purpose of our committee, a short history of our activities, and information about current ACA structure. The delegates were given 10 or 15 minutes to respond in small group conversations to some discussion prompts that will help our committee move forward, and shared their ideas at the end of the period.

It is our opinion that this presentation was very helpful to delegates as we presented our committee report later that same day.

Several delegates indicated an interest in participation on the committee, which will be working to define roles, policies and procedures having to do with Regions this year.

6. Website and Database Committee—Chair,

Jim B. not present. The following report is archived in the Repository:

The Database and Website Committee meets quarterly. The next meeting will be held the third Saturday in May on the 20th 2017 at 2pm.

The following are activities of this committee since April:

- Attended an amazing ABC and felt the energy of the ACA Family, welcomed people interested in helping the website committee.
- Helped resolve issues with Shipping codes being different between Ware Pak and the shopping cart
- Implemented a Max weight for Media Mail shipping to reduce problems that occur with large orders
- Verified FTP access to our web servers to help upload files
- Removed the new Releases section of the Shopping Cart as people were seeing the Spanish Big Red Book first and buying it by mistake.

- Setup new Board members on the repository and project management site

Monthly trends for users accessing the adultchildren.org website for April:

- 51,735 User Sessions in April down from 57,036 in March
- 36,463 Unique users down from 40,369
- 104,772 page views, down from 115,044
- The bounce rate (users leaving the site immediately) was 63.46%, down from 63.46%

Pages accessed the most often:

- ***Laundry List*** – 20,480 views, 19.55% of the total page views
- **Find a meeting** – 8,027 views (7.66%)
- **Find a meeting Search results** 5,318 views (5.08%)
- **Literature** – 4,276 (4.08%)
- ***The Problem*** – 3,744 views (3.57%)

Users continue to come from across the globe with the top 5 session counts from

- United States – 83%
- Canada – 3.9%
- United Kingdom – 3.5%
- Australia – 1.6%
- India – 0.6%

7. European Committee—Chair, Majbrit M.

- **Report tabled until the next meeting.**
- **Norwegians are putting on their third ACA Day in June.**

8. OPPM Review Committee, Mary Jo L.

- People volunteered for this committee at the ABC. Mary Jo has invited them to a new Slack channel dedicated to this task.
- This committee will interface with the Service Structure Committee. We are currently in conversation about how to approach this task.

9. ABC Committee, Jim R.

- Jim expressed gratitude for all who worked to make the ABC in April a great event.
- Jim, Sue B., and Miles had a call on May 3 to talk about choosing a proper venue for the 2018 ABC in Toronto, Canada. Taken into consideration will be the cost and the ability to serve the correct number of people. There are currently two venues that are being considered with the help of a professional.
- Bill D. was instrumental in sharing Florida's experience and information this year, and the committee hopes to use him as a resource for the 2018 ABC as well.
- The time seems right for new literature that is addressing the topic of Becoming Your Own Loving Parent, which is the theme for 2018.
- Next steps for this committee:
 - A survey to be sent to current and former members to assess their interest, and at what level, in continuing involvement with this committee.
 - A calendar of actions taken and "to be" taken which can evolve into a guidebook for others who plan future ABCs.
 - The Delegate binder: Some documents within the binder are stable and could be prepared right now so there is no last minute rush. Simplification of the binder is a goal. Training materials could be in a separate handbook to avoid the confusing system of numbering that was necessary this year. Materials from the Service Structure Committee may need to be a permanent part of the binder for a few years. Jim would also like a history of motions passed at previous ABCs and the status of those requests as part of the Delegate Binder.

Ballot Proposal Sub-Committee Jim R.

The committee is now under the ABC Committee umbrella. Policies for creating good ballots and for submission need to be a part of the Delegate Binder.

2017 ABC/AWC Sub-Committee, Susan C.

Susan B. congratulated the new board members ratified at the April ABC. She thanked all who stepped forward to make this year's ABC a success. There were a total of 370 participants in the convention, of which 70 were walk-ins. Delegate totals were around 90. There were great break-out sessions such as *The Spoken Word* with Beryl V. and *The ACA Couple* with Charlie H. and Robin. Susan foresees a doubling of participation next year, which will possibly bring with it more ballots for consideration and the necessity of more time for discussion. She and her committee are willing to be a resource for Miles

and Sue B. Charlie H. expressed thanks on the part of the board to the committee in San Diego.

2018 ABC/AWC Sub-Committee, Jim R.5

Sue B. thanked the board for choosing Toronto, Canada for the 2018 ABC/AWC and all the support coming from the ABC Committee. They are looking for a facility that will be both physically and financially accessible. At present they need to move quickly because venues in Toronto are in demand. They will be putting together a financial statement and working with their professional to bring things about.

2019 ABC/AWC Sub-Committee, Jim R.

Although the ABC sub-committee is now focused on Toronto, there is a need to select the location for the 2019 ABC in Europe so that work can begin. The question of whether the ABC and the AWC will dovetail at that event needs to be clarified. To that end, Jim R. recommends that a motion be made directing the Board of Trustees to choose whether the 2019 AWC will be hosted by the 2019 European ABC Sub-Committee or held separately.

10. Audit Committee—Chair, Bill D.

- The first ever WSO financial audit is progressing as reported at the Annual Business Conference Meeting, held April 20-21, in San Diego.
- The auditors are completing their 2nd drafts of the audited financial statements and management letter.
- We have already reviewed and commented on the 1st draft of the financial statements and should have the 2nd draft by the target date of 5/15.

Once that draft has been reviewed by the Board of Trustees and the Audit Committee, it will be returned with any comment to the auditors to be put into the final draft of the report and management letter by the end of the month.

As the new treasurer, Bill D. cannot continue in his role as Chair of the Audit Committee. He is hoping members of the current Audit Committee will either select an individual from their ranks, or recruit someone with extensive background in accounting to take over this responsibility after the audit is delivered.

Since there is no Audit Committee activity currently for the same fiscal year Bill D. is serving as Treasurer, there is no conflict of interest at this time. That will change after the final audit report is delivered, at which time he will leave the auditing committee.

11. Executive Committee, Majbrit M.

- Approved the purchase of 10 new email accounts at a cost of \$301.39 for 2 years.
- Approved the purchase of approximately \$1,100 worth of tri-folds.
- Approve the purchase of 500 each of the one and two year medallions at a cost of approximately \$700 with shipping, to be packaged in rolls of 10s instead of 25s at a cost of 4 cents per package.

G. Old Business: None

H. Read into the Record: The following motions are being read into the record as they were voted on during a working session or strategic planning meeting of the Board.

From the Board of Trustees Working Session of April 13, 2017 at which the following members were present: Larry A., Mary Jo L., Majbrit M., Ines Z., Bill D., Jeffrey F., Charlie H.

1. Motion: Interim Guidance on New Regional Service Bodies: WSO adopts the following interim guidance on new regional service bodies:

- ACA World Service Organization reaffirms its historical commitment to the formation of regional service entities as important channels for improving service to the fellowship, and for increasing connections between groups, Intergroups, and the WSO.
- The WSO board authorizes an expedited review by the Service Structure Committee of all policies governing regional formation and representation, with a goal of proposing clearly written mechanisms for regional structures that are stable yet flexible, and predictable yet equitable.
- The WSO board recognizes that an existing map defining ACA Regions must be updated, since it was drawn more than 25 years ago, before the WSO had its own literature in English or foreign translated versions. It therefore authorizes the Service Structure Ad Hoc Committee to propose a new Region map that reflects ACA's changing global membership patterns.
- In the interim, until a new map is adopted, Regions seeking registration and a seat on the WSO Board should follow the existing WSO regional map (attached to this motion). To ensure a proposed region has a meaningful linkage to the fellowship, a new region may be asked to demonstrate significant participation by intergroups and groups in its designated area. Also, in keeping with BRB pages 604-605, new regions should present written service plans designed to benefit members in their geographical area.

- e. Regional Service Committees, which are not eligible for a seat on the Board, may register and form according to their own group conscience and needs, and do not need to conform to the Region map.
- f. WSO commits to adopting clear, consistent written criteria for board eligibility, so that all service bodies and all members of the world fellowship can prepare themselves to seek WSO volunteer and board service opportunities. These criteria, which include WSO service needs and best practices, will be incorporated into the OPPM, to guide service bodies and WSO in nominating and selecting trustees.
- g. Until a broad service structure revision devises new policies governing regional service entities, a Region that has registered with WSO, and been ratified by the board, may nominate a candidate for the board of trustees to vet and consider in a timely manner, using OPPM board eligibility criteria.
- h. These steps are interim in nature. Potentially significant adjustments, including borders for Regions, may be required when WSO adopts long-term changes to ACA's service structure. Such changes could include provisions for professional management and staff to take over much of the day-to-day operations currently managed by the Board.

Background: In March 2017, the WSO Board of Trustees asked the Service Structure Ad Hoc Committee to recommend interim guidelines for recognizing newly formed ACA regional service bodies. The request was made in recognition that one new Region has formed, and others are being explored, at a time when WSO's policies governing regional service bodies need updating and clarification.

The board motion is an amended version of the Service Structure Ad Hoc Committee's recommendations, and lays out interim WSO policies on regional service entities, until the ACA fellowship and WSO board can devise and approve a long-term map and policies governing regional entities.

Note: *The map referenced in Point 4 is available at this link:*

https://acawso.slack.com/files/billd/F4V4C005D/aca_region_map.pdf

Motion approved unanimously

2. Motion: Interim Guidance on New Regional Service Bodies:

WSO accepts the application of the Greater Western US Region to register as WSO Region 2; further, WSO invites Regions 2 to submit a nominee for WSO board trustee, and commits to review and vote on that nomination within 60 days of submission, using OPPM board eligibility criteria; finally, in keeping with a separate motion on ACA regions approved April 13, 2017, WSO affirms that policies governing Region 2, including its

boundaries, may be adjusted when the ACA fellowship and board determine a long-term map and other policies governing ACA regions.

Background: The Greater Western US Region registered as Region 2 in 2016. This motion, approved April 13, 2017, is intended to define Region 2's status during an interim period, as outlined in a separate April 13 motion on regional service bodies, while WSO updates and clarifies its map and policies governing regional entities.

Motion passed unanimously

From the Board of Trustees Working Session of May 11, 2017 at which the following members were present: David McB. Mary Jo L., Majbrit M., Marcia J., Bill D., Jeffrey F., Charlie H., Carole C.

1. Motion: That the Board Secretary prepare and sign the appropriate documentation to show that Bill D., the WSO Treasurer, is to be added to the WSO bank accounts as a signer, and that Larry A. is to be removed as a signer from all accounts. (Mary Jo)

Background: This is a routine motion meant to ensure that the Board Treasurer and the Board Chair are the two signers on all WSO bank accounts. The new Board Chair, Mary Jo L., is already a signer on the accounts and will remain so.

Motion passed unanimously

I. New Business

1. Motion: Hire a parliamentarian @ \$600 for Friday ballot voting at the ABC. (Mary Jo L.)

Background: Because of the number of participants expected to be present and the large number of initiatives that need to be discussed, it's important to have an objective party to help ensure that protocols are followed so everything gets done.

2nd: Carole C. **Vote:** Passed unanimously

Discussion: David McB expressed his gratitude for the presence of the parliamentarian to help keep the ABC moving efficiently.

2. Motion: That the Board validate on the record its Specific Concurrence to approve paying for five GM candidates (G.Z., T.B., T.G., S.M., J.B.) to travel to and attend the 2017 ABC/AWC in San Diego from Thursday 20 April until Sunday 23 April inclusive. Included in these costs are relevant but prudent travel expenses. (Jeffrey F.)

Background: The ABC/AWC is "the" annual event of the year for our fellowship and gives the best exposure to GM candidates regarding their role, who they would serve and why.

This will also allow the full Board to conduct very efficient face-to-face interviews with each candidate at a day and time most convenient to their schedule.

2nd: Bill D. **Vote:** Passed unanimously

Discussion: None

3. **Motion:** Authorize WSO to cover the approximately \$640 cost of the guest room that the host committee used throughout the convention as a storage room and office to do the behind the scenes work for the ABC AWC that could not be done at the registration. (Bill D.)

Background: The San Diego Host Committee did not have a dedicated private space to do the behind the scenes work required to facilitate the ABC and AWC. Susan C reserved a room that was primarily used by the committee for storage of items that could not be left at the tables at night as well as a space for the IT person to run reports and work on the database that kept track of all the meals and other registration information. They also used it as a sleeping / resting accommodation as they were both on site from before 7am until late each day. They should not have to pay for the room out of their pockets as this work was part of the work required to run the event.

2nd: David McB. **Vote:** Passed unanimously

Discussion: None.

4. **Motion:** To price our literature as follows in Pounds for Amazon UK: BRB - both h/c and s/c: 20; LLWB and h/c Meditation book - 16; YWBK and s/c Med book - 14. (Finance Committee)

Background: We are about to go live on Amazon UK. Prices reflect what we expect to be the normal shipping charges, although we won't know that for certain until we send another shipment. We aren't basing shipping charges now on the cost of the first shipment of books because it was expedited as an accommodation to the European community and shipped by air at a greater cost in anticipation of being able to get our sales up and running in a very short time. Unfortunately, that didn't happen because of a lot of red tape that we ran into.

2nd: Jeffrey F. **Vote:** Passed unanimously

Discussion: None.

5. **Motion:** To seek board approval close down the office from May 23rd through May 25th to facilitate the move to the new office. Also to advertise the office will be closed those days on the front page of the website and wherever else is appropriate. (Bill D.)

Background: The office is scheduled to be moved between the dates of May 23rd to May 25th with some things being moved sooner as is possible. The plan is to have it done much

sooner than three days, but with telecommunications and internet being a big part of our office operation we are at the mercy of those entities. If all goes smoothly and the services are transferred efficiently and everything is up and running sooner than 3 days, the office will reopen right away. This gives us a cushion to get the move completed without the customers and membership expecting to reach us.

2nd: Charlie H. **Vote:** Passed unanimously

Discussion: None.

6. **Motion:** To authorize Bill D to travel to Signal Hill May 22nd through May 26th to oversee the office relocation. The expected cost of this will be 1,450 including airfare, hotel, per diem, and rental car. Market rates for economy class airfare and 3 star, not 4 or 5 star hotels. Probably 300 to 500 for roundtrip ticket (higher the closer the date gets) and about 150 per night for hotel including state and local taxes. Per Diem for meals is 51 dollars per day. (Bill D.)

Background: There is a lot of work that is scheduled to occur during those days by outside vendors such as movers, 2 telecommunications vendors, internet, and local area network, relocating building signage, loading and unloading the public storage unit, security cameras relocated and repositioned, alarm system, cleaning company, and dealing with city business licenses. This is too much work for the staff we have at Signal Hill to take on and perform while also being part of the move process.

2nd: David McB. **Vote:** Passed unanimously

Discussion: Charlie thanked those who are working so hard to get this move done.

7. **Motion:** To authorize Jim B to travel to Signal Hill for two days and oversee the IT needs of the move. The expected cost of this will be \$900 including airfare, hotel, and per diem. No car is needed. Market rates for economy class airfare and 3 star, not 4 or 5 star hotels. Probably 300 to 500 for roundtrip ticket (higher the closer the date gets) and about 150 per night for hotel including state and local taxes. Per Diem for meals is 51 dollars per day. (Bill D.)

Background: The office Local Area Network and computer systems will be taken down and moved to the new warehouse space on the 23rd. New cabling will need to be run to the new locations for the workstations which will not be side by side any longer. One will be located near the warehouse for printing shipping labels and the other will be in the large office. The network router will need to be connected to the internet and all functions tested before re-opening the office for business. We will also need to purchase and install a phone system with an intercom so that the workers can communicate without walking back and forth through the space. Jim can do this work and also assess the WSO

computers for proper back up and antivirus software. He can install a LAN cable for the GM's office as well even if a computer is not purchased at this point.

2nd: Jeffrey F. **Vote:** Passed unanimously

Discussion: None.

8. **Motion:** To purchase a 24 month burglar alarm contract with ADT for 39.99 per month. (Bill D.)

Background: Another vendor was contacted that services the office park and their price was 49.99 per month. The contract would include free installation and monthly monitoring. The equipment would include 3 motion sensors, door alarm for 4 regular entry doors, alarm for 2 roll up warehouse doors and a keypad. We feel the street exposure of the old office prohibited anyone from thinking about breaking in. Our new space backs up to an alley that cannot be seen from the street and could be a target for thieves or vandals. An alarm system would also be beneficial to Gloria who works there alone at night in that she could have a wireless alarm key chain FOB that could serve as a panic button.

2nd: Carole C. **Vote:** Passed unanimously

Discussion: Mary Jo L. is happy that the personnel who work late will have a measure of protection.

9. **Motion:** That the board approve the purchase and installation of pallet racks in the new warehouse space at a cost of approximately \$2,000. (Bill D.)

Background: By installing pallet racks versus sitting all pallets on the floor we will gain 12 pallet spaces on one side and 10 pallet positions on the other side. We had about 24 pallet positions in our existing space. In addition to the 22 rack pallet spaces this would give us, we will have 11 spaces on the floor under the racks and can place up to 2 rows of pallets on the floor in front of the racks. This would allow us to order larger quantities of books to get a better price and store them more efficiently.

2nd: Charlie H. **Vote:** Passed unanimously

Discussion: None.

10. **Motion:** That the board validate on the record its Specific Concurrence to insert a button on the adultchildren.org website with a link programmed to open a signup page that will allow members to sign up to receive e-mails and newsletters from WSO. (Bill)

Background: The email/newsletter button proposal originated as a result of drilling down into the Strategic Plan section titled Key Focus Area: Member Services / Service Structure, the stated Goal: Member Outreach, and the Action Item: "Groups – MPS Outreach

Newsletter”. In order to reach the broader membership other than the meeting contacts, we need an ethical way to collect email addresses and build a member contact list.

2nd: Carole C. **Vote:** Passed unanimously

Discussion: Charlie H. asked to have the motion amended to include the **ComLine**, which is a spiritual tool for the fellowship. Bill D. said the database will be separate from the one that records our membership. It will be available to committees within the organization and the **ComLine** is already included.

11. **Motion:** When partnering with a local group in a foreign country to produce (translate/print/sell/distribute) non-English language literature for their local fellowship and in their own language, basic contact information (web site, email address and/or telephone number as appropriate) for this foreign group/fellowship should be added to the foreign language publication in consultation with the Literature Committee and their designer. (Jeffrey)

Background: This basic addition to all applicable foreign language literature is done to encourage more contacts and service opportunities. For non-English speaking fellowships with their own translated literature, this also makes it easier for local members of their fellowship to take action regarding corrections to the translated text or get involved with future translations.

2nd: Majbrit M. **Vote:** Passed unanimously

Discussion: None.

Guest Comments: To allow that all of our guests have a chance to share, we will limit guest comments to 3-5 minutes. If someone needs to talk further, they may do so after the close of the meeting. We remind everyone that this is a business meeting. The Board may mute participants who are not addressing business. We recommend that participants who need support with issues or concerns should contact a board member or committee chair.

1. **Miles:** Noticed the financial figures in all the reports. Would like to see an indication whether those are US or Canadian dollars for use by the next ABC/AWC.
2. **Bonnie K-M:** Would like a published breakdown of costs and revenue for the ABC/AWC that indicates expenditures and revenue for both WSO and the San Diego Committee. Bill D. said all the information was not yet in, but that he would make that available in a separate document once he has the information.
3. **Denis:** Thank you for broadcasting the ABC proceedings allowing members in Moscow, Russia to follow the proceedings. Also thanked Jeffrey for his motion to add contact

information for those who helped translate literature at the local level. He wants to put Russian contacts on Russian books in order to collect feedback.

4. **Barbara NY080:** Would like to volunteer for the Literature Committee and thought she had at the ABC. She has not heard anything since then. Charlie mentioned that he is just getting to the place where he was contacting people on the list, and is ready to send out invitations.
5. **Mike NY099:** Has there been any consideration of changing the ABC from a two to a three day event? It would allow for six hour as opposed to nine hour days. Mary Jo L. said it can be considered.
6. **Mikkel:** Thanked the ABC Committee and the Board for a wonderful ABC. Bill D. said it was wonderful to see him there.
7. **Matt K.:** His group presented a day-long workshop using ***Ready! Set! Go!*** They added an eighth topic to the day called *Becoming Your Own Loving Parent*. He is touched by the theme for the Toronto ABC/AWC. Charlie asked for his contact info at litstaff@adultchildren.org
8. **Sarah O. GNYIG:** Wants to be added to the literature committee, especially interested in working on the reparenting literature. Charlie asked her to send her contact information to litstaff@adultchildren.org
Another issue is difficulty in communication with the Intergroup sub-committee. She has tried to get information updated. She has also sent events to be listed and that did not happen. Bonnie K-M responded that she edits events. She has just looked through her email and cannot find an event from Sarah's group. She asked Sarah to email her at intergroups@adultchildren.org for the best chance of Bonnie receiving it. Mail arriving in that account is forwarded to Bonnie. The Intergroup listing goes through the Database/Website Committee. Mary Jo said the board is aware of breaks in communication involving the website. The issue is being worked on.
9. **Don NE Conference:** What is the lead time to expect updates to contact information? Mary Jo said it is usually one to two weeks. If there is a delay, contact us again. Gloria has been busy working on the ABC/AWC and may be behind. The contact received by Gloria should include the email address.

Announcements:

The next ACA WSO Board Teleconference is scheduled June 10, 2017 at 2:00 p.m. EDT.

Motion to Adjourn: David McB **2nd:** Bill D. **Vote:** Passed unanimously

Mary Jo closed the meeting with the ACA Serenity Prayer



Adult Children of Alcoholics®/Dysfunctional
Families
World Service Organization, Inc.

Teleconference Meeting

June 10, 2017

2 PM EST

Access number: [712.432.0075](tel:712.432.0075), Pin 427266# **Press *6 to mute or un-mute. Please notify the secretary with changes, additions, or motions for this meeting.**

A. Call to Order: Please be sure that any background noises in your area are eliminated. When speaking, please say your name first. This will help us record your name with your input. Thank you.

1) Open with the Serenity Prayer

- 2) 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.

B. Roll Call of Board Members: **Mary Jo L.**, Board Chair, and Chair of the Executive Committee and the OPPM Committee; **Bill D.**, Treasurer, Chair of the Finance Committee, Audit Committee, and MPS Committee; **Majbrit M.**, Vice Chair and European Committee Chair; **Marcia J.**, Secretary and Ad Hoc Service Structure Committee Chair; **Jim B.**, Chair of the Website and Database Committee; **Jeffrey F.**, Chair of the European Finance Committee and the International Literature Subcommittee; **Charlie H.**, Chair of the Literature Committee and the Literature Review Subcommittee; **David McB.**, Finance Committee Vice-Chair and ABC Board Liaison; **Carole C.**, Region 2 Trustee and MPS Committee Vice-Chair

C. Quorum Established

D. Guests Introductions: Guests - please note that this conference line is used to manage and record our WSO teleconferences. A caller's phone number and name appears on a dashboard that is visible only to the WSO Board. If you do not wish your information to appear, feel free to use your phone settings to block your caller ID the next time you call. You can also attend this teleconference using your computer. Instructions for this are on the website Repository at the top of the "Teleconference Agendas" Menu item.

We now invite our guests to introduce yourselves by first name only and perhaps tell us where you are calling from and the number of times you have attended our monthly teleconference meetings. Also, if you are on a WSO Committee, please state that.

- | | | | |
|---------------------------------|----------------------------------|--------------------------------|--|
| • Wayne Toronto CAN 10 meetings | • Christian Brooklyn 1st meeting | • Miles Ontario CAN 7 meetings | • Bonnie K-M LoneStar IG TX 30+ meetings |
| • Mike NY099 2 meetings | • Barbara NY080 | • Tammie G. CA079 | • Matt K IG70 22 meetings |
| • Colleen FL140 | • Tamara P. MN | • Leanne Anchorage AK | • Mardi MT026 |

- Pam Central Coast IG CA
- Erin CA 6 meetings
- Laura L. IG620
- Jude Virginia Beach
- Jim R. Brooklyn 5 meetings
- Denise AK021 3 meetings
- Don WI IG612

After the introductions: Non-Board members are welcome to listen to the Teleconference but are requested to remain silent unless called upon to participate. We respectfully ask that guests hold their comments until the end of our meeting. We ask everyone to press *6 if you are not speaking. If someone needs to talk further, they may do so at the close of the meeting.

E. Minutes:

3. Motion to approve the April 21, 2017 Teleconference Minutes (Marcia J.)

2nd: Carole C. **Vote:** Passed Unanimously

4. Motion to approve the May 13, 2017 Board Meeting (Marcia J.)

2nd: Bill **Discussion:** Amendment to the **Vote:** Passed unanimously with amendment
Literature section

F. Committee Reports: I will ask the Committee Chairperson to give their reports. (Generally we provide 5 minutes for each report.)

12.ACA WSO Treasurer's Report and Finance

Committee, Treasurer, Bill D.

TREASURER'S REPORT

As your trusted servant and Treasurer I am committed to ensuring our finances are transparent and as error free as possible. To that end, I have begun implementing office procedures which are in accordance with generally accepted accounting principles. For example, from now on all check requests, credit memos and other forms used in our internal procedures will be sequentially numbered. I also suggested we implement a numbering system for our chart of accounts to allow for better tracking and coordination between income and expense accounts.

I am happy to report we received a refund of \$16,365.08 after an audit of the Workman's Comp 2016 policy payments. The overcharge was due to a coding misclassification of some of the employees in the California Standard Classification System. After reviewing the audit reports for the two prior years 2015, and 2014, I have asked the insurance company to redo the audits for those years as the same erroneous codes were used then as well.

We will be reviewing the 2016 Audit report very soon and looking for ways to further improve our internal controls, including our financial policies and procedures. The final draft of the financial statements has been issued to the board and the 2nd draft of the management letter has been issued.

The 7th Tradition Contributions are listed in the Repository under that tab in the left menu.

Please feel free to contact me at treasurer@adultchildren.org with any questions or comments.

The Profit and Loss Statement shows a Net Income of \$2,815.

The Balance Sheet shows a decrease in assets which, according to the bookkeeper, is due to literature inventory sales and reduced cash as a result of two large literature purchases made at the end of the month. The finance committee is going to review these reports again at its next meeting and will report back to the board.

We also have something new in addition to the reports on the website this month. We created two charts that show graphically where the 7th Tradition Contributions come from. We have them by Region and by Country to help give a visual of the activity by groups and individuals. You can see them on the 7th Tradition Contributions webpage.

Just like an ACA Group should never rely on book sales to meet its financial obligations, so to should WSO not have to rely on book sales to meet its fellowship services operating budget. Ours is one of the only major 12 Step organizations whose literature sales far outweigh the contributions made by members and groups. Our 7th Tradition says we are self through our own contributions, not our book sales. I know we can and should do a better job in sending in contributions. I am going to make a commitment to encourage my home group to send in contributions more regularly. I hope you all will too.

FINANCE COMMITTEE

Committee members: Bill D. Chair, David M. Vice Chair, Jeffrey F., Charlie H., Amy T., and Reva H. As Board Chair Mary Jo L. is an ex-officio member.

The Finance Committee met all weeks in May except the week Bill D. was in California coordinating the move to the new office. This past Wednesday we reviewed the May financial statements in detail and sent our comments back to the bookkeeper. She returned the revised financial statements late Friday night. The committee has not had a chance to review the revised financials together at the moment. The committee also discussed and approved an outstanding sizable refund to a customer due to a large quantity of lost and damaged books that were shipped from the third party fulfillment vendor Ware Pak.

Other items on the Finance Committee's radar are developing a plan to deploy **QuickBooks** at the office and performing a cost accounting of Amazon US and Ware Pak fulfillment operations to see what our margins are in each of them as compared to the Signal Hill warehouse operation. We are also preparing to review the auditor's report and implementing their recommendations to move to an accrual based accounting system, develop an accounting manual, and create more internal controls and policies that will ensure an efficient and well run financial operation.

13. ACA WSO Literature Committee, Charlie H.,

Chair

A written report will be submitted to the Repository later in the week.

- **Literature Review Subcommittee, Charlie H.**

There are ongoing discussions about the reorganization of the Literature Review Committee since Charlie H. has just taken over leadership from Larry A. who recently

completed his Board term. This subcommittee plans to hold a Volunteer Workshop on the third Saturday in July.

- **Literature Evaluation Subcommittee**, Tamara P.
Tamara P. introduced herself as the chair of this subcommittee which evaluates and prioritizes incoming requests for literature creation. She has been working with the committee for about a year now.
- **ComLine**, Mardi
The third quarter edition of the ComLine will come out on July 1. The committee is working on a print edition combining the ComLine publications during 2016 which will be for sale in the online store. Also in the works is a 2017 ABC edition. The publication staff is working with new InDesign software, and they thanked the WSO for purchasing this tool. As always, they are looking for submissions, and welcome submissions from outside the United States.
- **International Literature Subcommittee**, Jeffrey F, Chair
 - The Finnish YWB has finally gone into production and 500 copies are scheduled to be delivered to Helsinki on 10 July.
 - Reprints of the Danish BRB & YWB should go into production in June for delivery in July. We hope to print as close to 1,000 copies of each as possible in order to obtain the best prices and have plenty left over to stock the Norwegian fellowship for more than a year.
 - The Russian BRB is finally nearing completion as it has been designed in Russia and is expected to be sent to the printer in June/July

14.ACA WSO DC Oversight Committee and

Distribution Office, Mary Jo L., Bill D.

This committee is in transition because of the hiring of ACA's first General Manager, Tammie G. Tammie was introduced to those present at the teleconference. A new name is being sought for our office that has recently moved, and which is now more than a warehouse.

15. ACA (MPS) Members and Public Service

Committee, Bill D. Chair, Carole C. Vice-Chair

Bill introduced Carole C., Region 2 Representative to the Board of Trustees as the Vice-Chair of this committee. A button has been added to the website which allows visitors to sign up for an E-Blast newsletter called The Traveler, which will inform recipients of news and events from the WSO and its committees and subcommittees. 1050 visitors have signed up to receive this E-Blast, which is amazing! The first issue should come out sometime during the week of June 19.

For the first time in our history, we have been allowed to have an informational table at the AA Convention in Jacksonville, FL. We will also be giving a small workshop at that event.

- **Delegate World Service Training Subcommittee**, Brody F. was not present, so Erin gave a synopsis.
 - A submission about delegate experiences was given to the ComLine.

- A delegate survey has been sent out
- **Hospitals & Institutions Subcommittee**, Kurt S. was not present, so a short synopsis was presented by Carole C.
 - A therapist from the San Diego area has recently given a presentation to a group of peers on how they might work with ACA in their practices. From this came a request for a presentation at Camp Pendleton on PTSD, which this same therapist will do. Literature will be supplied through the MPS budget.
 - 19 books were disseminated by request to New York, Tennessee, and Texas
 - 40 brochures have been donated
 - 12 Newcomers pamphlets have been donated to a new meeting in Nashville, TN.
- **Intergroup Liaison Subcommittee**, Bonnie KM
 - A new invitation will be going out soon to Intergroups to join the Slack discussion channel for Intergroups
 - We now have 74 registered Intergroups.
 - Bonnie is receiving fewer emails from WSO, but that could mean that more people are aware of the Slack channel.
- **Virtual Meetings Subcommittee**, David McB
 - Contacts have been made to meetings held online, by Skype, and by telephone.
 - The first meeting will be held toward the end of June.
 - David has a new email: dmcbwso@gmail.com

2. **Service Structure Ad Hoc Committee**, Marcia J.

The Service Structure Committee met twice in May and once in June. The minutes are posted in the Repository after they are approved by the committee.

We have new committee members, so we have spent some time getting to know each other and talking about the direction of the committee. We have been tasked to do two specific things by the Board:

- Research and bring a recommendation to the Board and ABC 2018 about the definition and structure of Regions for our fellowship.
- Research and bring a recommendation to the Board and ABC 2018 concerning the recruitment and election of Trustees to the ACAWSO Board.
- We are going to add one more area of research to our work: Research and recommend a Conference Charter for our ABC and fellowship.

Charlie H. and Carole C. worked together to produce an informational piece for the ACA website [Regions page](#).

Current members of the committee include: Marcia J. (Chair), Charlie H. (Vice-Chair), Nancy U., David McB., Jim R., Bill D., Bonnie K-M, Mary Jo L., Carole C., Laura L., Matt K., Miles C., Sarah O., Wesley H., David S., and Colleen.

3. ACA Website/Database Committee, Jim B. was not present to report. The following is his submitted report:

- The Database and Website Committee meets quarterly. The next meeting will be held the third Saturday on August 19th, 2017 at 2pm.
- Assisted with the Office move for the Signal Hill office focusing on the Computers, printers, and Telephones. We have 2 live lines into the Office now!
- Helping to resolve an issue with shipping addresses getting truncated on orders
- Loaded the MP3 files from the San Diego AWC on the Adultchildren.Org Shopping Cart. They are available for sale at 3\$ each. They are excellent talks.
- We held our quarterly website meeting and have some new volunteers working on updating some content. Thank you for your service.
- The home page was updated to show the Spanish BRB and an Image to direct people to the newsletter Page. Check it out and stay Connected to what happening at WSO and ACA.
- Have plans to update the Regions section of the website and the Sample Meeting Format section for some typos.
- Updates are in progress to change the Signal Office Address in a number of places on the website

WEBSITE ACCESS FIGURES FOR APRIL 2017

- 52,744 User Sessions in May Up from 51,735 in April
- 36,748 Unique users up from 36,463
- 105,181 page views, down from 104,772
- The bounce rate (users leaving the site immediately) was 64.37, up from 63.46%
- The pages accessed the most often were
 - **Laundry List** – 20,072 views, 19.08% of the total page views
 - **Find a meeting** – 8,269 views (7.86%)
 - **Find a meeting Search results** 5,415 views (5.15%)
 - **Literature** – 4,194 (3.99%)
 - **The Problem** – 3,453 views (3.37%)
- Users continue to come from across the globe with the top 5 session counts from:
 - United States – 83% of users
 - Canada – 3.74%
 - United Kingdom – 3.7%
 - Australia – 1.58%
 - India– 0.7%

4. European Committee, Majbrit M.

This month we had our Teleconference on June 3 at 14:00 ESDT. We are still looking for volunteers to work with us to record and report our activities. As always we had a short report and discussed how to provide further service for the European fellowship.

This month we spoke with Greece, Switzerland, Germany, Sweden, Denmark, Norway, Belgium, The Netherlands, Finland, Norway, Belgium, Bulgaria, and Serbia.

The 4th annual European Meeting will be held on Saturday 16 September in Madrid, Spain.

We hope to have the program for this event in place within a month. It is going to be in the heart of Madrid in a community center. Right outside there are lots of hotels and cafes, restaurants and so on. We hope to be able to have the Castilian Spanish BRB at the event. Please see our EC website www.acawsoec.com

Upcoming events in Europe can be seen on the above website.

- In the near future is **Norway** on the 17th of June in Oslo. Program is available on the EC website.
- **Sweden** has their 3rd annual event on the 22nd of October. They ask that the free downloadable texts from the WSO website be replaced with the edited texts in the newly printed Swedish Newcomer booklet.
- **Poland** will have their annual event in September at the same time as the EC event. We hope to be able in to help the fellowship in Poland. They reached out to us asking for support because they need ACA-sponsors and help to set up procedures for safe sponsorship. Currently they do not have the YWB in Polish and most ACAs are made to read the Big Book from AA and doing the AA steps. This is disheartening for them like being mentored by “parents”. Members are distraught by this practice. And they feel the presence of the WSO would really help solidify their ACA presence in Poland. They have around 100 Polish ACA meetings and they have been translating the BRB for 8 years now just realizing that that they did not have a glossary. Thus all translators have translated the core words differently with no consistency throughout, making it very hard to edit the text.
- **Bulgaria** has stepped up and wants to translate the BRB. The EC is helping the small fellowship the best we can, so that their translation committee gets support and becomes a translated BRB done through group conscience. We have a member who will be going to Sofia for 3 months and help set up a team of translators, in order to get the work done.
- **Serbia** contacted us asking for support. I’m waiting for information to send them a Starter Kit.
- **Finland** contacted us asking for support in dealing with a situation in regard to sexual abuse of newcomers at meetings. They were not able find anything on this in the BRB.

5. OPPM Review Committee, Mary Jo L.

First meeting of this group will be on June 22 at 8 PM EDT. There will be a report at the next Teleconference meeting.

6. ABC Committee, Jim R.

HIGHLIGHTS OF MAY EFFORTS:

- Began to develop a monthly ABC Committee Annual Timeline

- Surveyed the ABC Committee to see with which facets of the committee work, each member was interested in participating.
- Wrote to ComLine asking for an announcement of the Group Conscience Proposal process; also asked for an announcement of the search for Host for the 2019 ABC.
- Reached out to the Service Structure and Delegate Training Committees for critique and ideas for improving the 2018 Conference, primarily with agenda and binders.
- 2019 ABC/AWC. Began creating an Application to Host, for the 2019 ABC. Referred to materials used last year and created an initial outline of the Application form, to be developed. Our committee would like to make a recommendation that the Board make a decision whether the 2019 ABC and 2019 World Convention will be held at the same time, at the same site, and how the ABC Committee may be of support.

Ballot Proposal Subcommittee Jim R.

- **Developed a Ballot Prep Committee timeline for the year ahead. Created a Ballot Proposal layout for next year's binders, suggesting an abbreviated comment section and a space for delegates to make notes.**

2018 ABC/AWC Subcommittee, Miles C.

- **The 2018 ABC venue recommended to the Board, by the ABC and Toronto Host Committees. (The Board accepted the recommendation Statements was sent out to the Board to check for comments or corrections.**
- **"Letter Communicating Material Weaknesses, Significant Deficiencies and Comments to Management" was sent out to the Board for comments and corrections.**

7. Executive Committee, Majbrit M.

It has been decided that Tammie will report to the Executive Committee of the Board of Trustees, with Mary Jo L. being her point of contact. She will be presenting monthly reports at the Teleconference starting with the next meeting in July. Mary Jo L. and Marcia J. put together a Handbook for this position, which Tammie will continue to update and create based on her organizational work both at the warehouse and for the fellowship at large.

G. Old Business

None

Board Working Session Motions: Read into the Record: These motions are being read into the record as they were voted on during a Board working session or strategic planning meeting.

Working Session June 8, 2017

Board members present: Marcia J. Majbrit M. Mary Jo L. Carole C., Bill D., David McB, Charlie H., Jim B., and Jeffrey F.

- 1. Motion: That the board authorize creation of a new Standing Sub-committee on Archives and ACA History, to function under the auspices of the Literature Committee. (Charlie H.)**

Background: Since 2015, the Literature Committee has been tasked with creating a literature project based on archives and oral history interviews, but no one is assigned with indexing ACA archives or conducting the required interviews. This subcommittee would preserve and index essential portions of ACA history, and oversee oral histories in the U.S. and overseas, to make ACA's history available to the fellowship, through new literature and other means.

Motion approved unanimously

Charlie thanked Laura L. for her initiative in the above matter. She will be the chair of this sub-committee.

2. **Motion: That we accept the negotiated price for cost overruns in the audit completed this year and pay the invoice. (Bill D.)**

Background: An audit was done on the financials of our organization for the first time this year. The agreed upon price for work completed within a range of hours has been paid to the Auditors. There was missing information and delays on the part of ACA. The company gave us a cost for time overruns, but did not tell us when we started to accrue that charge, which was \$13,000.00. Because of their failure to notify our organization at the time cost began to overrun, the amount was negotiated down to \$5,000.00. That invoice is now due.

Motion approved unanimously

H. New Business

1. **Amended Motion:** That the Board Secretary prepare and sign the appropriate documentation to show that Bill D., the WSO Treasurer, is to be added to the WSO bank accounts as a signer, that Larry A., former Board Chairperson also known in some bank documentation as Board President, and that Inez Z., former Board Secretary are both to be removed from our accounts, and that Mary Jo L. be changed from Treasurer to Board Chairperson/President. (Mary Jo L)

Background: This is an amendment to the motion that was passed during the May 11, 2017 Board Working Session meant to clarify language that was inconsistent with Chase Bank's internal records. It is a routine motion meant to ensure that the Board Treasurer and the Board Chair are the signers on all WSO bank accounts.

2. **Motion: To approve reimbursement of reasonable expenses (travel, lodging and meals) for new Board members who are brought onto the Board during an ABC. (Mary Jo L.)**

Background: There is currently no written policy that covers this type of reimbursement. Situations of this type have historically been handled on a case-by-case basis and not administered consistently. Note: This is a policy motion that will be recorded in the OPPM.

3. **Motion: That the Board gives its specific concurrence to approve paying the printer in Latvia (EUR 2,125) to print and deliver 500 copies of the Finnish Yellow Workbook in Finland. (Jeffrey F.)**

Background: The Finns have already ordered and paid (about 6 weeks ago) for these books in accordance with the International Literature Policy for printing and distributing books outside North America. This is time sensitive and we don't want to lose our position in the print job order so please concur soonest.

4. **Motion:** Due to the complicated employment laws in the State of California, this motion asks for the approval to hire an employment attorney to review the agreement created for the new General Manager. The non-profit quote received is \$300 per hour. This is expected to take up to two hours of time, although it could take up to five hours if there are significant flaws in the agreement, which the Board does not expect there to be. (Mary Jo L.)

Background: To ensure that the proposed agreement is drafted properly, it is prudent to hire an employment attorney in the State of California. This document can then be used as a template in the future when WSO hires key personnel in other positions.

5. **Motion:** Request concurrence to give the ACA WSO Staff an additional three paid holidays - Memorial Day, Fourth of July and Labor Day, which will bring the total to six paid holidays. (DCOC)

Background: The Board added the original three paid holidays in November 2014 (Thanksgiving, Christmas and New Year's). The DCOC feels it's now appropriate to offer the Staff the remaining three general US holidays as paid time off. (Mary Jo L.)

Guest Comments: To allow that all of our guests have a chance to share, we will limit guest comments to 3-5 minutes. If someone needs to talk further, they may do so after the close of the meeting. We remind everyone that this is a business meeting. The Board may mute participants who are not addressing business. We recommend that participants, who need support with issues or concerns, contact a board member or committee chair.

- **Barbara from NY080** asked that there be a procedure at future ABCs requiring that if new information becomes available during discussion and voting on a ballot item, that it be the responsibility of any delegate, leader or trustee aware of this information to inform the ABC leader so the discussion can be stopped and the new information presented and discussed by all the delegates in case it will impact the vote. During one of the votes at this year's ABC, a paper was being passed around. Charlie asked what the paper was that she was referring to. She said it was a paper indicating the outgoing Board chairperson was representing Tony A.'s widow. Everyone learned during the ballot items discussion that the Board had contacted Tony A.'s widow trying to get permission to print his twelve steps; that at first she agreed and then she said no on the advice of her attorney, who turned out to be an outgoing Board member. Not everybody saw the paper or knew about it until much later.

When she and other people found out about it later, it caused consternation and anger; maybe it caused the vote to swing. But her main point was to suggest we need some procedures in place to keep this from happening again. She said some Board members and committee members saw it being circulated and something like that is when an action should be taken to halt the proceedings and let everybody know about it.

Some Board members said they didn't know about the subject matter on the paper until after the ABC and didn't know anything was being passed around. Barbara said all the more reason to have better instructions. Mary Jo said in the future instructions will be added for the event that if somebody becomes aware of information pertinent to a ballot item it needs to be shared.

Carole C. reminded the group that the board can only give guidance. The delegates elect a chairperson for the meeting and that's who should be told. Mary Jo referred the matter to the ABC Committee Chair, Jim R., and David McB, who is the Board Liaison to the committee.

The following is out of order, but pertains to the above conversation, so is being inserted here.

Colleen, as part of her later comments asked: Given the information shared about the former Board chair being the attorney for Tony A.'s widow, there seems like a clear ethics violation. Has the Board considered what to do about this, whether they feel the fellowship has been harmed?

Majbrit said she wanted to correct what was being said - that the former Chairperson was not the widow's attorney; that he had reached out to the attorney of the widow asking if they would release the steps; he has nothing to do with Tony A's widow.

Barbara said they had a direct conversation with Larry A. who absolutely confirmed he was her attorney and that he was advising her to rescind permission to share the 12 Steps, he did not consider it to be a conflict of interest or unethical. She said they wanted to check directly with the person involved. Majbrit thanked her and said she wasn't aware of that information.

Mary Jo thanked Barbara for the information and said the Board had not discussed this formally and was unable to respond further at this time, and that they will take it up at the next Board working session.

- **Pam Central Coast:** referred to an earlier mention about a therapist giving a presentation to other therapists and asked if it would be appropriate for a packet to be put together for this purpose so we know the information is accurate and consistent. Also, three years ago it was voted to create a PSA. She questioned the method of soliciting people to do it – that only putting it on the website for anyone who happened to see it wasn't as effective as going out and hustling for three bids. We need consistency of information going out.

The Board will refocus and take up the PSA announcement at our next working session.

- **Denise from Anchorage.** Where can they send names and email addresses of those wanting to receive a newsletter. To Bill using the address treasurer@adultchildren.org
- **Colleen** asked if the Volunteer training being held by the Literature Committee is open to all. Charlie H. said it will be put on the literature repository. We are taking names of those who have an interest. Those interested can send their information to litstaff@adultchildren.org Mardi volunteered to put the information in the ComLine; she and Charlie will discuss. The July 13 talk is also open to all. We will post the information soon. The call is quarterly right now but may have a slightly more frequent occurrence in the future.
- **Miles:** we are getting the contract signed, we can get the reservations started. We will have a website up soon after, so we can have fun in Toronto. Will be a
- **Jim R.:** asked Mike from upstate New York on this call who had an issue with the ABC program last year to connect with him on Slack. Mike said Jim could contact him through Brody.

- **Matt K.:** What time is the July 13 literature conference call? Per Charlie it will be at 10AM EDT and we will post information soon on the repository channel.
- **Bonnie:** 1. will a copy of the strategic plan be published? How many members of the board who were elected at the ABC were allowed to vote on the reimbursement motion? Per Mary Jo they were not allowed to vote.
What is the status of the ballot committee? Jim R. said he is shepherding this and will welcome any help. Bonnie will send information from the OPPM offline. This is its own committee. It is not clear who is chairing it and so forth. David McB said he is involved, as is Mary Jo. More information on the Slack channel.
- **Don from Oshkosh:** Starting a Midwest region with members involved from Oshkosh, Minnesota, West Great Lakes getting invitation typed out to send to groups and intergroups. Exciting and hopefully inspiring to other regions.
- **Wayne:** Toronto lots of growth in our fellowship: new step studies. He is helping people in Delhi, India only one group in India, but have two step studies. One person will be at the International meeting in Toronto at the end of September. Would like to thank Larry A. for all he has done. Pleased with the transition. Peaceful meeting.

Mary Jo thanked everyone for their participation and asked for a motion to adjourn. Bill so moved, seconded by Carole. The motion was unanimously passed.

The next ACA WSO Board Teleconference is scheduled for July 8, 2017 at 2:00 p.m. EDT.

Close with the ACA Serenity Prayer



Teleconference Meeting
July 8, 2017
2 PM EDT

Access number: [712.432.0075](tel:712.432.0075), Pin 427266# Press *6 to mute or un-mute. Please notify the secretary with changes, additions, or motions for this meeting.

A. Call to Order:

- 1) **Open with the Serenity Prayer**
- 2) **Tradition Seven:** Every ACA group ought to be fully self-supporting, declining outside contributions.

B. Roll Call of Board Members: **Mary Jo L.**, Chair, and Literature Committee Chairperson; **Majbrit M.**, European Committee Chair and Vice Chair; **Marcia J.**, Secretary, Ad Hoc Service Structure Committee Chair; **Charlie H.**, Chair of the Literature Committee and Chair of the Literature Review Subcommittee and member of the Finance Committee; **David McB.**, Finance Committee Vice-Chair; ABC Liaison **Jim B.** Chair of the Database/Website Committee; **Carole C.** MPS Co-Chair; Region 2 Trustee; **Tammie G.** General Manager

C. A Quorum was established.

D. Guest Introductions

Pam IG 620 SoCal	Laura IG 620 SoCal	Brody IG 162 CA	Colleen IG 140 FL
navinum (online)	Brooke New York	Mardi IG 126 MT	June Virginia Beach
Marion St. Louis/S. IL 1	Denis Moscow, Russia	Jim R. Brooklyn	Matt WGL IG WI 22
Sue Toronto, ONT	Miles Belleville, ONT 7	Bonnie K-M LoneStar IG TX	Robin TX
Robert OR 2			

E. Minutes:

5. **Motion to approve the June 10, 2017 Teleconference Minutes** (Marcia J.)

Second: Carole C. **Abstain:** Jim B. **Decision:** Passed unanimously

F. Committee Reports:

ACA WSO Treasurer's Report, Finance Committee Vice-Chair David McB.

- The [June 2017 P&L](#) shows a net loss for the month of June for (\$9,546). This is primarily due to the final payment of \$5,000 to Vasquez & Co. for the financial audit and the fact there were 3 pay periods in June instead of the normal 2 pay periods.
- The [Balance Sheet](#) shows a slight increase in assets over the prior month which is due to literature sales and other income. The finance committee is going to review these reports again at its next meeting and will report back to the board.
- The 7th Tradition Contributions are listed under that tab in the left menu on the Repository page of the ACA website. Please feel free to contact Bill at treasurer@adultchildren.org with any questions or comments.

Finance Committee, Finance Committee Vice-Chair David McB.

- Your WSO Finance Committee has added two new members in the recent weeks. One is Amy T. from MA, and the second is Pat H. from CA. We are pleased to have these two retired finance professionals on the committee. They are making an impact already.
- In addition to board members who serve on the committee: David McB, FL. Vice Chair; Jeffrey F., Czech Republic; Charlie H., VA and Mary Jo L, IL, Board Chair, Ex-officio member.
- **Quickbooks migration project.** This will entail moving out Quickbooks bookkeeping to the cloud and allow for multiple users to do the bookkeeping. As part of this there is also a shopping cart overhaul planned that will allow us to utilize the Quickbooks software to not do all our bookkeeping and payroll functions, but will also allow us to track our inventory levels and sales in real time. This will greatly reduce the person hours currently dedicated to extracting data via spreadsheets and manual reports.
- In addition to the Quickbooks project the Finance Committee is also working on the following items:
 - Inventory month end statistics from all outlets
 - Chart of Accounts numbering update
 - Review of Financials for Monthly Board Teleconference
 - European Reports - work in progress with Amy
 - Moving content out of Patricia's online vault
 - Planning for 2018 Budget preparation

Audit Report Finance Committee Vice-Chair David McB.

- The Audit was completed, the Board of Trustees will receive the report this week, and cost overruns by the auditors have been negotiated to everyone's satisfaction. We believe the audit has been very beneficial to desire to move into best financial practice.
- Based on audit reports for 2014 and 2015, the insurance company auditor has said we overpaid for those two years and they will be issuing a refund. We are waiting for the review of 2013 to be completed as the same erroneous codes were used then as well. This could lead to a refund for 2013 as well.

- On a different audit front the board will formally receive the 2016 Financial Audit report at its July 13th working session teleconference. The CPA firm Vasquez and Associates will join the teleconference and present the final audit report.
- A chair is needed for the Audit Committee. With the final report, the 2016 audit will be complete. Bill D. cannot chair the committee for the 2017 audit because he is the Treasurer of this organization.

ACA WSO Literature Committee, Charlie H., Chair. The quarterly call for the committee is on **July 20, 2017**. The meeting will start at 10 AM EDT\ with regular business, and Rev. Dr. Serene Jones, president of the Union Theological Seminary in New York City will speak on our spiritual message at 11 AM EDT. Dr. Jones is the author of several books on the effects of social and physical violence on the human psyche. All are welcome to listen in. Conference dial-in number: +1 (712) 775-7085. Participant access code: 690690 (Press *6 to mute or un-mute)

Orientation for the Literature Committee will be held on July 29, 2017. Possible jobs will be described and questions will be answered. If you want to submit questions, send them to litstaff@adultchildren.org.

The period for receiving comments and suggestions for updates to the **12 Step Workbook** are now closed. The literature review subcommittee will review comments/suggestions for accuracy and redundancy, with the goal of making the updated book a top publication priority.

- **ComLine, Mardi**

The 3rd quarter ComLine is not out yet, but is almost finished. Also close to publication is the ABC Edition. Deadline for the 4th quarter edition is August 31. This edition will deal with Steps, Traditions, and Concepts 10, 11, and 12. The ComLine is anxious to include writing from the international community. It will be published in the original language as well as being translated into English. Articles do not have to be long: 250 words or less. Thank you for all the time and energy of the fellowship in submitting articles.

- **Literature Evaluation Committee**

The new Literature Evaluation Subcommittee is now formed and in action. The team establishes small ad hoc review groups of 2-3 members to review various literature submissions. They meet regularly via teleconference. They meet every two months, and their next meeting is scheduled for August.

The minimum Order Amount for an Intergroup Order has been lowered to \$100 from the previous \$630. Case quantities are still required to get the 30% discount, but this will allow a single Case of books to be purchased in 1 order.

- **E-book and A-book Sales for June**

- 1) Strengthening My Recovery e-book—72
- 2) a-BRB—118
- 3) e-BRB—236

- **International Literature Subcommittee**, Charlie H.

- Castilian Spanish BRB e-book is in review and preproduction. Plan to have it ready with the print version by September 2017.
- Russian BRB is in Russia for completion and distribution.
- All trifolds and booklets in the shopping carts have been translated into Danish, Spanish, Finnish, and Russian. Finnish versions are in preproduction; Spanish trifolds are being vetted before upload.
- All trifolds are scheduled to be translated into all languages and uploaded to the free literature page.
- The Greek version of ***Strengthening My Recovery*** is in layout, which should be done by July at which time it will be ready for review prior to printing. The Spanish translation is ready for linguistic review before layout.
- **Archives, Laura L.**
The committee is hoping to make reports about twice per year. The short-term goal is to create questions to use in interviews with old-timers for an oral history project. The long-term goal will be to acquire historical materials and find out how to curate them. Volunteers are needed; librarians, genealogists, and museum curators would be excellent.

ACA WSO DC Oversight Committee and Distribution Office, Mary Jo L.

There is currently no report for this committee. We are coordinating efforts under a new general manager.

ACA (MPS) Members and Public Service Committee, Carole C.

We have been invited for the first time to have an information table and a panel presentation about ACA as part of the Florida AA Conference

• **Statistics: June 1, 2017 – June 30, 2017**

Emails Received: 169

Emails Sent: 46

Content:

- | | |
|---|---|
| ○ 4 emails Finding Meetings | ○ 1 emails regarding Event Information |
| ○ 6 emails Meeting Changes | ○ 11 emails were under other emails, Board, Committees, Office, etc. |
| ○ 0 emails about Meeting Issues | ○ 1 email was International |
| ○ 0 emails about Starting Meetings | ○ 123 emails were either forwarded to proper committees, had to be translated, sent emails from phone calls made, were bulk mail and or trash mail. |
| ○ 4 emails about Literature Information | |
| ○ 11 emails from Therapists or ACA's seeking Therapists | |
| ○ 1 email about Sponsorship | |
| ○ 3 emails regarding Intergroup Information | |

Vonage Voice Mail Received: 68

Vonage Calls Returned: 68

Call Content:

- 31 calls about Finding Meetings
- 2 call about Meeting Changes

- 13 calls about Meeting Issues
- 5 calls were about starting meetings
- 17 calls were about literature

International connections made: Mexico

- **Delegate World Service Training Subcommittee**, Brody F.
Questions are being developed for the survey, which should be ready to send out by the end of the month.
- **Hospitals & Institutions Subcommittee**, No report
- **Intergroup Liaison Subcommittee**, Bonnie KM
There is very little news. People are signing up on the Slack Channel, which may be why there are not the same number of calls as there were before.
- **Virtual Meetings Subcommittee**, David McB
Groups are registering for Phone Meetings, Skype Meetings and Internet Meetings. The committee has identified challenges for each type of group. Volunteers will go through the old registrations to check which groups are still meeting. If you are interested in serving, contact David McB at dmcbwso@gmail.com

Ad Hoc Service Structure Committee, Marcia J.

Charlie H. wrote a paper defining what the committee did last year and clarifying our task for the coming year. Our committee will work first to define and clarify regions and then take up the election process for trustees. We have decided not to divide the work, but to work together in order to establish a working process. We will begin work on the electoral process in August.

ACA Website/Database Committee, Jim B.

The Database and Website Committee meets quarterly. The next meeting will be held the third Saturday on August 19th, 2017 at 2pm.

- Corrected an issue with shipping addresses that were getting truncated for some orders
- Updated the text on the regions page on the website, <http://www.adultchildren.org/member-regions> .
- There is a project under way to allow regions to register with the WSO and to display a listing of the registered regions.
- The sample ACA meeting format pages on the website are being updated to fix some typos and wording changes.
- Updates were made to the free Literature downloads page, <http://www.lit.adultchildren.org/>
- The minimum Order total to place an Intergroup Discount order was lowered to 100\$.
- Plans are in progress to make the website menus easier to access information
- A new design to the Fellowship alerts page is being designed to better present the information
- We have plans to use DropBox across the WSO Board and committees to ensure we have secure storage and can share information efficiently.

The following shows monthly trends for users accessing the adultchildren.org website. Figures for April:

- 49,241 User Sessions in June down from 52,744 in May
- 34,534 Unique users down from 36,748
- 97,437 page views, down from 105,181
- The bounce rate (users leaving the site immediately) was 64.83%, up from 64.37%

The pages accessed the most often were

- Laundry List – 19,241 views, 19.75% of the total page views
- Find a meeting – 7,285 views (7.48%)
- Find a meeting Search results 4,758 views (4.88%)
- Literature – 4,264 (4.38%)
- The Problem – 3,441 views (3.53%)

Users continue to come from across the globe with the top 5 session counts from:

- United States – 83% of users
- Canada – 3.91%
- United Kingdom – 3.61%
- Australia – 1.63%
- India– 0.7%

European Committee, Majbrit M.

- Work is being completed for the Fourth Annual European Meeting in Madrid, Spain, September 15-16. All are welcome and there will be interpreters present. 40-60 people are expected, but the venue can handle 100.
- ACA is celebrating 30 years in Finland with a special event to include speakers, meetings, music, coffee and food, on September 9 in Helsinki, Finland.
- The first printing of ACA literature to be printed in Europe has begun with the Newcomer Booklet in Swedish in April, the Finnish Yellow Workbook in June and printings of the Danish Big Red Book and Danish Yellow Workbook will follow soon. 5,000 pieces of literature will be printed in Europe during 2017 according to estimates.
- Europeans can finally buy their literature on Amazon UK. Thank you to David for facilitating this process.
- About 40 members attended the Norwegian gathering in June.

OPPM Review Committee, Mary Jo L.

The committee has met twice. We have decided to start with the Bylaws, because ours are too sketchy and do not contain the amount of information that now seems to be present in samples we are seeing. We have created a matrix using a common template for California bylaws. At present, we are cutting and pasting our current bylaws into the matrix, as well as the OPPM. We plan to use this to find missing information, and decide which information will be better off in the Bylaws, and which in the OPPM. We are making sure we have the Books of Motions from

2012-2017 totally updated. We can then see which motions did not make it into the OPPM. Our plan is to sort out what we currently have and go from there.

ABC Committee, Jim R.

HIGHLIGHTS FOR JUNE:

1. Participated in discussions about the Ballot Prep Committee and the concepts and contents of the Call for Proposals. Main concern – how the material fits into the Delegate Binders
2. Face to Face meeting with the DTSC Chair, general discussion of Delegate Training
3. Drafted an Application to Host for the 2019 ABC, for review by the Board.

RECOMMENDATIONS:

1. That the Board make available the Application to Host the 2019 ABC (without reference to the AWC), in order to gauge the response.
2. Make the Application available to all.

- **Ballot Proposal Committee Mary Jo L.**

Mary Jo L. and Bonnie KM have taken on this committee. They are creating an announcement to be sent to the meetings next month asking for ballot submissions. The committee could use more volunteers.

- **2018 ABC/AWC Committee, Sue B., Miles Jim B.** is working with the committee to set up a website. Everything is on track and committees are working well. There is a contest to create the logo among intergroups.

Executive Committee, Majbrit M.

Currently, the committee is working on best practices for supervision of the general manager, and transition for Tammie G.

G. Old Business: None

- H. Read into the Record:** Working Session motions: these motions are being read into the record as they were voted on during a working session or strategic planning meeting of the Board.

BOARD OF TRUSTEES WORKING SESSION OF June 22, 2017

Members Present: David McB, Mary Jo L, Majbrit M, Marcia J, Bill D, Jeffrey F, Charlie H, Jim B, Carole

1. **Motion:** To create a virtual meeting committee to include telephone meetings, audio meetings, online meetings, and other meetings that are not face-to-face. (Bill)

Background: Ballot 8 at the ABC was a motion to create a telephone committee. The ballot passed. The wording was unwittingly changed in the agenda in which the board created the committee, and the Virtual Meeting subcommittee was formed with David McB as chair. This motion attempts to reconcile the discrepancy between the ABC motion and the unintended wording of the committee already created.

Second: Carole C.

Decision: Passed unanimously

2. **Motion:** In order to create a more professional and workable financial system, we have decided to move from a desktop to a cloud-based Quickbooks financial system. This is a request for Board approval to search for bids. (Bill)

Background: This action will allow us to take our finances off Patricia's server and move to a cloud based system. We have a general manager, so some of our bookkeeping can be done in-house with the help of a scanner. We will also need a migration plan to coordinate multiple pieces of our financial and warehouse systems including the shopping cart. The total cost is estimated to be in the area of \$15,000.00 if the shopping cart and training are included. This is a good time to move to a model that is more professional and convenient for our organization, especially after having just completed our audit and with the hiring of a General Manager.

Second: Carole C.

Decision: Passed unanimously

3. **Motion:** That the board reduce the minimum intergroup book discount purchase price to \$100, while continuing to require that all books be purchased in unbroken cases. (Charlie)

Background: The current minimum of \$630 can be a barrier preventing Intergroups from participating in the program. As long as Intergroups purchase unbroken cases of books, there is no significant cost burden to the Distribution Center.

Second: David McB

Decision: Approved unanimously

1. New Business

1. **Motion:** To approve grandfathering the new Board members from the 2017 ABC under the newly adopted policy that allows for payment of reasonable expenses. (Mary Jo)

Background: As a "reasonable expenses" motion has been passed for new Board members who come onto the Board during an ABC, it is requested that this be extended to the recently elected Board members.

NOTE: *The only Board members eligible to vote on this motion are those who do not profit from its implementation.*

Second: No second

Decision: Approved

2. **Motion:** To approve the purchase of an enterprise DropBox account to be used by the board and its committees. The cost is \$504 per year and provides unlimited storage and extensive control for managing security and tracking file access. (Jim B.)

Background: The WSO board and its committees are using a number of different file sharing services, including personal Dropbox accounts that the WSO is reimbursing staff members for. Google Drive, MSFT OneDrive, and others are also being used. Standardizing on the Enterprise level version of Dropbox will ensure that the WSO files are safe, secure, and backed up. The administrative tools will allow us to control and track access.

Second: Charlie

Discussion: This will happen immediately. We will have 20 days to get feedback to make sure we want to keep it. Next step is for Jim and Charlie to get together to discuss implications for Literature Committee

Decision: Passed unanimously

3. **Motion:** To approve the purchase of a laptop computer for the treasurer to install Quickbooks and other necessary office productivity software that is required to do the work of the treasurer for WSO at a cost of \$1,449.42 which also includes the 4 year hardware protection plan. (Bill)

Background: The treasurer is responsible for overseeing the financial condition of WSO at all times whether they are home or traveling and is required to access sensitive financial accounts on a regular basis, have a secure email for transmitting and receiving sensitive data, and produce and store reports and other information with a variety of software products. It is impractical for each Treasurer to install all the software and store all of the files on their own home computers only to have to remove it all after they hand the job over to the next Treasurer. It will be much more practical and secure to hand over a laptop computer with all of the data already on it to the next Treasurer.

Second: David

Decision: Passed unanimously

STATEMENT FROM THE BOARD OF TRUSTEES

Mary Jo L

During the guest comment portion of last month's Board Teleconference, June 10th, an issue was raised about a potential conflict of interest of a former Board member and his representation of Tony A's widow. The Board is formulating a statement to send to the Fellowship about this before the August Board Teleconference. If you are not aware of the matter, please read the minutes of the last meeting.

We hope to not discuss it today because the Board members cannot comment further at this time. Additionally, to help prevent anything like this from happening again, the Board is preparing a Conflict of Interest statement for all Board members, key employees and certain Committee members to sign and review yearly.

Guest Comments: To allow that all of our guests have a chance to share, we will limit guest comments to 3-5 minutes. If someone needs to talk further, they may do so after the close of the meeting. We remind everyone that this is a business meeting. The Board may mute participants who are not addressing business. We recommend that participants, who need support with issues or concerns, contact a board member or committee chair.

1. **Majbrit:** Please address any comments to her now as she has to leave. Denis thanked her for her service.
2. **Laura L—Vote on \$100.00—**we did this vote
3. **Pam—**Website that we currently have was created as an offshoot of something that was done by a volunteer. We keep building on top of it. Does Jim have ideas about something different? Jim agrees and would like to have a discussion with Pam on email or Slack. Are we thinking about making something new or are we going to make improvements? Jim is exploring other options, in the

meantime trying to optimize what we have. The main website is brand new; the repository is an offshoot of what we

4. **John—when will the June 10 minutes be posted?** They will be posted as soon as they are approved. For the future, they should go up before approval.
5. **Mardi—Traveler: When will the electronic newsletter go out?** A week to two weeks.
Can we hear more about the Archive Committee? We will start making reports about twice per year. We will start the oral history project with old timers. In the long-term we will work in preservation, finding people to organize materials. We need to gather and curate materials. Possible letter-writing campaign. If anyone is familiar with libraries or genealogy would be very helpful.
6. **Bonnie—Space for archives:** The new office warehouse space has a separate room for material storage as well as a workspace. archives@adultchildren.org
7. **Denis—ACA 40th Anniversary in January of 2018.** January 7 would be a great time to celebrate our anniversary. Other fellowships have a day for celebration each year. We will put it on the board agenda. Many Intergroups have celebrated the birth of ACA yearly in January. Usually done in the first meeting of January. Is this the anniversary of the Laundry List or the incorporation? Neither. We are celebrating when the meetings separated from Alanon. If we are talking into 40 years, it would be 1978. We passed a motion three or four years ago at the 2014 ABC to celebrate this yearly, but it wasn't published and nothing was done about it. Maybe we should celebrate in Toronto.

Announcements:

The next ACA WSO Board Teleconference is scheduled August 12, 2017 at 2:00 p.m. EDT.

Motion to close: David

Second: Carole

Decision: Passed unanimously

Close with the Serenity Prayer



Adult Children of Alcoholics®/Dysfunctional
Families
World Service Organization, Inc.

Teleconference Meeting
August 12, 2017
2 PM EDT

Access number: [712.432.0075](tel:7124320075), Pin 427266# Press *6 to mute or un-mute. Please notify the secretary with changes, additions, or motions for this meeting.

A. Call to Order:

3) Chair, Mary Jo L., opened the meeting with the Serenity Prayer

4) **Tradition Eight:** Adult Children of Alcoholics should remain forever non-professional, but our service centers may employ special workers.

B. Roll Call of Board Members: Bill, Majbrit, Marcia, Jeffrey, Charlie, David McB, Jim B., Carole C., Mary Jo L.

C. Quorum Established.

D. Guest Introductions:

Colleen FL	Terry	Robert OR	Barbara NY 080
Mardi MT	Pam CA	Liza FL	Brody CA
Miles Toronto, CAN	Vera CA	Matt WI	Tammie G. CA
Sue B. Toronto, CAN	Bonnie TX	Judith FL	Jim R. NY

E. Minutes:

Motion to table the July 8, 2017 Teleconference Minutes until the next meeting. (Marcia J.)

Discussion: Missing the information on last two motions. Can we table or fix after passage?

Decision: Table

F. Committee Reports:

1. **ACA WSO Treasurer's Report, Finance Committee--Bill D.**

WSO continues to rely on revenues from book and other inventory item sales to fund our service office. We actively work to keep expenses in check. 7th Tradition Contributions are holding steady, but we hope they will increase over time because WSO should be self-supporting per Tradition 7.

We have already received refunds for workman's comp overcharges dating back to 2012 totalling \$31,005. We will also receive \$15,117 for year 2014-2015 and \$6,964 for year 2016-2017 in the next couple of weeks.

The board formally received the final 2016 Financial Audit report at its July 13th working session teleconference. The CPA firm Vasquez and Associates did a presentation. The audit is available on the Audit Committee page in the Repository.

The 7th Tradition Contributions are listed in the left Repository menu.

If you have questions or comments, contact the Treasurer at treasurer@adultchildren.org.

The July 2017 P&L shows a net loss of July of -\$9,372, including \$14,640 of workers comp refunds received. There was a \$9,597 literature shrinkage write off. The staff will review these numbers and present a report by Wednesday's Finance Committee meeting.

The July 2017 Balance Sheet shows a slight increase in assets over the prior month which is due to literature sales and other income.

2. Finance Committee, Finance Committee Vice-Chair David McB

The Finance Committee meets weekly to help ACA WSO become more efficient and transparent. We are finalizing plans for changes to WSO's financial documentation to bring us into the 21st century.

The committee selected the winning bid for the company to help us with the Quickbooks migration project. This will move our Quickbooks bookkeeping to the cloud and allow multiple staff users to do some of the work to reduce outside costs.

There will also be a shopping cart overhaul to allow us to utilize Quickbooks to track our more complex inventory movements between warehouses in Signal Hill, Ware-Pak, Amazon US and Amazon UK. This will greatly reduce the time it takes to extract data via spreadsheets and manual reports.

We are also finalizing a new Chart of Accounts that will allow for better management of income and expenses. Other items we are working on are listed below:

1. European Reports
2. Moving content out of bookkeeper's online vault
3. Planning for 2018 Budget preparation

4. Bid Policy for new projects and purchases

3. **Literature Committee**, Charlie H.

We have a lot of exciting projects in the works, and are grateful for the enthusiastic teams of volunteers that are helping shape the future of ACA.

Literature Development Subcommittee

The July 29th Literature Development Subcommittee Volunteer Orientation was very successful. We discussed developing structure and format for evaluation and development of WSO literature, and talked about four future literature projects that require volunteers. Nearly 30 volunteers joined this call.

The next volunteer meeting is Saturday, September 23, from 12:00 – 1:00 pm Eastern Time. Please note the following new call-in number and access code - **+1 515-604-9640 PIN 761909**#International dial-in numbers for 61 countries are listed in the Repository.

ComLine

The special annual ABC 2017 issue is complete and available for download. The 3rd quarter 2017 issue is also complete and available for download.

We are currently accepting submissions for the 4th quarter 2017 *ComLine* that are due by August 31, 2017; online publication is scheduled for October 1. The 4th quarter themes are Steps and Traditions, 10, 11 and 12. We look for personal stories of experience, strength, and hope, as well as poetry and artwork! We also need shares in languages other than English.

Send submissions to litstaff@adultchildren.org and include both pages of the release form found on <http://www.adultchildren.org/comline>

Translations

The Castilian (Spanish for Spain BRB) translation is complete and in pre-production. It should be ready for distribution and presentation at the European Madrid conference in September 2017. Production of Russian BRB is with Russia for completion and distribution.

All tri-folds and booklets offered for sale in the shopping cart are translated to Danish, Spanish, Finnish, and Russian. Finnish is currently in preproduction; Spanish trifolds are in the vetting process prior to upload.

We continue to add new and updated translations to the free literature for download page. All languages will be available for free as layout on them is completed. Free downloads are on our site at <http://www.adultchildren.org/non-english-literature>.

Strengthening My Recovery

Greek and Spanish translations are in the final stages.

Literature Development subcommittee

- Developing structure and format for evaluation and development of WSO literature.
- Orientation call held for new volunteers.

International Distribution Project

Our account with Amazon UK is now verified so we can begin selling books in various countries of Europe, which currently includes offering books through amazon.co.uk. Addresses in the UK, Germany, Spain, France, and Italy.

Use the following link to find these books:

<https://www.amazon.co.uk/s?merchant=A1UOP2JDGT6NQR&fallThrough=1>

12 Step Workbook Update

No new comments and suggestions are being accepted for updates to the workbook. The material will be reviewed for accuracy and redundancy. The updated book is a top publication priority.

E-book and Audio book Sales

- Strengthening My Recovery E-book - sales for June were 91 books. Total sold to date is 800 .
- BRB E-book - Sales for June were 250. Total sold to date is 13,076.
- BRB Audio Book - Sales for June were 110. Total sold to date is 2,567.

Miscellaneous

Over 600 emails were traded both domestically and abroad that covered the scope of literature development and evaluation, new literature offerings, suggestions for future publications and updates, translations, printing / reprinting of new and existing products, digital offerings.

Our next quarterly Literature Committee(s) meeting is **Saturday, October 7, at 11 a.m. Eastern Time.**

4. DC Oversight Committee, Mary Jo L.

Inventory issues: We are working on what needs to be ordered and the coordination of different distribution channels. Through Amazon Europe UK we are in 5 European countries. We were short on some inventory in the US for a bit, but are now fully stocked. We hope to send an order to CAN and MEX through USA Amazon. We are working with Jeffrey to put Castilian books on Amazon UK. Bill is working on the integration of QuickBooks with other systems. There are continuing issues with Ware Pak and refunds, etc.

5. Distribution Office, Tammie G.

We are getting a better grip on inventory and having items in stock. Laura and the Archive Committee will be in the office on August 21. Any other volunteers for archives are welcome that morning. We currently have 1783 active groups, which is an increase of 30. There are 77 active Intergroups.

6. **Members and Public Service Committee (MPS), Bill D.**

- A preliminary MPS Committee organization chart was created and approved. Website changes requested have been made with Jim B. we will be working on our Budget next. Special worker Denise has resigned. We will post a job opening and ask person hired to work onsite at Signal Hill.
- **Public Information** – Had an impromptu working group call last week to discuss the technical aspects of developing and distributing the Public Service Announcement (PSA). Bill D., Patrick B., and Taylor G. discussed industry standard lengths and distribution. Conceptual ideas for the PSA were discussed as well.
- **Member Outreach** – Patrick B., CA –We are waiting for the ComLine to go out before sending out the Traveler. The ComLine was due out in Early July was last we heard.
- **Virtual/Telephone Meetings** – David McB., FL – Reaching out to phone, internet, and Skype meetings. Finding issues, such as the meeting information on the listing can be changed by other than the meeting leader or contact and meetings may lose a leader but continue with no one overseeing them. Sending out an email blast to all the meetings to try to get the listing in better shape.
- **Regions** – Carole C., Region 2 Trustee – Regions statement is on the website. Need a place to register regions. The formation of Region 2 has jumpstarted other region formation, which is good for ACAs continuing growth and health. Report on Region 2's activities and short-term goals: (A region subcommittee was formed with Laura L. offering to chair it.)

***Region 2** - working on completing Bylaws, legal documents filled out, and bank account set up. Summertime has been a little slow and attendance has been low. Gearing up to get organization and structure set before the end of the year. When done with the paperwork, we will be legal and can start organizing events. We are keeping in touch with our area and reaching out to lone meetings and intergroups that have yet to attend our teleconferences, letting them know what we offer. Will be giving a description of Region 2 to the Service Structure subcommittee.*

- **The banner for the Traveler** is designed. Our goal to send it in about a week. We have 1874 sign-ups so far. Need to decide what to do when reach the limit of 2000 free contacts on Mail Chimp. An account for up to 2500 contacts is \$35-\$40 per month.

- **Delegate Training Subcommittee, Brody F.**

Brody had a call with the Office about getting the delegate survey sent sometime in September. Analysis of the results will help determine if changes are needed in the delegate binder and delegate training. The committee will solicit help from past members of the committee. The next teleconference will be in October. We need to know if we have a budget and also need contact information for the mailings.

- **Hospitals & Institutions Subcommittee**

This committee still needs a chair.

- **Intergroup Liaison Subcommittee, Bonnie KM**

No report at this time.

- **Florida AA State Convention:** We had an enthusiastic reception. We provided an Information table and a workshop. Volunteers took shifts. The response was phenomenal: books and trifold were sold out. We made all of the money allotted to this activity back and were able to pay some of the expense of being there. Thanks to David for his major contributions. **New tagline:** What is your emotional sobriety date? 2500 people were registered for this convention.

Charlie congratulated those who worked on this and said it was the best outreach effort he has seen.

7. **Ad Hoc Service Structure Committee, Marcia J.**

Met three times in July. The minutes are posted in the Repository after they are approved by the committee. The committee did the following:

- Defined the meaning of "Region": Regions feed communication and promote service and structural growth.
- We decided to look at regions as they exist in relation to the total service structure.
- We were given a presentation on the development of ACA Region 2 and how they define their service.
- We heard presentations on how NA and CMA utilize regions as part of their structure.
- We noted the emergence of two schools of thought when it comes to regions: one focused on representational duties including communication between levels of the structure; the other focused on support for meetings and the development and support of Intergroups

8. **Website/Database Committee, Jim B.**

Committee meets quarterly; next meeting Saturday August 26th, 2017 at 2pm. The following tasks were completed since the last teleconference:

- Assisted with the roll out of the DropBox account for WSO staff and committees
- Added an Events Sub-Menu item to the News Menu choices
- Added a Repository Sub-Menu item to the Resources Menu

MP3 download purchases are now active for 3 days after purchase. The message in the download email is being updated to remind people that they must download the files promptly.

Usage Figures for July for the adultchildren.org website:

- 50,248 User Sessions in June up from 49,241 in June
- 35,180 Unique users up from 34,534
- 99,267 page views, up from 97,437
- The bounce rate (users leaving the site immediately) was 65.05%, up from 64.83%

The pages accessed the most often were:

- Laundry List – 19,418 views, 19.56% of the total page views
- Find a meeting – 7,777 views (7.84%)
- Find a meeting Search results 4,948 views (4.98%)
- Literature – 4,216 (4.25%)
- The Problem – 3,489 views (3.51%)

Users continue to come from across the globe with the top 5 session counts from:

- United States – 83% of users
- United Kingdom – 3.76%
- Canada – 3.60%
- Australia – 1.55%
- Ireland– 0.7%

9. European Committee, Majbrit M.

- **Event:** Madrid Sept. 16 European Committee website registration English Spanish Speaker meetings and workshops Links to accommodations and activities in Madrid. People from around Europe are inquiring. UK, Czech REP, etc.
- Castilian Spanish BRB will be part of the event
- Can participate in European TC
- Thanks to all that are translating into their own language and keeping the spirit of the program alive.
- Do we need a policy for people who are abusing meetings? What we have is vague. So far just handled on a case by case hearings.

- Jeffrey: Last month WSO visited Minsk Belarus first time there. Jeffrey spoke on inner child, inner loving parent, inner critical parent.
- No visa needed from 80 different countries in the world. Kira from Belarus is country rep

Dire need of committee secretary. Too much translation involved. Any board member can call in. Meetings are a bit more informal.

Without translation, recovery is difficult if not impossible. Recovery comes from the literature. It's important for EC to visit in person as much as possible the events of the different countries. Language barriers make people shy. Showing up face to face allows people to see who you are. Speak at their events. Sponsors and sponsees. Lots of work!

10. **OPPM Review Committee, Mary Jo L.**

Using a non-profit template as an organizing tool. We're cutting and pasting the pieces of the current bylaws and OPPM into a spreadsheet that matches that tool. We will also review the books of motions to make sure all that affect the OPPM are added. We are trying to recreate and standardize the books of motions from 2012 to the present to help in this process.

11. **ABC Committee, Jim R.**

The Committee will review the 2017 Binder, suggesting improvements. Additionally, the Foundational Documents section of the Binder can be reviewed and prepared for print. Jim is working with the OPPM Committee to help this information all around.

In July the initial monthly phone was held with host chairs of the 2018 ABC AWC in Toronto. If you would like to listen in on the calls, the link to the phone meetings can be found on the report in the Repository. Our meetings are held on the 4th Saturday of each month. The next meeting will be on August 26.

We are working on an application form for those interested in presenting at the AWC. A Logo contest was launched in July and ended on July 31. There were three submissions. The Toronto committee is finalizing the lunch and dinner menus and exploring entertainment possibilities. The host committee requests copies of the projected and actual expenses for ABC AWC 2017 in San Diego to help them get an idea of the differences. When making reservations, be sure your destination is Toronto, ONTARIO! There are other Torontos.

Ballot Prep:

The call for proposals went out last week. You can find it on the Repository along with information about how to craft and create a proposal. An email has been created for messages to those who submit ballots. As proposals come in, help will be needed to process them. Volunteers are needed.

2019 ABC

The ABC Committee requests more information from the Board as to what they would like to see from the event, which is planned to be held in Europe. This will help us create materials to solicit bids to host the event. Will create a questionnaire for the Board to fill out to clarify information.

12. Executive Committee, Majbrit M.

The committee has begun to meet weekly to sort out best practices for orienting and evaluating our new general manager.

I. Old Business

- We have authorized the finance committee to look into putting everything onto QB. It was passed.

J. Read into the Record: Working Session motions: these motions are being read into the record as they were voted on during a working session or strategic planning meeting of the Board.

BOARD OF TRUSTEES WORKING SESSION OF July 27, 2017

Members Present: Mary Jo L., Marcia J., Majbrit M., Carole C., Jim B., David McB. Bill D., and Charlie H. **Member Absent:** Jeffrey F.

1. **Motion:** To authorize the Treasurer and Chair to establish a business account with HSBC US for the purposes of facilitating the setup of a similar account in the UK. (Bill D.)
Background: The WSO has no bank accounts in Europe and with its growing membership it will need access to withdraw and deposit funds on an increasing scale. By opening the branch in the UK we will not incur fees for transferring money to and from Europe from the US bank accounts. We will have better transparency on the financial activity in Europe as expenses can be paid from that bank account which can be monitored by the Treasurer and bookkeeper and other authorized persons. In essence we will be setting up a cost center to monitor all European financial activity that will provide a clean auditable record of financial transactions. Most importantly, we will ensure we do not put our tax exempt status at risk by failing to follow United States Federal IRS regulations governing 501(c)3 Tax Exempt organizations.
Motion: Unanimously passed.
2. **Motion:** To approve adding an additional day to the already scheduled Strategic Planning Session in October at an approximate cost of \$2,000 to cover room and board for that day. (Majbrit)
Background: The Board has determined that two days of Governance and teambuilding training with a specialized facilitator are appropriate in order that we get to know each other well enough and understand our role well enough. Additionally, the only week that all Board members were available was the second weekend of the month, so time will be set aside to

prepare for and conduct the monthly Teleconference. This would leave only one day of the three days originally planned to work on the strategic plan. Because this is a working board that chairs and actively participates in most of the Committees of the Board, and because of all of the initiatives being managed, it is reasonable to add an extra day.

Motion: Unanimously passed

3. **Motion:** To obtain “ACA WSO, Inc.” as a DBA (*Doing Business As*) for the WSO corporation. (Bill D.)

Background: Using the DBA “ACA WSO, Inc.” will greatly reduce the issues we have with forms and streamline entry into new accounts. Two tasks must be completed in order to do this: an update of information about our current officers with the California Secretary of State using the Officers and Agent form, and an application for the DBA name with the Secretary of State. The former needs to be done anyway because of a change of our address; the latter requires minimal cost and effort.

Motion: Passed Unanimously

4. **Motion:** To approve hiring James Mueller, a facilitator from Florida, for the Board's Strategic Planning Meeting in October to focus on Board governance issues. The cost will be \$7,500 for both pre-work and the actual training and facilitation of our meeting. (Exec. Cmte.)

Background: Because there is so much at stake with Board oversight of the fellowship, we feel it's in the Fellowship's best interest that the Board be educated on our governance role to ensure that we manage the business of the fellowship as prudently as possible.

Motion: Passed Unanimously

5. **Motion:** To approve payment of \$635 for modification to the existing air duct system at the Distribution Center. (Mary Jo)

Background: The work room off of the warehouse was an add-on for a previous tenant and air conditioning was never provided. The landlord has received a quote of \$1,270 to make a fix so that cool air will flow to and from that room when the air conditioning system is on, and they will pay half of the cost.

Motion: Passed Unanimously

6. **Motion:** To approve the purchase of an enterprise DropBox account to be used by the board and its committees. The cost is \$504 per year and provides unlimited storage and extensive control for managing security and tracking file access. (Jim B.)

Background: The WSO board and its committees are using a number of different file sharing services, including personal Dropbox accounts that the WSO is reimbursing staff members for. Google Drive, MSFT OneDrive, and others are also being used. Standardizing on the

Enterprise level version of Dropbox will ensure that the WSO files are safe, secure, and backed up. The administrative tools will allow us to control and track access.

Motion: Passed Unanimously

BOARD OF TRUSTEES WORKING SESSION OF August 10, 2017

Members Present: Jim B., Marcia J. Mary Jo L., Majbrit M., Carole C., Bill D., David McB. Charlie H., Jeffrey F.

1. **Motion:** For all foreign fellowship orders of at least 1,000 books to be printed outside the US, the profit margin split will be adjusted from 70/30 to 60/40 in favor of the WSO. (Jeffrey)

Background: Local fellowships outside the US who make such orders also handle all of the storage and distribution of ACA literature. The WSO also has no overhead costs associated with these operations. Therefore, it is reasonable, to offer an additional 10% to local fellowship for large orders so they have additional funds to cover the cost of commercial storage for so many books.

Motion: Passed unanimously

2. **Motion:** To pay the invoice from PNB Print SIA in Latvia to print and ship 500 copies of the Castilian Spanish Big Red Book to Madrid, Spain (for EUR 3,326/3,932 USD) by 15 September to sell at the 4th annual European Meeting hosted by the WSO's European Committee. (Jeffrey F.)

Background: After several years of waiting for translation verification and layout, the fellowship in Spain can now read the Big Red Book in the language of their inner child. Originally 100 books were planned, but this will be a chance to distribute these books to the fellowship in Spain that does not have an Intergroup. It is estimated that the WSO should be able to recoup their investment within a year.

Motion: Passed Unanimously

K. New Business: None

L. Guest Comments:

1. **Colleen:** Asked about status of Board's Conflict of Interest statement.

Mary Jo: The Board is preparing to get opinion by a third party before publishing response at the next monthly teleconference. Is the third party a legal counsel? Yes.

2. **Mardi** wants to second Charlie's gratitude for all the work on that presence in Florida AA conference. It was a great team effort on the part of Bill, David, and Jim B.

3. **Miles:** Will the PSA be available soon?

Bill: The person who has been working with us had to back out because of a conflict. We will need board approval to get money to have the voiceover done at a studio. We need to revisit the budget for this.

4. **Colleen:** There was a discussion about the celebration of the ACA anniversary in January 2018 at the last teleconference. Has a committee been formed? Are you looking for volunteers? What is happening? Sue Toronto: Will give an update on special logo for celebrating 40 years at the ABC AWC.
5. **Terry AK:** There has been a lot of publicity lately for [ACES \(Adverse Childhood Experiences\)](#) It grew out of a longitudinal study done by Kaiser. Participants were recruited to the study between 1995 and 1997 and have been in long-term follow up for health outcomes. The study has demonstrated an association of adverse childhood experiences (ACEs) with health and social problems as an adult.

This is a relatively new field in psychology and there is a lot of interest (*The study is frequently cited as a notable landmark in epidemiological research, and has produced more than 50 scientific articles and more than 100 conference and workshop presentations that look at the prevalence and consequences of ACEs.: Wikipedia*) Providers are looking at this clinically and stick to evidence-based practices for treatment. They don't seem to realize that ACA deals with the same situation; have not connected to our organization. We need to connect to practitioners through MPS. We should study this more and develop materials for handouts and discussion.

Announcements:

The next ACA WSO Board Teleconference is scheduled September 9, 2017 at 2:00 p.m. EDT.

Close with the Serenity Prayer 3:02 PM



Adult Children of Alcoholics®/Dysfunctional
Families
World Service Organization, Inc.

Teleconference Meeting
September 9, 2017
2 PM EDT

Access number: [712.432.0075](tel:712.432.0075), Pin 427266# Press *6 to mute or un-mute. Please notify the secretary with changes, additions, or motions for this meeting.

A. Call to Order by Board Chair, Mary Jo L.:

1. Open with the Serenity Prayer

- 2. Tradition Nine:** ACA, as such, ought never to be organized, but we may create service boards or committees directly responsible to those they serve.

B. Board Members Present: Mary Jo L., Marcia J. Jeffrey F., David McB, Jim B., Charlie H. Carole C. Bill D.

C. Absent: Majbrit M. **Quorum Established**

D. Guest Introductions

m IG 620 SoCal	ura IG 620 SoCal	cia S. Florida	ristian NY 3
e Toronto, ONT	ah O. Brooklyn	irdi IG 126 MT	ona Chicago
ry Ann S. FL 1	nnie K-M TX	i R. Brooklyn	itt WGL IG WI 24
bert OR 5	les Belleville, ONT 7		

E. Minutes:

- 1. Motion to table the July 8, 2017 Teleconference Minutes** (Marcia J.)
Second: David **Decision:** Passed unanimously
- 2. Motion to table the August 12, 2017 Teleconference Minutes** (Marcia J.)
Discussion: decision to wait for these.

F. Committee Reports:

ACA WSO Treasurer's Report, Finance Committee, reported by David McB., Finance Committee vice chair:

- WSO has been completely refunded for all overcharges made by the workers comp insurance company from December 2012 thru July 2017. We received refunds totaling \$53,086.33 over the past 3 months.
- We also found out that we owed 4 outstanding book publishing invoices that apparently we were never billed for by the publishing company. Bang has gone through a merger and we didn't receive invoices during the transition that totaled \$38,893.39 from around the first of the year.
- The July 2017 P&L showed a \$9,597 shrinkage in literature inventory. The Finance Committee discovered that a shipment of books sent to Amazon UK was not properly communicated to the accountant, causing her to show a loss of 260 books instead of a transfer between warehouses. The remaining shrinkage is being researched and we will continue to be vigilant about monitoring this.
- 7th Tradition Contributions can be found in the Repository on our website at <http://www.repository.adultchildren.org/donations-received>
- The profit and loss statement can be found in the Repository on our website at http://www.repository.adultchildren.org/images/Treasurer/2017/August_2017_P_and_L.pdf
- The [August 2017 Balance Sheet.pdf](#) shows a slight increase in assets over the prior month which is due to literature sales and other income.

Finance Committee, Finance Committee Vice-Chair David McB.

- We are finalizing plans for changes to WSO's financial structure that will bring us into the 21st century with our bookkeeping and accounting information.
- The committee has worked on a new chart of accounts to be integrated with the new Quickbooks accounting platform.
- We are working on ways to implement the auditors' recommendations that are posted on the Audit Committee page.
- Current Committee projects:
 1. Create an Accounting Procedures Manual
 2. Review of Financials for Monthly Board Teleconference
 3. European Reports
 5. Moving content out of accountant's online vault
 6. Planning for 2018 Budget preparation
 7. Bid Policy for new projects and purchases

Literature Committee, Charlie H.

- **Jeffrey: International Lit.** The Castilian Spanish BRB is printed and on the way to Madrid to be sold at the European meeting. This is our fifth BRB title in print. The Russian BRB is at the printers and 1500 will go on sale in Moscow at their meeting on the 24th of September. This is a major event for the Russians.
The Danes are doing a reprint of their BRB and Yellow Workbooks.
All international printing is now done in Europe, except the international Spanish edition of the BRB.
- **Mardi: ComLine**—we have a new typesetter (Pam H.) who has design experience. There is room in upcoming publications for an article dealing with Delegates to the ABC as well as ongoing information about the Toronto ABC.
- **The following meetings will all be held at Noon EDT:**
 - **Sept. 30**—second orientation for development volunteers
 - **Oct. 7**—quarterly meeting
 - **Oct. 14**—Technical training call
 - **Oct. 21**—Two separate development calls
 1. The Little BRB
 2. Beginning development of a reparenting workbook on Chapter 8.
- The development of the above two new publications is our biggest effort in two years. We still need volunteers. Those interested can send their contact information to litstaff@adultchildren.org
- We are expanding Amazon sales to 29 countries. The cost of storage goes up by a multiple of 10 during the holidays at Amazon, so we need to be careful about what we store there. We will add any Castilian Spanish books not sold in Madrid to **Amazon Spain** using our own facilities for storage as much as possible.

DC Oversight Committee, Mary Jo L., Committee Co-Chair
This committee continues to work on inventory issues.

- **Distribution Office**, Tammie G., ACA WSO GM
1974 Active meetings and 74 Intergroups
- The Job opening for an MPS worker can be found on the Home Page of the ACA Website.

Members and Public Service Committee (MPS), Carole C., Committee Co-Chair

The newsletter has not been sent. Our Mail Chimp subscription had to be increased because we have over 2100 subscribers. Our next meeting will be on September 20 at 1 PM EDT

- **The Hospitals & Institutions Subcommittee** has a new chair: Jay is a doctor with 29 years of sobriety. Lisa will be the co-chair.
- **Intergroup Liaison Subcommittee**, Bonnie KM, Committee Chair. New intergroups continue to form. We need a way to verify contact information for intergroups.
- **Virtual Meetings Subcommittee**, David McB, Committee Chair. The subcommittee needs more members. We need to establish a safe place with consistent policies. A problem with

software for meeting lists means we will have to migrate to new software to implement meeting contact requirement.

- **Regions**—a chart was put together that shows three different models for regions: Toronto, Moscow, and Region 2. The subcommittee is coming up with a template to gather information on regional representatives.
- **PSA**—Is in development

Ad Hoc Service Structure Committee, Marcia J., Committee Chair

The committee discussed key issues involved in trustee nomination and selection

Started work on a “straw document” involving the criteria for trustees and regional representatives, the possible creation of nomination committee and the qualification for membership, and the situations in which trustees and regional representatives come to be on the Board of Trustees and how that affects their election process.

Please let Marcia know if you are listed as a committee member and have decided not to participate: The current roster is: Jim R, Mary Jo L, Bonnie K-M, Carole C, Laura L, Matt K, Miles C, Sarah O.

Website/Database Committee, Jim B., Committee Chair. Report in repository.

Held a meeting on Saturday August 26th. The website look and feel was discussed and possible ways to make it better. The next meeting will be Saturday October 21th, 2017 at 2pm.

Supported the finance committee in getting sales history information to help understand what products are being bought and where and how they are being shipped.

An extract of the meeting list database was provided to review what meetings are missing contact information. Some information is incomplete in the extract so further work will have to be done.

The MPS special worker Job Posting published on the website home page – tell your friends!

Assisting with the Quick Books Integration Project

Moved information in Drop Box accounts to allow users to work within their 2GB personal limit

- **August Website usage numbers:**
 - 49,495 User Sessions in August down from 50,248 in July
 - 34,577 Unique users down from 35,180
 - 98,046 Page views, down from 99,267
 - The bounce rate (users leaving the site immediately) was 65.20%, up from 65.05%
 - 55% of users accessed the site with Mobile devices, 37.30% with a desktop, and 7.71% with a tablet
- **The pages accessed the most often were**
 - Laundry List* – 19,072 views, 19% of the total page views
 - Find a meeting* – 7,175 views (7%)
 - Find a meeting Search results 4,716 views (5%)

Literature – 4,331 (4%)
The Problem – 3,466 views (3.5%)

- **Users continue to come from across the globe with the top 5 session counts from:**
 - United States – 83% of users
 - Canada – 3.81%
 - United Kingdom – 3.62%
 - Australia – 1.69%
 - India – 0.68%

European Committee, Jeffrey.

Saturday 16 September is the 4th Annual European Meeting. The BRB has been printed in Castilian Spanish and will be available for sale at the meeting. The committee is hoping to bring together the Spanish fellowship to move them to the next level of organization and participation.

September is a busy month of travel for European Trustees. Besides the meeting in Madrid, they will attend events in Moscow on Sept. 23 and Karlstad, Sweden on September 20-22. Jeffrey will travel to Romania and Bulgaria during October. He is also hoping to meet with the fellowship in Kiev.

To keep up with the activities of the European Committee, go to their website at:

<http://acawsoec.com/>

OPPM Review Committee, Mary Jo L.

The committee is gathering all books of motions and ABC motions in order to preserve them in a searchable location and to make sure all policy motions are included in the OPPM.

We are sorting information from our current OPPM and our current Bylaws using a model set of Bylaws from an organization in California that has recently been updated.

We plan to research current best practices involving Bylaws and Procedural Manuals for Non-profits in order to decide what information should be in the Bylaws and what should be in the OPPM.

Our next meeting will be on Thursday September 14 at 7:30 EDT.

ABC Committee, Jim R., Committee Chair, Sue, and Miles, Co-Chairs of the Host Committee

- **Highlights from the planning of the 2018 ABC/AWC**
 - The logo has been approved, although some work remains to be done on deciding the colors.
 - Menus and prices have been finalized
 - A website is being established, and hotel registrations can be made. Hoping to get the other registration information up in the next week or two. Registration prices will start with a super early bird price running from now until November. Different levels of early bird registration will be created as the event gets closer, each one bumping up prices a bit. All costs are in Canadian dollars.
 - Entertainment offerings will include a Thursday evening city tour and other choices will include a medieval restaurant evening, dinner at a restaurant on the Lake, and entertainment at a comedy club.
 - An application for speakers has been created. We need volunteers to create multi-sensory

experiences for participants.

All groups within a 100 mile radius are being asked to participate in planning. Outreach and engagement is being planned for Toronto area soon.

- **Highlights from the planning of the 2019 ABC**

The ABC will be held in Europe, and the application for hosting is on Slack so groups can start thinking and getting conversations going about hosting. A member from Poland has already expressed interest.

- **AWC 2019**

The 2019 AWC will be held in the United States. Planning for it will begin in the new year. The European Committee will hold their annual meeting in conjunction with the ABC, which will provide them with a chance for a convention experience.

- **Ballot Prep:** No proposals have been submitted. A reminder will be going out. Info is on the website under the ABC Committee.

Executive Committee, Marcia J.

The Executive Committee met several times in August. The committee did the following:

General Manager Orientation

Formed a personnel committee (name may be changed)

The committee is comprised of Mary Jo L. and Marcia J.

Decided to contract James Mueller from James Mueller Associates to coach Mary Jo and Marcia for at least one session in order to be sure best practices are being used.

Mail Chimp Subscription

Decided that a subscription will come from the MPS budget at this time.

When this account starts to be used by the Board for other mailings in the future, the cost will be transferred as an at-large expense by means of a motion to the full Board.

ABC Materials in the Repository

It was decided that a cleaner setup was needed to archive materials and information from past and present ABCs. Mary Jo will talk to Jim B. to come up with solutions.

Recordings: It was agreed that only Board Working Sessions and Monthly TC recordings should be required to be kept in the Dropbox. Committee recordings don't have to be kept as long as minutes are recorded.

G. Old Business: Statement from the Board (Mary Jo)

Mary Jo L. read the following statement concerning the Conflict of Issue situation brought to the Board's attention at the June Teleconference:

During the June 10 WSO Teleconference, a member of the Fellowship discussed the former Board Chair's alleged representation of Tony A's widow during the period of time leading up to the 2017 ABC, when Tony's Steps were under discussion as ballot items.

After examining the member's questions, the Board concluded that a conflict-of-interest policy was needed, and such a policy has been enacted. All Board members, staff and key committee volunteers will sign this statement before the end of September, declaring any potential conflicts of interest. Anyone holding these trusted positions will be required to sign such a document annually.

Under the ACA conflict policy, trusted servants are required to recuse themselves from any action involving a conflict with WSO service. The conflict policy and signed statements will ensure that all potential conflicts of interest are fully known and on the record, and available both to the WSO board and to the ACA Fellowship.

- H. Read into the Record: Working Session motions:** these motions are being read into the record as they were voted on during a working session or strategic planning meeting of the Board.

BOARD OF TRUSTEES WORKING SESSION OF August 24, 2017

Members Present: Carole, David, Jim, Mary Jo, Charlie, Bill, and Majbrit. Jeffrey attended the first half of meeting.

BOARD MEMBERS ABSENT: Marcia

- 1. Motion:** That the Board authorize the Board Chair to execute the contract with CBR Technologies who will coordinate the migration of the WSO Quickbooks company file to a cloud- based platform for an estimated cost of \$3,910 with up to a 50% contingency for unexpected costs and an ongoing annual subscription for Quickbooks and Webgility for \$8,700 combined cost. (Bill)

Background: Currently, the WSO Quickbooks file is housed at the bookkeeper's office and is not accessible to the WSO staff, Treasurer or Finance Committee. This requires WSO to request any reports and information it needs from the bookkeeper. By moving to a cloud-based system WSO staff can run reports, eliminate manual order entry at a savings of approximately \$1,600 monthly, review and modify inventory quantities and locations, automatically import Amazon sales data, bank account data, PayPal account data and process merchant cards. It will allow us to also bring the WSO financial systems up to standards that the auditors detailed in their final report. The \$1,600/month savings will more than pay for the start-up costs of this project as well as the ongoing costs. CBR

Technologies was chosen after obtaining at least three competing bids.

SECOND: David

DISC: Current paid subscription will be rolled into the new setup.

DECISION: Passed Unanimously

I. New Business: None

J. Guest Comments:

- D.** Robert questioned whether it is all right to use adaptations of conference approved materials at meetings without mentioning that the materials have been adapted. While our meetings are not required to use conference approved materials, it is against copyright law to adapt our copyrighted materials and use them in certain formats. ACA does not permit alteration of our copyrighted materials in content or format. The issue will be discussed further at a Board working session. In the meantime, please send a copy of the material to litstaff@adultchildren.org or to mepschair@adultchildren.org so we can ascertain what is being done. It was also mentioned that if the meetings are connected to an Intergroup, the Intergroup may be able to provide guidance. Bill read the reference to the ACA Literature Policy on pg. 510 of the BRB that clarifies the suggested literature guidelines.
- E.** Robert also said that they are moving and condensing material into one location. They have information from as far back as 1984. WSO is interested in having that information.
- F.** Miles asked for about progress on the PSA announcement and it is currently being created. He also wanted to know when the trifold that was put together for use at the AA conference in Florida would be available for general use. He is attending two large conferences and would like to take them along. Charlie asked to discuss is offline. The trifold is going through the regular approval process, which takes a while. However, it would be possible to use it as a trial.
- G.** John asked about an email contact made on September 18, indicating he might be interest in service possibilities connected to it. He will contact David offline to continue the discussion.
- H.** Bonnie asked if progress had been made in separating costs and receipts from the ABC and the AWC to see if we are moving toward having the convention be self-supporting. The information is available in the financial reports in the Repository. Bill offered to help her if she doesn't find it.
- I.** Sue thanked everyone for their service. She was contacted by someone in Northern Canada who is sending materials to Russia. She now has more information to pass on to that person. It's a small world! She also mentioned that groups are just starting to look at potential ballot proposals at the end of the summer. They will probably come in at the last minute.
- J.** Bonnie would like one place that lists all the committee and subcommittee teleconferences: dates, times, which channel, etc. It is difficult going through Slack to find out. The Board agreed to work on providing that.

K. Motion to close the meeting: David
Second: Bill D. **Discussion:** None
Decision: Passed Unanimously

The meeting was closed with the ACA Serenity Prayer

Announcements:

The next ACA WSO Board Teleconference is scheduled October 14, 2017 at 2:00 p.m. EDT.



Teleconference Meeting
October 14, 2017
2 PM EDT

Access number: [712.432.0075](tel:712.432.0075), **Pin 427266#** Press *6 to mute or un-mute. Please notify the secretary with changes, additions, or motions for this meeting.

A. Call to Order:

1. Open with the Serenity Prayer

- 2. Tradition Ten:** Adult Children of Alcoholics has no opinion on outside issues; hence the ACA name ought never to be drawn into public controversy.

B. Roll Call of Board Members: Marcia, Mary Jo, Majbrit, Carole, Charlie, David, Jeffrey

C. A quorum was established.

D. Guest Introductions

Jim R. Brooklyn 24	Laura SoCal IG 620	Bonnie K-M TX 36	Christian Greater NY
• Chair ABC Comm.	• Region Comm./MPS	• Intergroup	10
• Ballot Prep Comm.	• Archive Comm./Lit.	Chair/MPS	
• OPPM Comm.	• OPPM	• SVC Comm	
• SVC Comm	• SVC Comm.	• Lit. Rev. Comm.	
		• Ballot Prep Comm.	
		• ComLine Comm.	
Sue Toronto, ONT 558	Miles Belleville, ONT 10	Mardi MT IG 0126	Denise AK 021 4
• Chair 2018	• Co-Chair 2018	• ComLine	
ABC/AWC	ABC/AWC		
	• OPPM		
	• SVC Comm.		

Pam CA IG 76

Brody CA 2

Cheryl Toronto 1

Gina IN 1

- Chair Delegate
Training Comm.

- Volunteer 2018
ABC/AWC

E. Minutes: Motion to approve the September 9, 2017 Teleconference Minutes (Marcia J.)

SECOND: David

DECISION: Motion passed unanimously

F. Committee Reports:

ACA WSO Treasurer's Report, Finance Committee Vice-Chair David McB

There is no report for September because of complications resulting from the hurricane. The report will be completed and put on the repository.

Finance Committee, Finance Committee Vice-Chair David McB.

There are two large projects that involve the Finance Committee and are happening within the next month to six weeks: We are migrating our accounting books over to Quick Books and are changing our distribution orders from X-Cart to a new Shopping Cart.

Literature Committee, Charlie H.

The date of the regularly scheduled **quarterly call** has been changed. It will now happen on Sunday Nov 5 at 1 PM Eastern time.

International publishing: Jeffrey reports the publication of two new BRBs in Europe. The Castilian Spanish Big Red Book was ready on the day of the European gathering in Madrid on September 16. The whole event was amazing. 100 Castilian Spanish BRBs were sold at the event; 60 were put aside for Amazon; the rest were put on consignment to the new Spanish intergroup that was formed.

On September 23 the Russian BRB went on sale to 300 people gathered in Moscow. 200-300 books were sold on that day. About 700 books sold within the month. 1500 copies were printed in the first edition; they are looking to print more. A first edition book has been brought to the United States to launch a Russian group in FL. The Russian BRB is the first to have a ribbon bookmark. Having the Big Red Book in their own language has amazing effects on countries all over the world.

Literature Development: The orientation meeting for this committee was held on July 29. On September 30, a group of volunteers were assigned their first project, the **Little Big Red Book**. The first meeting to see how the work is progressing will be held on October 28. This first group will be used as a prototype for the process we will end up using on all our projects. We want to standardize as much of our editing and technology as possible. There is much excitement and engagement in this group.

Our second project, *Becoming Your Own Loving Parent*, will begin around the third week of November.

- **ComLine report:** The Fourth Quarter ComLine has been released on time and is now posted. Please let your groups know. As usual, remind them we are looking for stories, art, and other submissions, which can be sent to litstaff@adultchildren.org. The next publication will be posted on January 1. Please submit articles by November 30. This is the last issue before the 2018 ABC/AWC, so committees involved in that may want to submit articles. Our focus is on Steps, Traditions, and Concepts 1, 2, and 3.

16.DC Oversight Committee, Mary Jo L.

Part of the committee budget was used to bring in Pat H. to help with inventory. She has a strong background in inventory which brought clarity to the task.

17.Distribution Office, Tammie G.

- ACA has 1805 registered meetings and 80 Intergroups.
- Our posting for a special worker still needs to be filled. If you are interested submit information requested to email.

18. Members and Public Service Committee (MPS) Vice-Chair Car

- **Delegate World Service Training Subcommittee, Brody F.**

The first Teleconference with 5 attendees went well. Discussed were the binder and the availability of 24/7 training using the webpage. The next meeting will be held on Nov. 1 at noon. The goal is to make sure delegates are prepared and comfortable with their responsibilities at the ABC.

20 responses were received from the 2017 survey. A letter will be sent reminding people to respond.

- **Intergroup Liaison Subcommittee, Bonnie KM:** The IG Forum on Slack has exploded with lots of sharing. Remind intergroups Slack is there to request answers to questions. There are still technical database issues that need to be addressed in order to make it easier for others to use.
- **Virtual Meetings Subcommittee, David McB:** Bill led last meeting. Quite a few participants. They are defining safe procedures in order to provide recommendation to board. Anxiously awaiting newly approved software for meetings. There are about 20 members. The next meeting will be held on October 30 at 8PM EDT

- **Regions**, Laura L: Laura will provide outreach responding to a request from a group in Alaska. A few areas are looking at becoming members.

19. Ad Hoc Service Structure Committee, Marcia J.

The committee is working on a selection process to fill service positions within ACA. We are finished with qualifications for office, and are now discussing the possibility of a Selection Committee outside of the current Board of Trustees. Please see the report in the Repository.

20. Website/Database Committee, Jim B.

- The committee is meeting more frequently. Volunteers familiar with Word Press are needed.
- The switch to shopping cart acawso.myshopping.com will be moving to our standard address shortly. This is a much more convenient way to shop. Credit cards and PayPal can both be used.
- Statistics are on the repository

21. European Committee, Majbrit M.

The meeting in Madrid required months of preparation. The fellowship in Spain is not very large. Sylvia and Una, both from Spain, gave much help. People were somewhat skeptical about their ability to organize at first, but in the end, a new intergroup was born, reminding me of why I do this job. Fear and insecurity changed to unity. Thanks to Jim R. and Mary Jo for calling in. It was so nice to have you there. People from the states are welcome to call in to any of our meetings. Times and dates can be found on the European website at <http://acawsoec.com>

We have the information about hosting the 2019 ABC, which will be held in Europe, on the website.

A call out for those who want to sponsor overseas. Need Spanish, Polish, and Italian speakers. Contact Majbrit and she will connect you with a local chair or contact to work things out.

Coming events:

- October 22—Service Convention in Karlstad, Sweden.
- November 10-12 –Weekend retreat in Voeren, Belgium

The Sixth Annual Russian Conference was held in Moscow on September 23. 264 people attended from different cities in Belarus, China, and the Czech Republic. 116 people participated through Skype.

The theme was **Progress, Not Perfection** which was very symbolic of the development of the Russian BRB, which was finally available to the fellowship. The development, translation, and publication took longer than we thought it would, but the day finally arrived. There was a moving

tribute to those doing service in translation during the seven years it took to bring the book to fruition. Some of those who had worked on it had died during that time. A letter from past chair of the Board of Trustees was read in English, and our current chair sent a recording. A few words about printing process in Europe: this is a big deal.

There were lots of workshops and presentations, and meetings. The social function included live music presentations by members of the fellowship. Attendees received Teddy Bear coins that didn't arrive last year. The second day the first face to face meeting of the Russian service committee was held with participants from all around Russia. They talked about their service structure, future publication translations of the yellow book and meditation book; also talk of a Russian version of the ComLine. The fellowship is growing at amazing fast rates of speed. It is wonderful to see growth and to be a part of it.

Minutes of Russian and Spanish conventions are in the repository. Country reports given in Spain are a part of those minutes so people can read more of what is going on in those countries.

Dates for application to host the 2019 European ABC are due by Nov 30. The date is coming very soon. Jim B will make sure link is up on EU and USA websites.

OPPM Review Committee, Mary Jo L.

See report on the Repository

ABC Committee, Jim R.: The document containing the application form to host the 2019 ABC has been converted to an online version and put on the website and sent to those who may be interested. Finished applications should be sent to aca.abcchair@gmail.com.

The committee is refining ABC committee roles and responsibilities. Jim has started work on a beginning document that would remove the ABC information from the OPPM and make it a stand-alone document. Jim R. addressed EU committee about 2019 hosting application and found it to be a wonderful experience.

Working with Ballot Proposal Committee to edit and respond to the proposals in order to make them ready for the conference binder. The ABC Committee would like to recommend that the board start the 2020 ABC selection process. It would be good **to start looking for a host** and getting a timeline by December 2017.

From Toronto, Sue B.: Dates

- November 10—deadline for workshop applications. These are available online and in .pdf format
- November 30—last day to get the super early bird discount price.

Lodging—Toronto has some sites available to help people with lodging. Alternative accommodations and shared accommodations are available. There will be an introduction of people who may want to share. Local people may open homes to host international traveler.

Miles: It's nice to see the convention on the ACA web site. Can we also highlight the key dates on the website? Board doing final approval on colors for logo. www.acaworldconvention.org

Ballot Prep committee is working on submitted ballots and getting ready for translation. The window is closed on new ballots.

Executive Committee, Majbrit M.

Approved purchase of newcomer booklets, pamphlets and trifolds

M. Old Business: None

- N. Read into the Record:** Working Session motions: these motions are being read into the record as they were voted on during a working session or by other specific concurrence and implementation of the Board.

BOARD OF TRUSTEES WORKING SESSION OF September 28, 2017

Board Members Present: Carole, David, Jim, Mary Jo, Charlie, Bill, Jeffrey and Majbrit. Absent: Jim B

- 1. Motion** - Seeking a specific concurrence to execute the attached contract with KIMCO, a temp employment agency, to hire a temp employee for the distribution center. (Mary Jo L)
Background - ACA WSO is in need of a temp employee to perform warehousing duties in the distribution center. The GM researched various temp agencies that had employees that would fit our need.

Passed Unanimously

- 2. Motion:** Request specific concurrence to reduce the price of the 10-Year Commemorative version of the BRB from \$20 to \$17. (Mary Jo)
Background: Because of the enhanced content and special printing, the cost was originally set at \$20. This was also done to call attention to the milestone significance of this book to the Fellowship. After nine months it is appropriate to reduce the price because we have a considerable remaining inventory of this item that should no longer be kept in available inventory.

Passed Unanimously

- 3. Amendment to the Motion 0909201701:** (Bill D.) To change the QuickBooks and Webgility cost from \$8,700 to \$10,500. The full motion is contained in the minutes from the September 9th TC.
Background: We didn't have a clear picture before now of the level of service we needed, which increases the price for Webgility by \$150 per month.

Passed unanimously

4. **Motion:** To rescind the last sentence of Section VIII-H of the OPPM: "Any existing service body, or committee, with the exception of the Executive Committee, may not have, at any time, more than two full votes on matters pertaining to the matters of interest of the service body or committee." (Service Structure Committee.)

Passed Unanimously

5. **Motion:** Request specific concurrence to pay James Mueller, an organization development specialist, for up to 4 hours at \$295/hr. to provide guidance to the Board's Human Resources (HR) Committee and to our General Manager. (Mary Jo and Marcia)

Background: Mr. Mueller will be conducting 2 days of the Board's Strategic Planning meeting. To ensure that the Board provides the best possible support to our employees, the HR Committee has determined that the knowledge he has gained about the Board and our employees has already given him unique insight into how things are done and how we work together. He is, therefore, a logical choice for this limited coaching.

Passed unanimously

O. New Business

1. **Motion:** Request concurrence to transfer the Delegate Training Subcommittee (DTSC) from MPS to the ABC Committee. (Mary Jo)

Background: Because the purpose of the DTSC is to ensure that ABC delegates are prepared, it is more appropriate that it be a subcommittee of the ABC Committee going forward.

Second: Carole **Discussion:** **Decision:** Passed unanimously

2. **Motion:** To create a new three-person Board committee for oversight and evaluation of the ACA General Manager to be called the GM Liaison Committee. Along with working on goals and objectives for the GM, this committee will facilitate communication between the Board and the General Manager. (Mary Jo)

Background: It is a best practice to have a small group of Board members who have front-line responsibility for mentoring and evaluating the organization's chief employee.

Second: Charlie **Discussion:** **Decision:** Passed Unanimously

3. **Motion:** To move sales of chips, medallions and trifold cards away from Ware Pak and sent back to the Signal Hill warehouse for distribution. (DCOC)

Background: Because of associated fees and level of sales of these items, it is more cost effective to distribute them from our own distribution center.

Second: David **Discussion:** **Vote:** Passed Unanimously

4. **Motion:** To get a general concurrence for Jeffrey F. to draft a plan that would change the manner of shipping literature to Australia and New Zealand. A motion would be brought to the board for a vote before going ahead with the plan. (Jeffrey)

Background: Literature is expensive for Australia and New Zealand, costing more than \$28.00 USD per book, mostly because of the cost of shipping which is currently done by air. Jeffrey F. would like to see if the cost can be brought down by sending larger shipments on consignment by boat.

It was decided that no motion is necessary -and that Jeffrey should proceed to put a detailed plan together for the board to review at a later date. The motion was withdrawn.

Guest Comments:

1. **Pam:** Referring to a section where Marcia was talking about the Service Structure Committee, concerning Board trustees, qualifications, nominations, all of that stuff. This is a bottom up organization. We have service committees directly responsible to those they serve. If a meeting sends a representative to a meeting that is the person that must be accepted. Only acting out will remove that person. In one instance a region was asked to send a different person. Not sure that any committee has the right to do that. We should not make a person hop through hoops. Service Board does not have that right. That isn't what the 12-step program is about.

Response: The process is still underway in which we are trying to update the service structure. Our primary way of doing this is by looking at other 12 step programs for models. One of our key agreements when we voted in San Diego to have a temporary process to incorporate regions was that Regional nominees have to meet the same criteria as every other board member. That is a neutral and objective way to evaluate any candidate. As long as any candidates coming from a region meet the qualifications that other trustees must, it will be ok. Compared to current system we are trying to make a broader net. Hoping to make it a more representative of the fellowship and allow for a wider nomination process than we have currently.

2. **Mardi:** ComLine has lots of deadlines coming up. If you have deadlines, please let Mardi know. She will include comline1@adultchildren.org

Announcements:

The next ACA WSO Board Teleconference is scheduled November 11, 2017 at 2:00 p.m. Eastern time

A motion was made by Charlie to end the meeting.

SECOND: David **DECISION:** Motion passed unanimously

Close with the Serenity Prayer



Adult Children of Alcoholics®/Dysfunctional
Families
World Service Organization, Inc.

Teleconference Meeting
November 11, 2017
2 PM EDT

Access number: [712.432.0075](tel:712.432.0075), Pin 427266# Press *6 to mute or un-mute. Please notify the secretary with changes, additions, or motions for this meeting.

Call to Order: Open with the Serenity Prayer
Chair Mary Jo L. opened with the traditional form of the Serenity Prayer

Roll Call of Board Members: Mary Jo L, Charlie H, Bill D, Carole C, David McB, Jeffrey F, Jim B. Not present: Marcia J and Majbrit M

Establish Quorum: Quorum established

Minutes: Motion to approve the October 14, 2017 Teleconference Minutes (Marcia J.) SECOND: Carole C.
DISCUSSION: Jim B. was not listed as an attendee. Motion passes unanimously with correction.

Guest Introductions

Jim R. Brooklyn NY ABC Committee Chair	Bonnie K-M Texas LoneStar Intergroup Chair	Pam CA Central Coast Intergroup Rep
Sue B. Toronto Int. 558 Co-Chair ABC	Sheryl Toronto ABC Planning	Miles Ontario Co-Chair ABC SVC OPPM
Shannon S. Colorado Int.	Mardi MT Group 023 Comline Editor	Darmody Calgary Our True Selves
Laura SoCal Int. 620 Region Chair Archives Chair	Tammie G. WSO GM	

Tradition Eleven: Our public relations policy is based on attraction rather than promotion; we maintain personal anonymity at the level of press, radio, TV, films, and other public media.
Board Strategic Retreat Report: Mary Jo

Strategic Planning Session Comments

- **Our Vision:** We are whole and free of family dysfunction.
- **ACA mission statement:** ACA creates a safe, welcoming fellowship for those who suffer from childhood trauma, giving them the tools to heal.

The above vision and Mission statement will be vetted by the appropriate committees and taken to the ABC for approval. We feel these statements align very closely to what we are about. We worked to define them with a facilitator at the strategic planning meeting in October.

We have had several mission statements in operation at one time, and the Board is in agreement that it is good to have one goal that our organization works together to achieve.

The Strategic Planning meeting was successful. The consultant working with us would have liked to see us meeting face-to-face at least three times a year. We are a working board that is doing the day-to-day running of the organization and our work is done almost completely online and through teleconference. In order to create smooth working relationships it would be better if we could have at least three in-person meetings. However, our sense is that our current financial situation does not allow for that. We meet at the time of the ABC as well as the yearly strategic meeting.

We were well served by the facilitator and covered a lot of ground. Started with our fiduciary responsibilities and our obligations in governance for the organization. We worked for 8 hours each day, which was about two hours more than recommended, in order to accomplish our goals for the meeting. The brainstorming, processing, and establishment of vision and mission statements from which emerged our major goals for the near future were extensive.

We were encouraged to focus on three or four big goals rather than expending our efforts and energy on every issue that presented itself so that we could meet goals, satisfied with the process and the product. The big priorities we decided upon are as follows:

To creating a professional staff at DCOC
To publish a new introductory book by the end of 2018 (Little Big Red Book)
To emphasize self-care at all levels of service

The Board was unanimous in wanting to include the fellowship in meaningful ways as we work towards our mission. Our first effort will be to bring about more participation of the fellowship in the monthly TC. The changes will be decided upon and rolled out over the next several months.

It is difficult to describe the importance of what was accomplished. It was immensely helpful to meet people face-to-face. Getting to know people, finding out how well we worked together, focusing on moving forward; deciding as a group what we can do with the time and energy we have to spend. We are coming of age as a fellowship and we want to get it as right as we can.

Committee Reports:

ACA WSO Treasurer's Report: Finance Committee: Chair Bill D.

Financial reports are on the Repository under the Treasurer's Report. Those with questions are encouraged to contact Bill D. at treasurer@acawso.org

Our cash balance is down about \$7,000.00, which reflects the deficit noted in our Profit and Loss Statement. This statement can also be found in the Repository. The statement shows nothing unusual. Taking together all factors, we have a profit of \$43,502.00. Intergroup sales almost doubled, which is attributed to the lowering of the minimum purchase from \$600. After financial obligations were met, we had a deficit of \$7,000.00. There are two explanations for this figure. First, the quarterly sales tax from states requiring it was paid. Secondly, the cost of the Board Strategic Meeting was taken from this month's budget instead of being stretched out over 12 months.

Overall, we are good. We could be better if we became self-supporting through member contributions instead of relying on literature sales. 7th Tradition donations this month totaled \$5,810.00. We are down from our peak donations in the \$6,000.00 range, but this is still some good support coming from the groups.

- **Finance Committee:** Chair, Bill D.

The Finance Committee has been attempting to meet weekly to work on measures to help us sustain the growth of our fellowship and comply with accounting principles recommended for non-profits of our size. We are working to put new mechanisms concerning our financial and legal duties in place which will bring us closer to standard bookkeeping and accounting practices and will simplify our warehouse business.

We have just received approval for our DBA request and can now use ACA WSO, Inc. on our financial and legal records rather than our longer previous legal title. This will simplify documents, because our legal name did not fit into the spaces that were often provided.

We completed Phase 1 of the migration of Quick Books to a cloud-based platform. This makes financial records easily available to members of the financial committee for analysis and reports. Currently those with access are the Treasurer, the General Manager, two non-board members of the Finance Committee, and our accountant.

Our volunteer Technology Chair, Jim B. (also a Trustee) did an amazing job of incorporating Shopping Cart into the financial system. The hours required to do this were unbelievable, and above what anyone would expect. The fellowship owes Jim B. quite a debt of gratitude.

We are about to begin Phase 2 of our Financial System upgrade, connecting all of our revenue streams and financial records to Quick Book via a third-party software product called *Webgility*. This product facilitates updates of all account information automatically; no manual input will be required. Our onboarding meeting for this is next week.

Continuing projects include:

Review of financials for monthly TC

2018 Budget

Recommend to the board engage a sales tax professional to make sure we are in compliance with all tax laws in the United States.

Creation of an International bank account making it easier for the exchange of funds between non-USA based committees and WSO

Creation of an Accounting and Procedures Manual

Motion: To authorize the Financial Committee to obtain 3 quotes from tax professionals to assess our tax compliance in the United States.

SECOND: David Motion passes unanimously

DISCUSSION: Just quotes? Come back to board for final action? Yes

European Committee: Vice-Chair, Jeffrey F.

The full report is posted on the Repository. The Monthly European Conference Call became a bit more interactive beginning in November as individual country reps started giving reports about what works and what problems are occurring in their locations. The meetings of this group are on the 1st Saturday of each month at 2 PM. All are welcome to the call, and details for participating can be found on the European website: <http://acawsoec.com/>. Minutes from last call are on the repository. Recent National event in Sweden was highlighted. We are moving to reprint the Danish BRB, which went into production last week. 500 copies will be sent to Denmark and 50 copies to Norway. This will be the first time they can buy books. Although not in Norwegian, they can read Danish.

Executive Committee: No report this month.

Literature Committee: Chair, Charlie H.

- New report is posted under Literature Committee in the repository.
- **Mardi** reminded everyone that submissions of 250- 500 words with a copyright release are most welcome and can be sent to litstaff@adultchildren.org. Submissions on the first three steps and traditions are due at the end of the month.
- **The literature development** group had a kick-off call for the LBRB. We have about 8 volunteers to plan, write and edit this book by end of 2018. Editing of the Yellow Workbook will begin sometime in the next month. Volunteers are always needed.

Next quarterly call will be on Jan 6 1 PM Eastern. All are welcome.

David and Mary Jo thanked Charlie for his leadership and organization and the great committee members. A Herculean effort and we all appreciate it.

Sourcing other printers in the Baltics for simpler publications to come online at the end of the month.

DC Oversight Committee: Chair, Mary Jo L.

We are working together to try to effectively manage the inventory for the different distribution channels that WSO has, including our warehouse in Signal Hill, CA, the 3rd party distribution facility in Illinois, and Amazon US and UK. The new shopping cart has been immensely helpful and we look forward to the implementation of QuickBooks that will streamline things even more so.

We've also experienced some shipping delays of books, which has caused us to be briefly out of stock.

Distribution Office: Tammie G.

- There are currently 1795 active meetings and 80 active Intergroups registered with ACA.
- There has been some confusion about using Shopify at the intergroup level to receive the discount on literature. The person ordering the material must be the one who is registered with the Shopify account. The email and password are linked to the ability to view the discounts, which are not visible to other shoppers. In some cases, the Intergroup Rep has signed up for the service and a literature chair is trying to order, which is the source of the confusion. Any Intergroup that wants to change the information so another person can do the ordering should ask for a Designated Literature Rep form, fill in the information and get it back to the WSO. Tammie will email this form to all Intergroups.
- The MPS Special worker position is still open. Details are on www.adultchildren.org
- Bonnie K-M asked to speak as Chair of the Intergroup Sub-committee, and was given the floor. She asks that the Intergroup Sub-committee be informed about these sorts of questions and any problems such as the above so they can be aware and inform intergroups. This is the first that the committee has heard about the problem. Bonnie will brief Tammie on the process for referring questions to the committee.
- Six pallets arrived on Saturday afternoon, so involvement with this manual process will be intense in the next few days.

Members and Public Service Committee (MPS): Chair, Bill D.

Report is posted in the repository. More activity in this committee than ever before. Last month we sent out 59 Big Red Books, 52 Meditation Books, 6 glue bound Yellow Workbooks to correctional facilities, 30 newcomer booklets, and over 100 trifolds, primarily requests from professionals. We offer free literature to therapists who write in and to correctional facilities and institutions. Thanks to Tammie and staff for their prompt response.

H & I Dr. Jay is at a medical conference, but says things are moving along. The Special worker will update the database.

There is little to report from the intergroup subcommittee. Email traffic is way down and conversation and participation on Slack is growing. Bonnie put out call for more committee members to track new intergroups. Access to the database will be helpful. The committee is not receiving communication in a timely manner. New groups continue to form and an effort is made to reach out to them when information

is available.

In the past month the Regional subcommittee has heard from the Ukrainian Service Committee. This group seems to be a mix of intergroup and region and is trying to unite disconnected groups. They have retreats and try to nurture newly forming groups. They do have language barriers. Region 4 in the Midwest is forming and is in the process of establishing bylaws. The Greater Western United States has bylaws but not moving otherwise.

Virtual phone committee has nothing substantial to report. Waiting on software development. Also waiting for meeting policies in general. Should have a major report in a month or two.

The inaugural issue of the *Traveler* went out on October 18, and we are receiving positive feedback. Next issue set to go out on Nov. 15. Publications are in the middle of the month so as not to come out at the same time as the ComLine. Right now there are 2583 addresses on the email list, which Continues to grow. The committee welcomes event flyers from groups and intergroups at information@acawso.com

As has been noted, we are still looking for an on-site MPS worker. We sent a focused mailing to groups within 40 miles of Signal Hill.

The committee was congratulated on the *Traveler*. The graphics are good. Climbing the stairs appealed. *The Traveler* comes out monthly.

Service Structure Committee: Vice-Chair, Charlie H.

This committee was formed in 2016 and renewed at the ABC in April 2017. Our goal is to explore and suggest changes to the service structure to help keep pace with membership growth and to support service at all levels. We are focusing in two areas this year: selection of trustees and a permanent policy on Regions. The selection process is done differently in each 12-step organization, and we are researching to find ideas which will provide us with a broad base of involvement in trusted servants. The recommendation is well on its way to completion. We hope to be ready with a permanent policy on regions by 2018 in Toronto.

The committee made a recommendation to the Board for a change of status from Ad Hoc to standing committee. We have been commissioned to work in about 8 areas by the 2017 ABC and we are looking at some research and exploration that will be time-consuming. We think that 3 or 4 years is more realistic.

OPPM Committee: Chair, Mary Jo L.

The committee started working on the Bylaws, but decided we wanted to redraft the OPPM before the ABC so that it reflects what is actually happening. We are working on it one section at a time; we are currently doing section 4 and making good progress. I'd like to thank the members of the committee who are helping with this, namely, Jim R, Miles, Laura, and Bonnie.

Website/Database Committee: Chair, Jim B.

The new Shopping Cart is alive and working well. The committee appreciates the support of the DCOC with the normal difficulties involved when a system changes. The visibility and information connected to this

tool is really excellent. Once we get the tools to manage it things will be even better.

Current initiatives include

- An overhaul of the Repository and the Website. We need volunteers with experience in *Wordpress* or other websites. Please contact Jim B. at webservice@adultchildren.org if you are interested in helping.
- We have added *Amazon* website links to the European website under literature. There are currently about five Amazon companies that have literature available: Amazon UK, France, Germany etc.
- The Board is interested in increasing participation possibilities at the ABC. We have done audio streaming in the past will continue and expand that option as well as looking into offsite participation in the ABC. We plan to explore resources and cost and may be piloting different technologies at board working sessions and monthly TC meetings.

The monthly report is posted to website.

Great job on the Shopping Cart, Jim!

ABC Committee: Chair Jim R; Representatives from the Toronto ABCAWC 2018: Sue B, and Miles

Jim R reports that the ABC AWC Website is moving from *Squarespace* to Wordpress to meet needs and because there are a larger number of people familiar with Wordpress, which would help meet the need for volunteers. Sue mentioned that in talking with Jim B. the general move towards Wordpress was recognized and that their committee decided to make that leap now. There have been 500 views of the website during the last month, and 600 total since it was published.

Those working on the 2018 Ballot Proposals and Instructions have set December 2 as the date for distribution to the fellowship.

The Delegate Training Committee is beginning its work by looking at last year's materials and adapting them for this ABC.

The ABC is guided by a section of the OPPM. That committee decided to create a stand- alone guidebook for the ABC and started work on that last month. At present there is an outline for what this document will contain; this will be a marathon undertaking. We have no deadline, but are working to create a document that will be useful in the future.

We expect to receive applications for the 2019 ABC at the end of this month, and when that happens we will start the process of choosing the host for the event. Jim R. has attended the last two European teleconferences to present information about the application process and answer questions. As a side note, he encourages anyone interested to attend one of their meetings which are full of the work they are accomplishing.

The committee recommends that a date for the 2019 AWC be decided upon soon.

Preparations and registrations for the Toronto ABC are going well. There are already 48 rooms (14%) booked at the hotel. Those 48 rooms do not include rooms for the Board and staff of the ABC. The Super

early registration seems to be working with 13 people taking part in that offer. There are 22 applications for presentations and workshops. The cut-off date for that was November 10, but applications coming in through the weekend will still be considered.

The Toronto ABC Committee asked the local fellowship to consider hosting an international visitor in their home to help defray the cost for those people. They had three invitations and a possible fourth one. One possible match with an international participant is in the works.

The committee has done outreach to individual meetings within 200 miles and will keep going further. ACA, Toronto and the Intergroups have a great team locally and throughout the world.

The \$5,000.00 CAN hotel deposit is due Before Nov. 24. The invoice is set up to be paid automatically on the WSO credit card.

Read into the Record: Working Session motions: these motions are being read into the record as they were voted on during a working session of the Board or passed as specific concurrences by the Board.

Motion: To make the Service Structure Committee a permanent committee of the Board rather than an Ad Hoc Committee.

Background: The Board feels that the mission of this committee will be ongoing as the service structure of ACA WSO continues to evolve over time. This precludes the necessity for continuing to approve it as an Ad Hoc committee each time its charter expires.

SECOND: David **DECISION:** Motion passed unanimously.

DISC: After a discussion of the long-term scope of the committee, it was decided to vote only on the motion at hand and work on refining the name and/or purpose of the committee later

Motion: That the Board approve reprinting 550 copies of the Danish BRB in Europe to be sold to the Danish and Norwegian fellowships. The total cost of the printing is EUR 3,323 (Approximately USD 3,923) with delivery charges being separate (EUR 250 (about USD 295)) for 500 BRBs to Copenhagen and EUR 120 ((about USD 142) for 50 BRBS to Oslo).

Background: The Danish fellowship will pay for their portion of the printing and shipping costs up front and begin paying the WSO their portion of the margin beginning June 2018. The Norwegian fellowship will pay for the total cost of their much smaller order and shipping up front. (Jeffrey)

SECOND: Charlie

DECISION: Amended motion passed unanimously.

DISC: After further discussion and requests for clarification, the motion was amended as follows:

Amended Motion: ~~That the Board approve reprinting 550 copies of the Danish BRB in Europe to be sold to the Danish and Norwegian fellowships. The total cost of the printing is EUR 3,323 (approximately USD 3,923) with delivery charges being separate (EUR 250 ((about USD 295)) for 500 BRBs to Copenhagen and EUR 120 ((about USD 142)) for 50 BRBS to Oslo). The Danish and Norwegian fellowships will be paying the invoice.~~

DISCUSSION: Mary Jo asked if the invoice had actually been paid in the manner decided by the amended motion. Jeffrey said it had not; the money was paid up front by WSO and reimbursed by the countries involved at a later date, which has been our usual practice. **Mary Jo asked that the amendment be stricken.**

Motion: To approve the logo created by the Toronto Committee for the ABC/AWC 2018. (Bill)

Background: The committee has submitted the design to the trustees for comment and made changes as suggested.

SECOND: David

DECISION: Motion passed unanimously

New Business: None

Guest Comments

Mona from Chicago informed the board that meetings have disappeared from the meeting list on the website. These meetings have been active for years. Groups affected are IL 229 *Sunday's Laundry List*, IL 226 *Strengthening Our Recovery*, IL 204 *Gold Coast ACA*. Mary Jo mentioned the trouble with the meeting database, of which this is another example. We will deal with this right away. An email was sent with addresses and times.

Jim B. informed the group that when the database was rebuilt 3 years ago, there was an expiration date put in. Meetings need to be updated yearly. Usually a flag appears before the listing to let people know about updating. Mona said that these meetings don't have that problem. Mary Jo thought we had discontinued the auto delete for meetings that are not updated. Jim B. asked if we need a motion to discontinue this, or should we just get a note of confidence. Jim will assume support to remove the auto delete. Charlie asked Mona to resend information about the meetings to webservant@adultchildren.org so that Jim B. will have her contact information.

Pam: Asked about the status of the PSA and policy for use. The PSA was up for discussion at the last MPS meeting. Members have been asked to read the PSA samples. The committee had one voiceover used for each of them, but it isn't good enough for radio market. The committee is looking for a volunteer to do the voiceover, or else they will have to pay to have this done. The variations for the PSA are on the Repository in the MPS Committee under the Public Information tab.

Pam would like the motion passed at the 2015 ABC to be followed: that the chair place on the monthly agenda shortened versions of the motions passed at the previous ABC and the progress made on each one.

Mardi: Did board have a date set to celebrate our 40 anniversary? It would be great to have something for the *ComLine* in January so that our fellowship could celebrate globally like other 12-Step Groups. She would like a submission about the ABC from Sue or Miles as well as from one of the trustees. She would also like a copy of the logo to let people see it. Mary Jo said that the Birthday of ACA is considered to be the last weekend of January. The board has not designated any other date. That would be January 27, 2018. Bill D. wanted to know if we are celebrating our incorporation, the founding of the first meeting in 1978, or the creation of the *Laundry List*? We need clarity on what we are celebrating. Mary Jo will ask Marcia to locate the original motion from 2014. Mardi asks that we send the information to comline1@adultchildren.org

Jim R expressed concern about meetings that may have been delisted without knowing in connection with their ability to vote during the ABC. The number is necessary for this purpose. Mary Jo answered that any registrations with unknown numbers would be informed at registration and the situation cleared up in advance.

Jim B. asked for clarity about a cut-off time for meetings to register before voting in the ABC. Mary Jo said that any meeting that registers before the ABC is able to vote. Jim would like to tighten this up. If our voting process is moving towards an electronic format, it will take a certain amount of time to be sure that provision is made for all who would like to vote. Carole told the group that there are meetings that aren't registered and don't know they need to register. She suggested registering groups as these people came to the registration table for the ABC. Jim R. is starting a meeting in January. He believes they need to register in a timely manner to vote, and that there should be a cut-off date.

Motion to close the meeting: Carole C.

SECOND: Bill D.

DECISION: Motion passed unanimously

Meeting closed with the ACA Serenity Prayer

Announcements: The next ACA WSO Board Teleconference is scheduled December 9, 2017 at 2:00 P.M. Eastern Time



Teleconference Meeting
December 9, 2017
2 PM EDT

Access number: [712.432.0075](tel:7124320075), Pin 427266# Press *6 to mute or un-mute. Please notify the secretary with changes, additions, or motions for this meeting.

Call to Order: Mary Jo opened the meeting with the ACA Serenity Prayer.

Roll Call of Board Members: Mary Jo L., Marcia J., Bill D., Majbrit M., David McB., Charlie H., Carole C., Jim B.

Board Members not present: Jeffrey F.

Establish Quorum: Quorum established

Minutes: Motion to approve the November 11, 2017 Teleconference Minutes (Marcia J.)

SECOND: David

DISCUSSION: None

DECISION: Motion passes unanimously

Guest Introductions

Marina CA GR Brentwood	Sue V. CAN IG558 Co- Chair 2018 ABC	Darmody M. Calgary	Pam CA IG
Christian GNY IG Rep	Cheryl Toronto 2018 AWC	Brody F. CA1175 DTSC Chair	Jim R. NY109/ABC Chair
Miles Belleville Ont. <i>Seeds of Change</i> Co- Chair 2018 AWC OPPM SSC	Barbara P. Lit Com. NY080	Mardi M. MT026 ComLine	Bonnie K-M TX081/IG600 Ballot Com, IG Chair
Erin CA Vice-Chair DTSC	Mike NY080 Lit	Channon Int. Rep CO	Matt WI West Great Lakes IG, SSC
Susan C. NY Phone Bridge	Jude Virginia Beach Virtual Group	Colleen B. FL140	Laura L. CA IG620
Mikkel DEN IG40	Karen K.	Vonnie KS	Arthur W.

Tradition Twelve: Anonymity is the spiritual foundation of all our Traditions, ever reminding us to place

principles before personalities.

Committee Reports:

ACA WSO Treasurer's Report and Finance Committee: Bill D.

We had a net income for the month of \$2,040. This surplus is due primarily to being down one Special Worker in MPS and one Special Worker at the Distribution Center and not having their wages in the expense side of the statement. The [complete profit and loss statement](#) for November 17 is on the repository as part of the [November Balance Sheet](#) shows a slight increase in assets over the prior month which is due primarily to registrations coming in for the 2018 ABC AWC. To date we have received \$4,708 in registration income.

Also this past month:

The Finance Committee continues to work on the *Quickbooks* integration with the shopping cart and other sales channels now that the migration to the cloud based *Quickbooks Enterprise* software was completed. The creation of the annual budget for 2018. We hope this will be completed before the end of the year and ready for presentation at the January Teleconference.

Bids have been solicited for a tax compliance review performed by tax experts to ensure we are doing everything properly with regards to sales tax and other tax related issues.

European Committee: Majbrit M.

The report has been sent to the secretary and has not yet been posted. There was a retreat held in Belgium in which we were able to make many connections. There is a need for a service sponsor for English speaking woman in Europe. If you can be of service, contact Majbrit at eu@acawso.com

Executive Committee: Majbrit M.

No report.

Literature Committee: Charlie H.

Quarterly Meeting: The call schedule has been re-established and will be the first Saturday of each quarter, with times to be decided. The next meeting will be on January 6, 2018 at 11:30 AM EST. Conference dial-in number: +1 (712) 775-7085

Participant access code: 690690#.

Literature Development Subcommittee: Two calls have been held concerning the *Little Big Red Book*. There are approximately 13 members in this subcommittee. The team is meeting monthly, and its next call is scheduled for Jan. 6, 1 PM EST. The kickoff call is being scheduled for a second development team that will focus on a new *Loving Parent* workbook. We anticipate holding this launch meeting in late January or early February 2018. Bonnie K-M has submitted a proposal for a trifold directed at members of other fellowships who could benefit from our program. She has agreed to facilitate the workgroup team.

Information on Literature Development Subcommittee projects and activities can be found at <http://www.repository.adultchildren.org/literature-committee/literature-development-subcommittee>.

ComLine: Mardi M. reports that the first quarter *ComLine* will come out on Jan. 1, 2018. November submissions were very scant. We would like more articles, art, poetry, photos and international submissions. We have no active typesetter yet. The job is time-consuming.

DC Oversight Committee: David

Resource for GM help troubleshoot distribution problems, work with Jim B. on technology, finance with Quick Books and Literature. We work diligently together to keep the warehouses and Amazon efficient; there are lots of moving parts! We have just given a 6 month notice to Ware Pack letting them know we will be discontinuing their services. This will simplify things and there is no financial gain to keeping them. We are growing, and have a job posting for warehouse worker at Signal Hill.

Distribution Office: Tammie G. was not able to attend this meeting. The current census of meetings and Intergrups is as follows: 1828 active meetings and 82 active Intergrups.

Members and Public Service Committee (MPS): Bill D.

The MPS committee is continuing to increase outreach to the fellowship. The following areas were addressed during November:

- The committee approved a motion to ask WSO to pay for the professional production of the PSA. Scripts were approved as submitted. The recommendation has been sent to the WSO.
- 146 requests for literature by therapists working with adult children were filled this month. The receive sample literature that we hope will help them to understand the adult child and the ACA program. 7 books were sent to prisons.
- *The Traveler* went out on November 15. We are getting good feedback on this newsletter. We currently have 2900 subscribers, and will need to upgrade our subscription plan. We have received two quotes for this and hope to receive a third sometime next week.
- There is an upcoming radio interview with a station in Mission Viejo, CA. Four members of the fellowship, including Pam, will be interviewed. The interview will be broadcast on i-Heart, streaming live on the website, and also available for replay.
- The search for a paid special worker for the MPS Committee was expanded to include a remote worker as it seems none of the local applicants either had the desired experience with software programs or time in the program that the MPS Special Worker position requires.
- There is a current effort to redo meeting lists for all fellowship meetings. Keeping this database accurate is quite an undertaking, and we are one of the few fellowships to provide this service. We will be migrating this online information to our new site in the future.
- Most of the intergroup activity is occurring on *Slack* as opposed to email these days. The committee is trying to verify contacts for non-English groups' verification process. This is a challenge. Marcia J. offered to contact Spanish Speaking groups.
- The Virtual Meeting Committee is coming to consensus on a safety policy. There will be a meeting next month to get group conscience. The best we can do is to make it as safe as possible. Final plan for the virtual intergroup is to bring suggestions to the board as to what meetings should be recognized on the ACA website.

Service Structure Committee: Marcia J.

The committee has presented a recommendation to the Board, which will be voted upon today. The content of that recommendation will appear as an addendum to these notes. A short summary of the recommendation is as follows:

The creation of a Nominating Committee which will change the practice of the Board of Trustees choosing its own members and maintain consistent and well-publicized criteria for those who aspire to the office of trustee as well as for the information of the fellowship.

Floor nominations were allowed during the 2017 ABC because the OPPM did not address that occurrence. This practice has the possibility of creating political situations that would not benefit the fellowship. The creation of a nominating committee assures that no one body of the fellowship can bring trustees to the board: all nominees of any type need to be vetted by this committee.

The goal of the nomination process is to promote a public, inclusive way to nominate and recommend Trustees to the Board that shows respect for the fellowship.

An implementation plan will be needed for the selection of committee members. Carole C. has agreed to be the Board liaison to the committee. A web page and public posting of criteria for committee membership as well as information about the nomination process, qualifications for nominees as well as nomination deadlines will be created pending approval of the motion of recommendation.

Website/Database Committee: Jim B.

The committee is always looking for members as well as people experienced with web design, particularly *Word Press* to help maintain the website. If interested, please contact Jim B. at webservants@adultchildren.org

The new Shopify shopping cart is now accessed via shop.adultchildren.org. New reports are being written to assist with shipping and inventory processing.

Working together with the ABC/AWC host committee we migrated the <https://www.acaworldconvention.org/> to *Word Press*.

There have been concerns about meeting lists removed from the website without notice. The original idea was to require groups to update their information at least once each year to ensure accurate information about meetings that were operational so that no one would show up at a meeting that was no longer in existence. Removal of ongoing meetings from the website was never our intention. We have updated all current meetings to ensure they do not auto expire. All meetings that were removed because of the auto expire function during the past year are being reviewed. They will be restored if they still exist.

ABC Committee: Jim R.

The work continues for the 2018 ABC/AWC in Toronto. 51% of the 350 room/nights required by the hotel are now filled. There are 23 reservations for the ABC, 97 for the AWC. People are attending from 7 different countries, and 12 out of the 52 states and dependencies of the United States as well as 4 out of 7

of the Canadian provinces will be represented. The committee is encouraging diversity of all types in the program. Right now there are 20 workshops and 2 or 3 keynotes ready to go. All of them are program and solution oriented. The program will be the focus of our work in January.

The flyer for the event is awaiting approval from the Board. The website was moved to Word Press for consistency with and is working well. The content is similar with a few additions. The original site had 812 viewers; there are 71 new viewers since the changed site has been in place. There have been over 1,000 views altogether.

The committee will be given a walk-through by the hotel on January 4, 2018 so they can view the actual site in preparation for setting up. Miles is hoping to do some sort of filming so the board can view at a later time. He would like to know if committees would like to have in-person meetings while the conference is going on. Please let him know if this should be part of their planning.

The delegate training subcommittee has had a meeting with general information for this year's delegates. They are hoping to get information up on the website for the convenience of the delegates. There will be one training module that is offered two times, each with a different presenter before the conference. The delegates' binder is on the horizon, so get the information ready soon. There will be a ComLine article in the Delegates' Corner about the Minority Opinion.

Ballots have gone out with a letter to group contacts. The links and information for *Survey Monkey* were included. No results have been sent in yet. All the information about the ballots is on the repository at BPC@adultchildren.org. The deadline for group feedback is February 28.

Only one application has been received for the 2019 ABC to be held in Europe, and that is from Sweden. Jim checked with Moscow and the UK to ask if they had any interest in submitting an application, and they do not.

Read into the Record: Working Session motions: these motions are being read into the record as they were voted on during a working session of the Board.

Motion: Request specific concurrence to order 7,500 Welcome Chips at a base cost of \$2,400. (DCOC)
Background: We believe this order may be larger than any previously made, so it, therefore, requires full Board approval.

SECOND: Bill

DISCUSSION: None

VOTE: Motion passes unanimously

Motion: To give Ware Pack a six-month notice of intent to end the contract, leaving the current SKUs with Ware Pack on December 1, 2017. (David McB)

SECOND: Carole C.

DISCUSSION: This means we will be doing all shipping through Signal Hill and Amazon.

VOTE: Motion passes unanimously.

Motion: To approve the purchase of 5,000 soft cover BRBs for a cost of approximately \$13,000. (DCOC)

Background: 5,000 is the largest order of soft cover BRBs that has ever been ordered because we have the

space in the new warehouse to store them. Because of the unit cost, we will now be in a position to decrease the price so that the soft cover is less expensive than the hard cover.

SECOND: Charlie H.

DECISION: Motion passes unanimously

Motion: That the Board approve reprinting 1,000 copies of the Swedish Newcomer Booklet and sending them to Sweden. The total cost is EUR 322.25 including shipping. This offer comes from a different printer in Lithuania and is the best offer of four different offers that we have researched so far. The Swedish Fellowship will be paying for the total cost of this order in advance. (Jeffrey)

Background: 1,000 copies of the Swedish Newcomer Booklet was first printed in Europe in April and a small mistake was found in it. This reprint seeks to make up for this mistake which is why it is being redone at cost without any margin for WSO.

SECOND: Jim B.

DISC: There was a graphic design mistake on our side that does not change the essential content. The Swedes decided, however, to do the reprint, which is why they are paying for it.

DECISION: Motion passes unanimously.

Motion: To hire an attorney at a cost of \$1,000 (five hours at \$200/hr.) to review WSO copyright files. This would include a revision of the agreement for Literature volunteers. (David)

Background: The Literature Committee feels it is a good policy to have WSO copyright files audited to ensure everything is in order. Additionally, the volunteer agreement for the Literature Committee will be reviewed to make it less cumbersome.

SECOND: Charlie

DECISION: Motion passes unanimously

Motion: That the Board approve the Service Structure Committee's (SVC) guidelines for the structure and operation of a Nominating Committee that will vet and nominate candidates for the position of WSO Trustee. If approved, the SVC will work with the OPPM Committee to develop new OPPM language to cover the process. (SVC)

Background: After the 2017 ABC, the Board asked the SVC to research and recommend a plan for a more equitable way to select Board candidates. The current process has the Board itself selecting new Board members other than nominations that are done from the floor at the ABC. Neither current process is felt to be effective. With the creation of the Nominating Committee, the entire process will be more transparent to the fellowship, and is intended to promote the recruitment of candidates with excellent and consistent qualifications.

SECOND: David

DECISION: Motion passes unanimously

New Business

Motion: Request specific concurrence to have Nova Graphics print 800 copies of the Good Enough Group booklet for a cost of \$581. (Mary Jo L.)

Background: This is a larger print run than previously done. We are also trying a new printer that is less expensive and will allow us to lower the price of the booklets if the quality is comparable to our current vendor.

SECOND: Carole C.

DISCUSSION: None

VOTE: Motion passes unanimously

Motion: Request specific concurrence to temporarily lower the price of the Commemorative BRB on Amazon from \$20 to \$18.50 (the regular price of the BRB) until a new shipment of regular BRBs are received by Amazon. (DCOC)

Background: There was a printing error on the ISBN for the new shipment of BRBs that requires all books to be relabeled. In the meantime, we are about to run out of the regular BRBs on Amazon and the DCOC would like to temporarily lower the price of the commemoratives to ensure that we continue to have books available for the regular customer.

SECOND: David McB

DISCUSSION: None

VOTE: Motion passes unanimously

Motion: To approve the purchase of various quantities of chips and medallions at a total cost of \$3,317. (DCOC)

Background: The quantities being ordered of some of these items may exceed previous quantities ordered, which makes it necessary for the full Board to approve the motion.

SECOND: David

DISCUSSION: None

VOTE: Motion passes unanimously

Motion: That the term "closed" in reference to a listed ACA meeting be inclusive of anyone who meets the qualifications set in Tradition 3: *"The only requirement for membership in ACA is a desire to recover from the effects of growing up in an alcoholic or otherwise dysfunctional family."* Any meeting considered "private" should not be listed publicly. (Marcia)

Background: This motion is in response to ABC Motion 2017-13: Use of the term "Closed." Propose a clarification from the WSO of the term "closed" wherever it is used.

SECOND: Bill

DISCUSSION: Good question raised. How will we inform the fellowship? The information can be on the Meeting Directory page of website as part of the directions. We can send it out on the *Traveler*. Needs to be on the meeting listing area as part of the directions. If people encounter a "private" meeting they can let the Board know about it so it can be investigated. The registration page should also say that private meetings cannot be listed. This will help with the distinction.

VOTE: Motion passes unanimously

Motion: That the Board approve a phased approval process for the revision of the OPPM, to be completed before the 2018 ABC. (Mary Jo)

Background: The last full rewrite of the OPPM was in 2010 with a revision to that done in October 2012. There was a committee that worked on changes with the intent of having the Board approve everything at once. That was not a workable solution. The current committee is working on the document in sections, which are being presented to the Board for review and approval. With the approval of each new section, the OPPM will be updated to include the newly approved changes and reflect an interim revision date that states the sections that were changed on that date, for example, "Revised December 9, 2017 (Sections I, II and III through sub-section G). When the entire OPPM has been revised in this manner, the date will be changed to 2018 and those individual revision dates will be deleted.

SECOND: David

DISCUSSION: Bill would like revision dates on the front. There were differing opinions on how this might be

done.

Motion to table: David Second: Carole

VOTE: Unanimous

Mary Jo presented the original motion for approval of the three sections, but the board chose to revisit the whole topic. Charlie asked to table the whole thing until the next call. It can be tabled until our next working meeting.

2017 ABC Motions and Status

Create a new OPPM Committee to continue the work of a complete revision of the 2012 OPPM. This has been done and the revision is well under way. Most, if not all of the revised OPPM will be in the Delegate Binder for the 2018 Toronto ABC.

2017-1: Use of “I” Statements—Passed

Propose posting a statement on the website under Resources entitled, Why the Use of “I” Statements is So Important. Not yet done.

2017-3: Becoming Your Own Loving Parent Workbook—Passed

Propose that the WSO create a workbook on Becoming Your Own Loving Parent. Referred to Literature Committee. A November 5 report in the Repository notes that, “...a meeting [has been] scheduled for *The Loving Parent Workbook*” (working title: Loving Parent). *Loving Parent* is based on the content of chapter 8, first meeting in January. These are being done concurrently.

2017-4: “Sponsor” vs. “Fellow Traveler” —Passed

Propose that the WSO revise BRB Chapter 11 and the sponsorship pamphlet for clarity and consistency. Recommend use of the term “*Fellow Traveler*.” Referred to the Literature Committee. Referred to the Literature Committee.

2017-8: Telephone Conference Meeting Committee—Passed

Propose creation of a standing WSO Board committee as a liaison between Telephone Conference Meetings and the WSO Board of Trustees. This has been done by creating the Virtual Committee. Trustee David McB is the liaison.

2017-10: Prescription Medication References—Passed

Propose change on p. 13 of BRB from “refrain from all prescription medication use” to “refrain from all prescription medication misuse.” Referred to the Literature Committee.

2017-13: Use of the term “Closed.” —Done

Propose a clarification from the WSO of the term “closed” wherever it is used. See motion above.

2017-15: Laundry List Rewording—Passed

Propose that the first statement in the Laundry List read as: “These are characteristics we seem to have in common due to being brought up in an alcoholic or otherwise dysfunctional household.” Referred to the Literature Committee.

Publish the results of motions that are made and passed at Board working sessions outside of the

monthly TC. This is being done in the Agenda and the Minutes of the Monthly TC.

Guest Comments:

Vonnie: A Social media committee was organized and lasted a couple of years. They were not given any powers of change. Is the virtual committee set up like that? Or do they have powers to make decisions about the virtual meetings? How will they be integrated into a change-making body? What is the process?

Board Comment: The first committee was set up in reference to a change to one of the traditions. This committee is a way to communication back and forth with meetings. There is no power in this committee. The intention is to become like an Intergroup for the virtual meetings; make recommendations to the board. It is a Virtual Intergroup with a liaison from the Board. Meetings are autonomous.

Vonnie: Who made it an Intergroup?

Board Comment: It isn't one now. We are hoping to do this in the future. They need to have their own Intergroup to go to instead of going straight to the WSO.

Bonnie K-M: There is a registered an Intergroup, but there was no real response. They seem to have faded out.

Jude: I can send David about the telephone intergroup. The comment is about the "Private" vs. "Closed" update. I understand it will be incorporated in next software update. What should be done now? Where do we find the definition before that?

Board Response: Can be found in TC agenda and notes as well as in the *Traveler*.

Susan NY: How do we send donations from the telephone meetings to WSO? We received a new address, and have noticed there are two other addresses on the website. Which one should we use?

Board Response: We are working to bring consistency to that information. Any of the addresses you see will get the donations to WSO? The current address is:

1458 E. 33rd St.
Signal Hill, CA

Susan: Are there requirements to be an ABC Delegate?

Board Response: The only requirement is to be elected by your individual meeting to the post.

Mike NY: A question on the proposal process: there seems to be a disconnect between the time a group submits a proposal to *Survey Monkey* and the time the proposal is sent out to groups and time the proposal gets sent out to groups for their consideration. Last year no opportunity was given to speak with chair or the committee about proposal put forward to correct rough draft for the proposal that was finally put forward. The rough draft was published to all the groups. The proposal this year, I was given the opportunity to rewrite rough draft this year, the problem this year was that my anonymity was violated because my full name was put out to all the groups. I am wondering how this can be changed.

Board Response: Info was not put into ballot correctly. It has been corrected on Survey Monkey. It is also being corrected on the proposals put onto website. We apologize for errors made here.

Motion to close the meeting: Jim B.

SECOND: Carole

DISCUSSION: None

DECISION: Motion passes unanimously

Close with the ACA Serenity Prayer

Announcements: The next ACA WSO Board Teleconference is scheduled January 13, 2018 at 2:00 PM EST