



**Adult Children of Alcoholic and Dysfunctional Families
World Service Organization**

1458 E. 33rd Street, Signal Hill, CA 90755

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**MONTHLY TELECONFERENCE AGENDA
February 12, 2022, 2PM EST**

THIS IS A REGULARLY SCHEDULED MEETING WITH NOTICE GIVEN ON THE ACAWSO WEBSITE AND THE TRAVELER NEWSLETTER Please notify the secretary with changes, additions, or motions for this meeting.

Zoom Meeting ID: 228-809-511, PWD: 90755

Zoom Meeting Details:	Dial US	Dial International
Zoom ID: 228 809 511 Passcode: 90755	US: +1-669-90-06833 (San Jose) US: 1-929-205-6099 (New York)	Zoom International Dial-in Numbers DEN: +45 89 88 37 88 SWE: +46 8 4468 2488 +46 8 4468 6646 Full list of international Numbers https://zoom.us/j/228809511?pwd=90755

I. Opening

- A. Call to Order – Open with the ACA Serenity Prayer
- B. Roll call of Board Members: Charlie H., Erin D., Fredrik H., Jasmina T., Jim B., Justine F., Liz C., Sharon F., Sue V., Tamara P.
- C. Quorum -
- D. Notice of Recording: Starting in January 2022, audio-only recordings of the monthly teleconference will be posted online. We ask that you remain aware of this if you choose to speak during today's call. To protect your personal anonymity, you may participate in the guest introductions by identifying yourself using the chat function. Similarly, during guest comment periods, you may choose to submit a question via the chat function, and your first name will not be mentioned. Thank you for your cooperation.
- E. Guest Introductions
- F. 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.*

II. Minutes:

- A. October 2021- link to document: [TCM_2021_1009_October.pdf](#)
- B. December 2021 – link to document: [TCM_2021_1213_December.pdf](#)
- C. January 2022 – link to document: [TCM_2022_0108_January.pdf](#)

III. Administrative Reports

- A. Chair Report – Charlie H.
- B. [Treasurer’s Report | ACA WSO](#) – Fredrik H.
- C. [Executive Committee | ACA WSO](#) Charlie
- D. Guest Questions/Comments (5 minutes)

IV. Committee Reports:

All reports can be found on the business website at: [ACA WSO | Adult Children of Alcoholics World Service Organization](#)

Business Operations

- A. [WSO Office | ACA WSO](#): Bill D.
- B. [Finance Committee | ACA WSO](#): Fredrik H.
- C. [IT Committee | ACA WSO](#): Brad L.
- D. [Distribution Center Oversight | ACA WSO](#): This committee is in a temporary pause, pending organization of the Business Operations Collaboration Committee.
- E. Guest Questions/Comments (5 minutes)

Fellowship Engagement

- F. [Representation, Equity and Accessibility Ad-Hoc Committee | ACA WSO](#): Joe H.
- G. [European Committee | ACA WSO](#): Fredrik H.
- H. [Global Members Committee | ACA WSO](#): Sue V.
- I. [Member Services | ACA WSO](#): Tamara P.
- J. Public Services Committee with H&I
 - a. [Public Services | ACA WSO](#): Jim B.
 - b. [H-and-I Committee | ACA WSO](#): Rich R.
- K. [Meeting and Service Safety Ad-Hoc Committee | ACA WSO](#): Rich R, Delinda H
- L. Guest Questions/Comments (5 minutes)

Policy & Structure

- M. [ABC AWC Committee | ACA WSO](#): Liz C.
- N. [ABC Proposals & Ballot Prep | ACA WSO](#): Jim B
- O. [Archives | ACA WSO](#): Marcia J
- P. [Human Resources Committee | ACA WSO](#): Jasmina T.
- Q. [OPPM | ACA WSO](#): Kelle J.
- R. [Nominating Committee | ACA WSO](#): Denise R.
- S. [Service Network Committee | ACA WSO](#): Charlie H.
- T. Guest Questions/Comments (5 minutes)

Content Creation

- U. [Literature Committee | ACA WSO](#): Christine B.
- V. [Publishing Committee | ACA WSO](#): Sue V.
- W. Guest Questions/Comments (5 minutes)

V. Motions read into the Record

A. Motion passed at a special vote at the Executive Committee Meeting on January 6, 2022

Motion: To approve the order of 1,000 Softcover YWB at a cost of \$3,814.99 plus shipping from CHG Printing (Sharon)

Second: Sue

Background: This is the first order in almost 4 years with 500 ordered last time in late 2017. This is larger than previous orders due primarily to an increase in H&I activity, but also to a dramatic increase in lead times because of supply chain disruptions and raw goods market instability. These disruptions have led to much higher printing costs with more price increases forecast for 2022. Board Detail: This is the largest quantity ordered for this YWB book softcover style to date and is over \$2,000 so it will require full board approval. The current quote and 1 past order (we could not locate a prior order earlier than the late 2017 invoice) are attached per previous board request. We solicited quotes from other printers including Sheridan. While Sheridan was a little less expensive, their delivery estimate was the end of March 2022. CHG Printing lead time was 6 weeks which would put it in our hands a full six weeks ahead of Sheridan. The rationale for going with CHG is that we were recently asked for a quote of 191 units by the California Prison System and do not have but 135 remaining in stock. They can better accommodate the lead time we require to fill the Calif Prison order much faster than Sheridan. We have shipped about 100 per year for the last 4 years so we would normally not order for another 6 months but with the pending order from the prisons, we will need them sooner.

Decision: Motion passed unanimously. (Fredrik and Justine absent)

B. Motions passed at a Board Working Session January 27, 2022

1. **Motion:** To approve the purchase and installation of 3-12' x 144" pallet racks in the amount of approximately \$2,900 to provide storage capacity for incoming book orders. (Sue)

Second: Sharon

Background: The additional storage space being secured needs pallet racks installed to accommodate all of the books being ordered. They will be similar to the racks currently installed in the warehouse.

Decision: Motion passed unanimously.

2. **Motion:** To authorize the GM to replace Sheridan Printers with another printer for the BRB HC, BRB SC, and LPG pending orders.(Sharon)

Second: Sue

Background: The printer we have used to print the BRB in the US cannot obtain the paper needed to fulfill these orders due to supply chain issues. They cannot predict when they will have it. We are at a critical point in our inventory level where these must be ordered now to prevent out of stock situations for all of these titles.

The GM and Publishing Staff have researched the world for printers who can handle this volume of books at a cost that WSO can buy them and not raise the prices drastically.

Two printers have been located that can do them for a competitive cost and deliver them to the Signal Hill address. We are in final negotiations with both printers and which books which will be printed by which printer is to be determined.

Decision: Motion passed unanimously.

3. **Motion:** To approve the lease of additional warehouse space at 1406 E 33rd Street in the same business park as the WSO headquarters in Signal Hill, CA for a monthly lease cost of \$2,038 to accommodate the needed increase for storage available for books printed overseas. (Sharon)

Second: Sue

Background: The warehouse capacity of WSO needs to be increased substantially to accommodate incoming overseas print orders that is due to paper shortages in the US with our domestic printers.

These supply chain disruptions have occurred as a result of a major pulpwood and paper manufacturer closing its plant in Tennessee. We have searched all over the US for a printer who can print the books at a comparable cost to the existing printer.

We have gone overseas to Asia to obtain pricing including shipping. In order to receive these prices, which include ocean shipping, WSO must take shipment of the entire book orders and not leave 50% of the books behind in the printer's warehouse.

This quantity of books will not fit into WSO's existing warehouse, so the only alternative is to lease warehouse space. We are fortunate this space is available, and we can use our forklift to shuttle pallets of books between the facilities as needed.

Here is a link about the closing of the mill:

<https://www.bloomberg.com/news/articles/2021-12-16/resolute-idling-u-s-pulp-mill-in-latest-hit-to-paper-supplies>

Decision: Motion passed unanimously.

4. **Motion:** To add the GM as an authorized signer on the ACA WSO financial accounts with two other Trustees, which would normally be the Chair and Treasurer providing both are eligible to serve. The Board may replace either the Board Chair or the Treasurer as signers on the account with other Board members by majority vote of the Board of Trustees. (Charlie)

Second: Fredrik

Background: The business operations of ACA WSO require a professional employee to be able to handle situations that arise due to non-routine financial needs such as check writing, Zelle transfers for electronic payments, credit card and debit card transactions, and issues with online account management that may arise from the controller or accountants during business hours.

This is will also allow the GM to speak with the bank as an authorized signer to help resolve issues that may arise such as those related to the change in account signers.

This motion is alignment with signing authority practices common to other 12 Step Fellowships' service organizations that has been documented by obtaining copies of the job descriptions of their executives.

Decision: Motion passed unanimously.

5. **Motion:** To create four Collaboration Committees (CC's), which each will meet at least once monthly to coordinate related committee and volunteer activity according to designated areas of responsibility. The Collaboration Committees will operate on a pilot basis for up to 18 months, with a scheduled review and possible reorganization to commence at the end of 2022. Additional information about the CC's during this pilot phase is as follows:

1) The following Collaboration Committees will be established. A full roster of the initial CC's will be listed in Section 6 of this motion.

- a. Business Operations
- b. Fellowship & Public Engagement
- c. Publishing, Literature, & Educational Resources
- d. Policy & Structure

2) The CC's each will be made up of at least two board members and the chairs of participating committees and temporary working groups. The two board members and each participating committee/working group will each have one vote.

3) The CC's will hold their first meetings no later than March 2022 and take up to three months with committees and working groups to organize and set broad goals for 2022. As they become fully operational, the CC's will perform the following functions.

- a. Serve as a liaison between the board and individual committees/working groups. Each CC will report monthly to the board, and support an ongoing interactive dialogue between the board and committees/working groups. The board, in turn, will assign new goals to appropriate Collaboration Committees, rather than to an individual committee or working group.
- b. Convene monthly meetings and collectively set and assign new priorities for appropriate committees and working groups. All committees will be represented by their chair or another designated representative at the CC meetings, as part of their committee obligations.
- c. Ensure a thorough vetting of emerging proposals, checking them against a uniform "informed group conscience" process. When proposals are ready, the CC will submit them to the board for action. Except in emergency situations, as affirmed by a 2/3 board vote, the board will only consider motions submitted by the appropriate CC, and will not consider motions submitted directly to the board by committees that are part of a CC.
- d. Support committees/working groups in maintaining internal focus and clear priorities, using such tools as a group inventory, and balancing the values of informed group conscience against the need for tangible fellowship service in a timely manner.
- e. Provide combined Collaboration Committee reports at the monthly teleconference and Annual Business Conference. These reports will communicate major committee/working group activity. Committees will continue to post monthly written reports online.
- f. Create temporary or ad hoc working groups, as needed, to achieve goals that may require participation of more than one committee. Set timetables for delivery as required.
- g. Ratify committee officers, priority lists, and statements of purpose.
- h. Post monthly written reports with summaries of CC meetings, motions submitted to the board, and any other major actions.
- i. Oversee completion of assignments received from the Board and/or ABC.
- j. At the board's direction, or through mutual agreement between Collaboration Committees, supply liaisons to other CC's to ensure communication and collaboration when needed to complete shared business.
- k. Work collaboratively with the board in conducting an annual review of the WSO committee roster.

4) Each board member will be assigned to one CC every July 1 and serve a one-year term. Board members may serve as voting members on a maximum of two Collaboration Committees. When board members cannot complete their terms as a CC member, the board will fill vacant positions.

Board members may serve a maximum of three one-year terms on a CC. If they serve more than six months while completing another board member's term, they may serve a maximum of two full one-year terms on a CC. The board's chair and vice chair may participate as non-voting members of all CC's.

5) The board will maintain a written record of board assignments to Collaboration Committees, which will be included in the monthly Teleconference agenda. The most current listing of board assignments will be approved in a voice vote at each TC.

6) The initial makeup of the Collaboration Committees is listed here. However, all CC's will examine their appropriate activity lists and may work together to reorganize committees, working groups, and areas of responsibility, so this initial lineup is subject to change.

1. Business Operations

1. Finance
2. Business IT
3. Publishing (New titles and distribution channels, including translations)
4. Merchandising, Inventory & Distribution (reprints & maintenance of established channels, medallions, etc.)
5. Law firm Liaison/Copyright Protection
6. HR firm liaison
7. General Manager

2. Fellowship & Public Engagement

1. Global Member Services
2. European Committee
3. Member & Public Services
 - i. Regions & Intergroup outreach
 - ii. Public Services/H&I
4. Events & Workshop partnerships (including AWC programming support)
5. Representation, Equity, and Accessibility
6. Meeting Directory

3. Content Development

1. Literature
2. Publishing Interface (standards for pre publishing, translation policy and support)
3. ComLine
4. Fellowship Service Manual
5. Oral Histories
6. Online Educational Resources
7. Website & IT Support
 - i. Newsletters & special mailings (eg, Traveler)

- ii. Web content
- iii. IT support for committees

4. Policy & Structure

- 1. Policy Manual & By-Laws
- 2. Archives & Document Retention
- 3. Service Network
- 4. ABC/Ballot Prep/Delegate Engagement
- 5. Nominating Committee
- 6. Volunteer Resources
 - i. Service Safety policy & resources
 - ii. WSO volunteer service policies & support

(Charlie)

Second: Sharon

Background: The growth in ACA World Service committee activity has caused growing frustration and slowness in completing important strategic priorities. One key element has been the board's inability to effectively manage communications with roughly 18 committees, or to effectively process complex motions when they arrive with little advance education about the key issues. In addition, committees often have few resources to reset themselves if they lose focus or unity. After extensive discussion with committee volunteers, the board is seeking to launch an extended pilot program in which committee activity can be organized and harmonized by four Collaboration Committees. This motion effectively launches the pilot by giving the four Collaboration Committees enough authority and definition to convene organizational meetings with their particular committees and working groups, and to harmonize committee activity once fully functioning.

Decision: Motion passed unanimously.

Motions passed via Specific Concurrence (SC) during January and early February 2022

(A Specific Concurrence is an electronic vote and is often considered time sensitive and/or has previously been discussed during Working Sessions)

1. **Motion:** To authorize the GM to be the primary contact for WSO Amazon accounts using the acabooks@acawso.org email account as the official login for the primary account and as the primary contact email. (Charlie H.)

Second: Jim B.

Background: The GM needs to have access to the primary contact account because it is the account that Amazon recognizes as the primary contact. The treasurer email currently is the account that receives notices that are time sensitive or used to log in to Amazon to resolve account issues that the lower tiered acabooks cannot resolve. It has been our experience that

certain communications with Amazon accounts must emanate from the primary contact login or Amazon won't recognize it and respond.

By having the GM as the primary contact using the acabooks email and the board listed as beneficial owners, the board is still able to exercise its fiduciary responsibility. By having the acabooks login and email account available to the Treasurer and a designated board member the board could maintain its active oversight role of the accounts.


Decision: Motion passed unanimously. (1/21/2022)

2. **Motion:** To update the OPPM for the Ballot Preparation Committee section C on proposal submission. The changes reflect format changes for the ballot proposal submission process, clarifies who can submit a proposal and provides contact information. (Jim B.)

Second: Sue V.

Background: The 2021 Proposal submission process was changed and new sections added. The new format details are provided. Also it was not clear who could submit proposals, this information is explicitly provided now. Please see the attached document for the proposed updated section and what it is currently. These changes have been reviewed by the OPPM and BPC members. These changes have been reviewed by the OPPM and BPC members, and provided to the Board of Trustees.

See this link to the document with the specific changes proposed:

 [BPC Proposal of Changes.pdf](#)

Decision: Motion passed unanimously. Sharon abstains. (2/7/2022)

3. **Motion:** To authorize the office to extend the 30% discount to non-profit organizations and government entities who request discounts for literature purchases. (Sue V.)

Second: Jim B.

Background: Non-profit organizations and government entities do work for the common public good and as such often have limited funds. By discounting the literature for these non-commercial entities, WSO is supporting the carrying of the message to the still suffering adult children and others who have been affected by trauma and dysfunction in their lives. These entities would not normally purchase from Intergroups or Regions as they require detailed invoices for documentation of the expenditure for their auditors.

Decision: Motion passed unanimously. (1/17/2022)

4. **Motion:** To immediately invoke force majeure on a hotel contract connected with a planned in-person 2022 ABC/AWC, on the grounds that Covid has made it impossible to attract sufficient attendance, and instead plan an all-virtual annual meeting this year. In addition, make full refunds

to everyone who paid food and event registration fees. Hotel consultant Helms Briscoe is authorized to negotiate next steps with the San Francisco Downtown Hilton. (Charlie H.)

Second: Liz C.

Background: The Omicron variant has made it impossible to market an in-person ABC and AWC this year, creating unacceptable health risks, as well as risks of financial losses if attendance targets cannot be met. Discussions at the Jan. 8, 2022, WSO monthly teleconference, and at a Jan. 9, 2022, meeting of the San Francisco local host committee, identified that a strong majority favor holding an all-virtual annual meeting this year.

Decision: Motion passed unanimously. Sharon was absent. (1/12/2022)

5. **Motion:** To hold the virtual 2022 ABC/AWC on the following dates (Times TBA) (Liz C.)

- ABC: Friday and Saturday May 6-7, 2022
- AWC: Saturday and Sunday May 21-22, 2022

Second: Tamara P.

Background: In 2021 the virtual ABC/AWC were held on two consecutive weekends. It is the opinion of the ABC AWC committee that having two consecutive weekends of recovery and service was difficult and overwhelming for mind, body, and spirit. These dates were chosen with an attempt to avoid conflict with religious and national holidays.

Decision: Motion passed unanimously. (2/5/2022)

6. **Motion:** To approve the sale of the Japanese BRB directly to the fellowship at a cost of \$15 USD including shipping. (Sue V.)

Second: Jim B.

Background: The cost to print each Japanese BRB is approximately \$7.31 plus a shipping cost of \$3.45 per book for a total of \$10.58. This will yield a profit margin of 29% which is in line with a publisher to bookstore profit margin of 30%. There will be a separate motion made later to set the price for selling on Amazon Japan.

Decision: Motion passed unanimously. Sharon was absent. (1/15/2022)

7. **Motion:** To sell the Japanese YWB direct to the fellowship for 1,450 Yen (USD \$12.50 equivalent) including shipping to Japan. (Bill D.)

Second: Sue V.

Background: The cost to print each Japanese YWB is approximately \$4.63 plus a shipping cost of \$3.45 per book for a total of \$8.08. This will yield a profit margin of 35% which is in line with a publisher to bookstore profit margin of 30%. The initial print run may have partial shipping subsidization in lieu of the IG receiving royalty free books. This is a similar motion to the Japanese BRB motion approved by the board on January 13th.

Decision: Motion passed unanimously. (2/1/2022)

8. **Motion:** To approve the printing of 500 Japanese YWB by Thomson Press for approximately \$2,314 USD. (Sue V.)

Second: Jamina T.

Background: The Japanese Fellowship has successfully translated the YWB into Japanese and turned the file over to WSO. They want WSO to print the book handle the IG sales. They also would like WSO to sell it on Amazon Japan. It is cost prohibitive to print it in the US and ship orders to Japan so WSO has sought quotes from two international printers. The lowest per unit cost printer with the quickest delivery time was Thomson Press in India. The initial print run will have partial shipping subsidization in lieu of the IG receiving royalty free books. This is a similar motion to the Japanese BRB motion approved by the board on January 13th.

See calculation of selling costs at this link:



Decision: Motion passed unanimously. (2/1/2022)

9. **Motion:** To approve the maximum list price for all ebooks is \$9.99 USD with the understanding that specific countries may be adjusted downwards for economic reasons. (Sue V.)

Second: Jim B.

Background: The eBooks of our ACA literature is set for \$9.99 USD. Kindle pays a 35% royalty on eBooks priced above \$9.99, but pays a 70% royalty on eBooks priced at or below \$9.99. Amazon will adjust downwards automatically for economic conditions and the Publishing Committee will further adjust downwards if there is a concern for "ACA affordability" in our specific countries.

We would like a broad-based agreement for e-books. The Publishing Committee does not believe we need to take the board's time for each ebook. Currently ebooks can be kindle or Barnes Noble. There is excellent oversight from the Publishing Committee. We will keep the board informed.

Decision: Motion passed unanimously. Sharon F. was absent. (1/17/2022)

10. **Motion:** To authorize the printing of 500 copies of the Japanese language BRB with Thomson Press in India for a total cost of approximately \$3,565 USD. (Sue V.)

Second: Jim B.

Background: The Japanese Fellowship has successfully translated the BRB into Japanese and turned the file over to WSO. They want WSO to print the book handle the IG sales. They also would like WSO to sell it on Amazon Japan.

It is cost prohibitive to print it in the US and ship orders to Japan so WSO has sought quotes from two international printers. The lowest per unit cost printer with the quickest delivery time was Thomson Press in India. The initial print run will have partial shipping subsidization in lieu of the IG receiving royalty free books.

Decision: Motion passed unanimously. Sharon F. was absent. (1/17/2022)

11. **Motion:** To approve the registration of the names of our organization currently used in our ACA literature to comply with the law. (Sue V.)

Second: Jim B.

Background: This motion is different than the ballot proposal about ACA's name. WSO did not register the names listed below for our organization. These different names are currently listed in our BRB, YWB, LLWB, SMR and LPG. Registration of the additional business name (s) protects our interests and brings our literature in alignment with business requirements.

“Adult Children of Alcoholic/ Dysfunctional Families”, “Adult Children of Alcoholics Dysfunctional Families World Service Organization, Inc” and “Adult Children of Alcoholics and Dysfunctional Families World Service Organization”

Decision: Motion passed unanimously. Sharon was absent. (1/17/2022)

12. **Motion:** To approve the purchase of Smartsheet project workflow management software at a cost of approximately \$2,720 for the first-year subscription and training. (Charlie H.)

Second: Jim B.

Background: WSO staff and volunteers need tools to do their jobs. Specifically, project and workflow management tools. Staff and 3 committees (Publishing, IT, and Literature) have examined various other software products with these capabilities and find Smartsheet the best suited program for our needs. These committees and staff have endorsed its use. By acting today, we will receive one free license for one year during their promotion.

Decision: Motion passed unanimously. (1/31/2022)

13. **Motion:** To authorize the General Manager to change the HR consultants currently under contract with ACA WSO as long as there is no cost increase or unacceptable performance degradation. (Fredrik H.)

Second: Justine F.

Background: The Finance Committee, General Manager and HR Liaison have examined the services offered by our current HR consulting firm compared to the HR services offered by the firm we currently use for Payroll processing. By consolidating the two services under one vendor we can save approximately \$4,000 per year.

Decision: Motion passed unanimously. (1/19/2022)

14. **Motion:** To approve the following ACA Workshop and Event Policy (Erin D.)

ACA Workshop and Event Policy

In order for an individual or ACA service body to present a Workshop or Event under the umbrella of the ACA name, it must adhere to the following criteria:

- Events listed on the Service Website Calendar must be sponsored by a registered ACA service body (eg, group IG, Region or WSO).

- The content must support the principles of the ACA Program, including the Steps, the Traditions, the ACA Solution our Conference-Approved Literature, including literature in development, literature approved for fellowship review, pending conference approval.
- The Presenters must be active members of the ACA Fellowship and cannot promote their professional services and outside literature during the Workshop or Event.
- The content of the Workshop or Event must address the various topics of specific interest to our Fellowship of recovering adult children that promote recovery in ACA.
- If a flyer is presented, it must include the ACA service body that is sponsoring the Workshop or Event, or that WSO is the sponsor.
- 7th Tradition Contributions may only be solicited to cover the direct costs of the Workshop or Event, and to support the purpose of the sponsoring ACA service bodies.

Second: Justine F.

Decision: Motion passed unanimously. (1/24/2022)

VI. Guest Comments

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VII. Closing Activities

A. Announcements

- Next WSO Board Teleconference Meeting is on Saturday, March 12, at 2:00pm EST

B. Closing Serenity Prayer

C. Motion To close

APPENDIX