



To: Nov 4th Delegates QDM (Quarterly Delegate meeting)

The World Service Organization (WSO) is responsible to the fellowship through the delegates serving at the Annual Conference (ABC) and Quarterly Delegate Meetings (QDM).

The Board is committed to strengthening and supporting our fellowship and Conference. The Board reports to the fellowship through the Conference. WSO is the Board, Committees and Staff. There has been a lot of talk recently about a potential new Conference structure, adding committees that report directly to the Conference. The Board is supportive of this direction and looks forward to working with our groups and delegates in the months and years ahead when this is approved by the fellowship.

In the meantime, the work of the fellowship is done by WSO committees, staff and trustees. We have been working closely with our Ballot Proposal Committee (BPC), ABC/AWC Committee, ABC Study, and Concepts 2 and 6 Committee. The ABC Study and Concepts groups are updating their progress and recommendations directly to the Conference. We have recently posted on the Conference webpage a list of WSO resources for the delegates to increase transparency and provide additional support. [ACAWSOResources](#)

We thank our committees and our staff for all their efforts in serving our fellowship. We also recognize our World Service Organization is 45 years old and we have inherited the current structure, policies and procedures. It has brought us to 2023 with almost 3,000 meetings, a growing and thriving global fellowship and an operation serving over 60,000 Adult Children through our literature available in many languages. It will take patience and collaboration to continue to bring in changes to meet the needs of our fellowship. We are in this together. We have listed a few key activities from the past quarter for your information:

We have been working to increase the effectiveness and health and safety of our committees and board operations to provide the service our groups deserve.

- User Agreement for communication on our online platform, slack and zoom.
 - ★ *Increased active users from 150 to 198, 80% sign up rate and volunteers are starting to come back into service saying they feel safer. The slack is currently being used for committee business with increased productivity.*

- Approval of a new Service Norms Policy for our WSO Committees which can also be used by our meeting groups, intergroup and regions.
 - ★ *As per Concept IX, these procedures are important for the future functioning and safety of World Services and could also benefit many of our meeting groups.*
- We have also been providing support as needed to our 18 Committees such as safety resources committee, health and safety in service advisory group, volunteer resources, literature, public services, membership, translations, publishing, IT, etc. Please check the org chart for a list of all committees.
- Our new office location is now complete. Bill Dalton, our General Manager, will be screen sharing some pictures.
- We were able to hold a Board Strategic Retreat and the first Committee Summit with all of the committee chairs, along with supporting a regional event in Florida hosted by the East Florida Intergroup, the originally approved 2020 ABC/AWC hosts. We were able to do this because the Board was faced with a pending loss this year of \$22,675 from a 2020 deposit held by the hotel from the 2020 ABC/AWC contract and we needed to “use it or lose it”. We shared this at the June and September TCs and posted related motions for transparency. As a result we didn’t lose the \$22,675 and the costs were contained.

The benefits to the fellowship will be realized in the months and years ahead, such as:

Committee Summit:

- ★ For the first time, chairs came together implementing Concepts IX, X, and XI. Chairs worked for two and a half days to problem solve challenges and build on successes. Coming together in this manner, chairs discussed, role played and provided support and solutions for our committees present and future functioning and safety.
- ★ Discussion on diversity and allyship was facilitated by a member experienced in diversity, equity and inclusion work. Informative and educational, chairs were invited to fill out a survey looking at bias, the impact of bias on service, and possible solutions. The trustees and staff participated in a joint session.
- ★ Chairs problem solved and discussed needs around safety, preparing future volunteers for committee work, managing expectations around authority, the ultimate authority of the group conscience, managing expectations and attrition, time management, managing chair responsibilities, service rotation, empowering and mentoring volunteers and facilitating healthy and challenging committee meetings.
- ★ Chairs came away energized and motivated with a support network, unity, and increased clarity.

Given the success of this first Committee Summit, we are exploring the possibility of developing a service academy of educational resources for new and experienced volunteers in 2024 to train and sustain our volunteer resources.

- **2023 Board Strategic Retreat**
 - ★ Allowed us to hold the first in-person strategic retreat since 2019, so that we could continue the work of supporting our fellowship. By meeting in person, we had larger amounts of time to talk more thoroughly about the needs of fellowship and world service organization.
 - ★ As with all Strategic Retreats, long-term strategic planning is discussed and as we discussed at the 2023 ABC, long term strategic plans need to include the collective conscience of the fellowship and Conference for input, feedback and collaboration.
 - ★ The role of the trustees is to provide an initial path and process forward in developing a long-term strategic plan, in collaboration with the fellowship by bringing it to the conference for their feedback and direction. This is a project that will take many years.
 - We reviewed the current priorities identified at the 2023 ABC and had the time to explore these in greater depth.
 - At the 2024 ABC we will discuss with the delegates their needs and receive direction and guidance.
 - The Board focus at the 2023 Board Strategic Retreat was on process and what resources may be needed.

- **2023 Regional Conference**
 - ★ We connected with the intergroup and the fellowship attending the conference and shared our experience, strength and hope as speakers.
 - ★ This was an amazing success and may be a possible model for future regional events, which will increase engagement with our IGs and Regions.
 - ★ By joining the regional attendees at meals and sometimes in the evenings, we connected more closely and strengthened the relationship between this fellowship and WSO. We heard feedback from regional attendees that, “we can see you guys are working a lot behind the scenes for us, thank you”.

We are inviting all delegates to the December 9th TC (Teleconference). We will continue our discussion on World Services activities with our committees. Below are a few links for more information: [WSO Teleconference Info.](#), [2023 AWC.](#)

If you have any questions about the above information, please contact us at secretary@acawso.org.

Your humble trusted servants,

Sue V on behalf of the
ACA WSO Board of Trustees
Brad H, Dove H, Fredrik H, Sue V, Tamara P.