

Member Services Committee (MSC)

Monthly Subcommittee Reports – November 2023 and January 2024

In September MSC started a new process, dividing this MSC meeting into a section for Regions, a section for Intergroups, and a section for ACA Young Adults and Teens in addition to the Members Services Committee- related business. In **December** we did not meet due to the meeting falling towards the end of the month, the holidays and suggestions to take a two-week winter break from service matters.

MSC

November: Marcin C from Sussex, UK - IT Committee liaison; Sam P - observer from meeting; Kagel - Toronto, Laura L, Alisa A

Opportunities to Serve MSC. Currently the Committee could grow and nurture its purpose with help from volunteers:

- **Chair, Vice Chair or Facilitator** for this joint MSC meeting
- **Secretary** to prepare minutes from recordings and post on Slack and send out agendas and minutes before meetings via email
- Help **preparing reports** of monthly committee meetings.
- Help with responding to **emails** received from members and Intergroups.
- A **tech host** to help during committee meetings.

January: Cassandra T, Marcin C - IT Committee; Sue V, Tamara P, Laura L, Alisa A

IT Committee (Marcin C) Meeting selections regarding “Just for Newcomers” was brought to the group for input. Meetings that are perhaps newcomer friendly are selecting the Beginners meeting box when registering or updating their meetings. This is contributing to confusion among newcomers looking for newcomer meetings. Discussion about this could provide clarity. Changes suggested are:

Committee/Subcommittee Contact:	Email:	Blue Service Website/Web Pages:
Member Services/MSC	msscchair@adultchildren.org	https://acawso.org/member-services/
Regions	regions@acawso.org	https://acawso.org/regions/
Intergroups	intergroups@adultchildren.org	https://acawso.org/intergroups/
Young Adults and ACA Teens	teens@acawso.org	https://acawso.org/young-adult-and-teens/

Next Meeting: 4th Monday @ 12:30p ET [964 1415 5183](https://www.zoom.us/j/96414155183) Pass: 308405

- Remove “beginner” from all meetings except the select few that are truly Beginners Meetings.
- Change the Focus Box from Beginners to Just for beginners.
- Adjust the registration form to show the following information about the beginner focus. “This meeting focuses on Beginners. Once the Beginner feels ready, they generally move on to other meetings.”
- Any new meeting that selects beginners will have to fill out a form stating that they are actually a meeting focused on beginners and not just beginner friendly.

In January MSC discussed how the alignment of having Regions, Intergroups and Young Adults and Teens meet along with Members Services Committee. It was suggested to:

- lengthen the meeting from one hour to at least 1 hour 15 minutes.
- consider holding the meeting at different times during the week.

Topics to be discussed further with group consensus were **defining active membership** and **voting guidelines**. Consider defining active members in the Member Services Committee as those who have attended at least three meetings, held a service position in ACA, and are familiar with how ACA operates. Postpone the vote on the definition of an active member until the next meeting.

Cassandra will facilitate the next meeting and compile the agenda with the teams.

Regions

Opportunities to Serve. Currently the Subcommittee could grow and nurture its purpose with help from volunteers: Regions Intergroups Subcommittee Chair, Vice Chair

Attendance. In November, we had representatives from 1 certified and 1 developing region: Pam M from Greater Western USA Region (Region 2), and Alisa A from the Russian Speaking Service Committee (developing region). In December, we had representatives from 2 developing regions: Tina A (ACA Region Connecting the World/ARC) and a representative from Region 2.

Emails. *Connecting with Region.* In November we received a request from Chris from the St Louis Intergroup who connected with Matt K from the West Great Lakes Intergroup. Chris expressed an interest in reaching out to the other Intergroups in the Midwest region.

Offering Meeting Space. Another email received was from a hall in Burlington, Vermont that had space available and as a way of giving back to the community it wanted to offer space at no charge for a 12-step meeting.

Region near Connecticut. We received and responded to a few emails from east coast inter/groups looking for Region connections.

Intergroups

Opportunities to Serve. Currently the Subcommittee could grow and nurture its purpose with help from volunteers:

- **Email assistants** to help respond to emails from intergroups and members regarding intergroups.
- **Volunteers to outreach** to Intergroups, Regions and developing regions and other service bodies.

Attendance/Meetings affiliating with Intergroups. Linda from IG 770 has reported that a few meetings have had *difficulty updating their meeting form to include affiliation with IG 770*. For meetings who would like to register their affiliation with an Intergroup, when there is a problem with this, please send an email to: meetings-updates@adultchildren.org. Make sure to include the **meeting name** and **meeting number** as well as the **Intergroup name** and **IG #**.

Emails. Intergroups received in: **November** received 6, responded to 4, **December** received 10 emails and responded to 13, **January** received 13 emails and responded to 13. **Types of emails** Group from Ireland, Poland and Iceland wanting to connect so European Committee information was provided. Correspondence from certified and developing regions about certification and recertification. For more detail on emails please see end of report.

Young Adults and Teens (YAT)

Subcommittee information. Statement of Purpose is under revision to make it sound more up to date. **Materials for groups.** The deck for starting an ACA Teen meeting was suggested in the MSC chat for consideration and approval or suggesting corrections.

Emails. In **November**, Subcommittee received 5 emails and responded to 5 emails. **Types of emails received.** 2 (the same person) - starting a new ACA Teen group, a request for guidance (background needed, how the ACA Teen program works and literature, special certification?); 1 - searching for a Young Adults group (age 18-26); 1 - a request for adding to YAT SC slack channel; 1 - searching for volunteer opportunities in a number of Committees. In **December**, the Subcommittee received 10 emails and responded to 10 emails. **Types of emails received.** 2 - searching for a volunteer opportunities in a number of Committees; 1 - searching for a volunteer opportunities in YAT SC; 1 - a question about starting groups on college campuses; 1 - a question about YAT SC meeting in December; 1 - searching for a group for teens (grandparents request); 1 - volunteering and best practices request; 1 - a request for resources or people that could support a person with health issues; 1 - a question about having teens at an ACA meeting; 1 - a request for financial assistance. In **January**, the Subcommittee received 10 emails and responded to 4

emails. **Types of emails received.** 1 - searching for a Young Adults group (age 21); 3 - searching for a volunteer opportunity in a number of Committees including YAT SC. Also, YAT SC received about 60 emails that had somehow been directed to a spam folder from 2022; all emails have now been replied to. **YAT Outreach.** YAT SC sent 5 emails to ACA teen groups and 1 email to a young adults group which are registered on WSO website. 3 answers were received.

Nov-January 2023 Emails Statistics/Data for MSC

Meetings

Can meetings be started on college campuses 1
Kids/Teens 1
Register our meeting please (India) 1
Can't find a meeting 1

WSO

Want to Serve WSO 5
Serve Traveler 1
How to serve in WSO 2

Region

Russian speaking region application 1
Groups 1
Need to start meeting in my town 3
How to register Bulgaria group 1
How to be Group Rep 1
How to start Spanish group Zoom 1
How to Find a group in my town 1

Intergroup

How to serve in an IG 1
What are time limits for service in IG 1
How does WSO support IG 1
Affiliating with unhealthy IG 1
How to be IG Rep 1
How to start IG 1
Do you have INTERGROUP MEETING AGENDAS 1
How to reactivate my IG 1
Where is the closest IG to my group 1

Generic Volunteer Offers/Misc

I want to help young people 1
Not sure what service I want to do 1
Want to get involved 1
When is Connections book coming out 1