



**Adult Children of Alcoholics & Dysfunctional Families
World Service Organization**

1901 East 29th St, Signal Hill, CA 90755

Phone: (562) 595-7831

This is a regularly scheduled meeting with notice given on the ACA WSO website.

Please contact the board secretary for any comments, requests or questions about this meeting at secretary@acawso.org

Board Meeting with Fellowship Minutes

March 9, 2024

2:00 PM - 3:30 PM ET

18:00 - 19:30 UTC

[Meeting held via video conference/Zoom]

I. Opening - Sue V., Board Chair

A. Call to Order – Open with the ACA Serenity Prayer

B. Readings:

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.

Diversity Statement: ACA is an inclusive organization and open to all affected by family dysfunction. We strive to create an atmosphere that reflects the diverse communities we serve and where everyone feels empowered to be their full, authentic selves.

Health and Safety Statement: ACA WSO is committed to the health and safety of all who are choosing to be in service within the fellowship. “Good service leaders . . . are, at all levels, indispensable for our future functioning and safety.” (Concept IX) This is a shared responsibility. Our service experience is affected by our personal recovery and by our commitment to Tradition One - unity. With this cooperative approach, we prioritize the health and safety of our committees and ourselves.

Meeting Protocol: This is a business meeting and we appreciate that everyone has brought their healthy adult. We have built in time for questions and comments after each of the agenda sections and related reports. In order to be most efficient, we will keep the discussion focused on the agenda topics. We will be muting anyone who is disruptive to the meeting and respectfully move to the next person to ensure we prioritize the health and safety of all participants. If you would like to discuss a topic that is not covered on the agenda, please feel free to send your suggestions two weeks prior to each meeting to the Secretary at secretary@acawso.org. Or if you have a question about a specific committee, please send it to that committee chair.

Notice of Recording: Audio recordings of the teleconference will be posted online. We ask that you remain aware of this if you choose to speak during today's call.

C. Roll call and Introductions of Board Members: Dove H., Rich R., Sue V., Tamara P.

Absent: None

Quorum - Established

D. Meeting Support:

- a. Chair: Sue V.
- b. Notetaker: Trish I./ Assistant to Board Secretary
- c. Tech Hosts: #1. Marcin C. #2. Tamara P.
- d. Timekeepers: Rich R. and Dove H.


E. Participant Introductions - Please add to Zoom chat your WSO or local service role, delegate, first name, country/state/province. (34 participants including 7 committee chairs -See: [Chat List of Fellowship Participants](#))

F. Minutes

Board Teleconference Minutes link:

[NOTE: Please send any corrections to the minutes to the Secretary prior to the meeting at Secretary@acawso.org]

Motion: To approve the minutes of the December 9, 2023 Board Teleconference Meeting - see:

 2023-12-09 Monthly Teleconference Minutes draft (Tamara P.)

Second: Sue V.

Decision: Motion passed unanimously.

II. Executive Reports

A. [Board Report](#): Sue V.

- Sharing from Fredrik H.
- Participants shared their appreciation to Fredrik

B. [Treasurer's Report | ACA WSO](#) Bill D. (on behalf of Tamara, Treasurer) and [Finance Committee | ACA WSO](#): and Sylvia M.

Note: the financial reports presented are for the month two months prior to current month

C. [WSO Office/General Mgr. Report](#): - Bill D.

D. Board, Staff, Committee Chairs and Participant Questions/Comments

- So It looks like we are OK in terms of finances?
 - Yes, we are doing OK and in good financial condition and meeting all our obligations. However we are expanding rapidly with more groups and therefore more resources are needed.
- What do we need to do as a fellowship in terms of copyright?
 - Copyright violations are not good for WSO since our books fund our operations and if we lose copyright our books will become public domain. Please let me know of any infringements that you may come across. We have taken care of about 17 copyright cases over the past two months.

- I noticed the payroll was over \$40,000 for the month - can you say what the percentage of budget goes to payroll?
 - I think it is about 22% in general. 1.2 million of our budget and half of the budget right there is what it takes to deliver, print and and get the books into people's hands. Our payroll includes financial professionals, pick, pack and ship people, executive assistant, receptionist, e-commerce and IT people.... This organization thrives because it's worldwide.

III. Collaboration Committee Topics

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

A. Business Operations Topic: **Audio Books** - Bill D., General Manager

Summary points from presentation:

- For the first time in modern history, audio books overtook ebook sales in 2019, and the margin has been getting bigger every year while physical book sales have slightly decreased. I think the trend is that the young readers prefer printed or audio books over ebooks. This is a trend that is worldwide.
- WSO has had one audio book since 2015. There's been 23,735 of those audio books sold since 2015. That's about 3,000 audio books a year.
- We discussed in the Publication Committee of publishing some new audio books and the order that we would start creating them. We plan to create the first audiobook in English for *Strengthen My Recovery*, then the *Loving Parent Guideline*, then the *Laundry list Workbook*, and then the *Yellow Workbook*. And then, with international audio books to follow as resources allow, and as the fellowship wants.
- We sent requests for quotes for ten vendors. There's so many things that go into making a quality audiobook and we want ours to be quality.
- Audiobooks are the future based on trends and WSO is embracing that, and it'll help people that can't read or or don't have the ability to to read, to be able to get our message.

[Reference Links to Committee Reports/Webpages:

- [Data Analysis Committee](#) - Chair: Brian
- [IT Committee](#): IT Manager - Brad L., Chair: Marcin
- [Name Change Study](#) - Chair: Brad L.
- [WSO Office](#): General Manager - Bill D.
- [Publishing Committee](#): Chair - Sue V.]

B. Fellowship & Public Engagement Topic: **Service Norms Document** - Rich R., Chair of Safety

Resources Committee

Summary points from presentation

- The Service Norms document has been in process for a long time. The Board has now approved it. And where the document is right now is, there's a discussion among the Board and then in April's with all the committee chairs about how to implement the Service Norms document.
- Many of us believe that it's not a document that you can just read, and it just totally makes sense. There's a lot of skill sets to learn in that document and it is my belief that the implementation will require possibly an educational process - that's the part we

have to figure out the Chairs and the Board together.

[Reference Links to Committee Reports/Webpages

- a. [Member Services Committee](#): Chair - Open
- b. [Safety Resources Committee](#): CoChairs -Marcin. and Rich R.
- c. [Public Services and Hospitals & Institutions Committee](#): Chair -Rich R.
- d. [European Committee](#) : Chair - Edmundas
- e. [Global Members Committee](#): Chair -Shangreila]

Board, Staff, Com. Chairs and Participants Questions/Comments on Two Above Topics:

- Is there any way to prioritize the audio-books for poorer countries where there may be more problems with reading books?
 - The English audiobooks are sold on platforms worldwide yet we currently cannot give discounts on these platforms. I am looking into the ability to sell it on our own website so we can use discounts based on economic conditions in countries. You can bring this idea to the Publishing Committee for further discussion.
- I'm not sure if you're talking about prioritization of English language books or international language books. Could you clarify?
 - English books first. If we have people that speak other languages that are willing to be professional readers then we can consider this. There's a difference between narrators that are professional and narrators that are not, and the quality of the book. One thing has been complained about on the Big Red Book was because the narrators weren't highly skilled paid professionals, they were volunteers.
- I was looking for the Service Norms document and could not find it. I thought it was a suggested process for WSO and other service bodies and they may or may not follow these things - is this correct?
 - The first paragraph of the Service Norms document is a discussion this is totally suggested - no group, no meeting, no committee needs to adopt these. So it is an individual choice for people, groups, and committees. Also, we have not yet posted it yet until we figure out how we will implement it.
- In terms of transparency, can you say what topics are in the Service Norms document?
 - The intention of this document is that it is an organic, living document. So once it comes out if anyone thinks there is anything that could be improved we are open to all suggestions. If anyone thinks there's a valuable resource for safety that we haven't covered, bring it to our attention.

C. Policy & Structure **Topic: Nominating Committee Updates** - Denise, Chair of Nominating Committee

Summary points from presentation

- As most of you know, in January the Board sent a letter informing our fellowship about the critical low numbers of Board members, and they encouraged members to consider applying to the Board. There has been an outpouring of concern and members heeding the call. They contacted us and inquired how they could help, and some members submitted applications. I responded to each one of them in an email. And I held several zoom meetings, answering their questions, explaining our process, and reviewing the desired qualifications for serving on the Board and what they could do to prepare for

future Board service.

- Although we need Board Members right now, we also need them next year, and every year after that. So first we started vetting and interviewing those applications that appeared to have all the design qualifications. In January we vetted and nominated Rich back to the board, and he started February 1st.
- We found that the majority of individuals inquiring had never been on a WSO Committee, and many had never been to a Teleconference or ABC as a delegate or observer. We encouraged those individuals to consider preparing for Board Service by joining a WSO Committee to gain experience and understanding by attending the Quarterly Teleconferences and the ABC by being a delegate or an observer.
- We have updated our application to include a more comprehensive look at the applicant's life experiences beyond WSO Intergroup and Region service. So we've included service at all levels, training, work, experience, special skills, nonprofit experience and other activity service experience with fiduciary duty, etc. Having a broader understanding of an individual's life experiences will help us determine whether we can make an exception for not having that WSO Committee service piece. We will be circling back to all those who contacted us that didn't have the WSO Committee experience and share our new form with them. We're hoping that some will consider officially applying because we still need board members, and we need members to apply.
- I have to say that the loving concern that our members have for ACA is a beautiful thing, and it's been quite encouraging, and I believe that it will see us through. So thank you all.

[Reference Links to Committee Reports/Webpages:

- a. [ABC AWC Committee](#): CoChairs- Edmundas, Marcus, Carmen
 - i. [ABC Study](#) : Chair - Open
- b. [ABC Proposals & Ballot Prep. Committee](#): Chair - Open
- c. [Archives Committee](#): Chair - Joe C.
- d. [Concepts 2 & 6 Study](#): Coordinators: Charlie H. & Kelle J.
- e. [Nominating Committee](#): Chair- Denise R.
- f. [Operating Policies and Procedures Committee](#): ON HOLD for updating project
- g. [Volunteer Resource Committee](#): CoChairs- Jim R. and Laura L.]

D. Content Development **Topic: Literature Policy Document** - Christine, Chair of Literature Committee

Summary points from presentation

- I've been the chair of the Literature Committee for 3 years. I will be stepping down as of the ABC and I do not have a replacement. I do not have a vice chair. Greg R., who is the Chair of the Literature evaluation subcommittee, is stepping down in May too. He also does not have a replacement. This is a very serious problem. I've spoken to many of you who are on this call about the possibility of your taking on this position. And right now we have an article in the ComLine that explains what positions are open, what the requirements are, and an invitation to contact me further to discuss it.
- The literature policy document is something we've been working on in literature and development for a couple of years. The Big Red Book on page 612 refers to "the literature policy." There is no literature policy. The only literature policy is in the trifold which is called literature policy, but is actually restricted to the open literature policy. So

we do have the open literature policy which is part of a trifold. We had no other written policies. So we have debated this back and forth over the last two years.

- In Literature and Development a literature policy has been drafted. It has been submitted to the Board for their review and or approval, and for our next steps we have solicited information and feedback from the fellowship at a Literature Committee regular meeting last February. We are continuing to do outreach to receive input from our members.
- Two of the 13 policies that are on the current draft - one reflects the ballot proposal that came before the Literature Committee asking for a revision of the Big Red book to become more inclusive. We try for broad representation in ACA literature. We wanted to represent the lived experiences of all ACA members, including, but not limited to race, ethnicity, gender, sexual orientation, disabilities, spirituality, belief systems, and a wide range of social, economic and cultural backgrounds and other underrepresented experiences. The other one that I wanted to bring to your attention is on language around spirituality. We now have a proposal, and here is what it says: to refer to a higher power in the lower case, and to suggest that readers use or refrain from using whatever term works or does not work for them.
- Now, these are big topics we've been debating for a couple of years. We will talk about next steps after it goes to the Board. We'll talk about what role the delegates will or will not play in looking at our literature policy - all to be discussed. I would hope that it would go into the ComLine. The Board will be responding as to what the next appropriate next steps should be.

[Reference Link to Committee Report: [Literature Committee](#): Chair - Christine B.]

Board, Staff, Com. Chair and Participant Questions/Comments for Above Two Presentations:

- Where are the minutes posted for the Collaboration Committees?
 - They are posted in the Collaboration Committee channels. We are re-looking at these to re-evaluate them and will have more information.
- It was announced that the Literature Chair was vacant and the Lit. Eval. Chair was vacant. Is there a procedure in place that the committee meets and then the delegates choose the Chair?
 - The Committee Chair goes for Board approval since they are committees of the Board. The Chairs of subcommittees are approved by the Chair of the main committee.
- I would like to talk about the Service Resource Manual that has been approved by the Literature in Development subcommittee. Would be something that would coincide with the Service Norms document. I would just like to say that I would hope that all of us get together and start talking about this because so that we can be working on it together.
 - I am not sure what you are referring to yet every one of our subcommittees is completely open and asking for people to show up and contribute.
- Wouldn't the Literature policy fall under the conference since it is a major policy?
 - I assume the Literature policy will be presented to the delegates, whether it will need approval by them I do not know. I sent it to the Board to find out the next steps.
- Where do I find the collaboration committee channels?
 - These are set up by the Chairs and these meetings are posted on the calendar yet

some have been put on pause. If you have a particular question you can go to the Chair of that committee.

IV. Promise 7 Break -Jim R.

V. Board Topic: How can WSO further provide support to your groups (i.e. Regions, Intergroups, Meeting Groups)? Sue V.

- I am talking about our region ARC that we are trying to get recertified. We sent a completed application back in April 2023 and in limbo.
 - We'll come back to you, offline. But the short answer is that we were all set to certify, and the chair changed and dropped out, and we've not been notified of a new chair. If you're the new chair that's news to us as we've been waiting to hear who the new chair is.
 - I just became the Chair yesterday.
 - Great, let's work on this and get it done. Send your email to Trish.
- It took a year to get our Region application approved and wondered why it is not under the delegate body to vote on?
 - The Board has inherited the OPPM and the policies around Regions. We're asking some similar questions and as far as the future, we're gonna work this out together and figure out all the right things. But we're just following what we got, and we can always change what we got with the conference and the delegates.
- Are there any plans to create an Intergroup online rather than geographically?
 - There are a few online Intergroups and they no longer need to be geographically. Right now on the website you can not search on this yet on the new website you will be able to search for these.
- I am chair of Region 5 and Region 2 and we have questions about the Region certification and recertification process. We requested a meeting with the Board to discuss and we are working through this. Maybe we can open up this meeting to other Regions? I know Russia is trying to form a Region and we can have a forum to hash this out - once or twice a year.
 - All ideas are good and we are taking notes of this.
- I see many people come into meetings and then leave meetings and see them not getting traction. I want to understand why some meetings are sticking and not sticking - is there a way to brainstorm this as an open question?
 - Thank you for that. And we're making notes of all of this to look at. So sharing best practices is always a great idea, and how can we coordinate that together? We have noted it.
- I am looking for a glossary of terms in ACA - is Literature in Development working on this?
 - Everyone's looking for a glossary of Service words, and does it exist? Not yet. Hopefully, we'll get some volunteers to do something. And, looking into integrating that into a service manual, perhaps. The translations group is defining glossary words because it's become an issue with translating our beautiful literature. And so the translation subcommittee is working on an English glossary and working with literature through Publishing on that. So we'll see, we need the volunteers to do this.
- I was Members Services Chair when I was on the Board, I tried to get people to understand that if you have a problem in your area with a meeting then check with your Intergroup, and if you don't have an Intergroup, maybe you need to get together with a few meetings and start one.

The fact that Intergroup needed help then they needed to have the Regions. My point is that instead of going to the WSO, the membership has to look locally. If they can't find anybody then put an ad in the you know the community paper somewhere saying that they're looking for other groups or people who are in ACA that need a meeting to get going. That's outreach.

- Is there a virtual Region yet?
 - No, there is not one yet. If you are interested in this, there are others and I can connect you if send an email to me at REgions@acawso.org
- I still need further clarification on replacing the Chairs in the Literature Committee based on what I just saw in the chat. It said the reason why the delegates do not choose their own chair. It said the delegates do have the power, that if they found a reason why the chair should not be there, they can file a complaint. But if they don't have a hand in choosing the chair....
 - Following this meeting we will have breakout rooms. And we will have a board of trustees breakout room. So if you want to come to that I can speak with you about this.

VI. Motions Passed for the Record

New Procedure: In order to simplify the posting of motions for the record, instead of posting individual monthly lists of the motions passed in the previous month, these motions are now added to the annual Book of Motions each month.

For December 2023 motions see: [2023 Book of Motions](#)

For January - February 2024 motions see: [2024 Book of Motions](#)

Meeting Chair read Table of Contents for Dec. 2023 and Jan - Feb. 2024

Staff, Committee Chairs and Participant Comments

- It was nice to hear a parting message from Fredrik and it would be nice to hear parting words from Bradford too.
 - Great idea.
- *[Bradford was not on the call so this could not happen]*

VII. Closing

A. Announcements

- The next Teleconference meeting will be held on June 8, 2024.
 - Monthly Committee and Board reports, along with the updated 2024 Book of Motions, will continue to be posted on the WSO website each month.
 - Please direct any questions to the relevant Committee email (see: [Org. Chart & Committee List](#) for list of emails) or send to the Board at Secretary@acawso.org
- Following this meeting, there will be some committee breakout rooms for those interested.

B. Motion to Adjourn Meeting - Passed unanimously.

C. Closing Serenity Prayer

Post Meeting Committee Breakout Rooms

- Board of Trustees with Sue V.
- Public Services and Hospitals & Institutions Committee with Rich R.
- Nominating Committee with Denise R.
- Publishing Committee with Bill D.
- Safety Resources Committee with Marcin
- ABC Committee with Marcus.
- Ballot Prep. Committee with Mary Jo L.

REFERENCE Link: [ACA-World-Services-WSO-Resources.pdf](#)