

## Minutes Member Services Committee Teleconference, May 8, 2019 (PSC, H&I to follow)

TELECONFERENCE: 712 770 4700 / ACCESS CODE: 743112# 6 March 2019  
3:00 PM PACIFIC / 6 PM EASTERN TIME

Chair: Carole C.

Vice Chair: David McB

### Subcommittees:

Global Members Chair Sue V – Committee members: Matt, Laura, Erin

Intergroups Chair Bonnie, Vice Chair Tamara

Members: Chair Sharon

Regions Chair Matt

Young Adult/Teens Chair needed (Laura is contact for email temporarily)

Chair called the meeting to order with the ACA Serenity Prayer 3:05 p.m.

ROLL CALL: Carole, David, Christopher, Jan, Sharon NC, Laura L, Sue V, Bonnie (TX), Tamara, Josh

David moved to Approval March 2019 Minutes

Jan Seconded

Minutes approved unanimously

No Meeting in April due to the ABC/AWC in Sweden

### ACTION ITEMS REMAINING FROM LAST MEETING:

- Central Coast ACA Intergroup (CCACAIG) pamphlets for Starting Regions and Intergroups “waiting for response from Matt, Bonnie, and Service Network Committee.
  - Matt has promised to read it and be ready to comment on it at our May teleconference.”
  - Carole to remind the Service Network Committee that we are looking at the above trifold and would like the SNC’s opinion on it as well.
  - Tamara will ask Bonnie if she has read it. Bonnie arrived late and we did not hear if she had read it.

## New Business

### Global Members Subcommittee Report – Sue V.

Vice Chair: TBV

Secretary: Cloee (Canada/French)

Members: Laura (USA), Sunil, Sanhita (India)

New Member Volunteers: Satish (Canada/India), Dalia (Israel), Marc (Amsterdam/Indonesia), Kristian (USA), more to follow

#### PURPOSE OF THE GLOBAL SERVICES MEETING GROUPS

Reaching out globally, connecting with and supporting meetings and members, in continents outside of North America, carrying the ACA message in countries new to ACA.

#### Topic – 1 - Monthly Highlights

- Attended the 2019 ABC in Sweden and talked with a number of ACAs in different countries.
- New skype meeting established in Calcutta, India with support from global.
- Members from India are working with Bangladesh (B), we are trying to have “B” connect with AA, possibly NA. Miles is searching for International support. The ACA meeting in “B” should be afterwards and possibly as an H/I type of meeting due to the vulnerability of female, 14-24 year olds. We will come back to H/I if we pursue. It’s almost like we need to do a triage on developing countries, certainly that is what we are doing.
- Exploring additional supports needed for India meetings, India member requested a speaker at a November conference. We will explore more in depth.
- We have 3-4 volunteers for translations from English to Hindi, Punjabi and Bengali.
- Many new members are volunteering for global members after the ABC/AWC
- Business meeting support is being provided to meeting group in Germany at their request.
- New email has been provided to global, [globalmembers@adultchildren.org](mailto:globalmembers@adultchildren.org).
- Requested at the ABC to identify time zones & countries for online meetings on the meeting list. I will follow up later.

## Topic 2 - Future Planning Highlights

- Write an article for global members for the traveller.
- Continue to work with India and Bangladesh and other countries asking for support. We are planning an ACA skype meeting in English and Bengali with the ED of Human Rights and possibly some of his staff.
- Follow up on previous email requests from Continents and countries outside USA & Canada.
- Develop new internal lists as a resource planning tool by continent/country/time zone/language/ special considerations e.g. countries at war or past wars – cultural challenges.
- Continue to seek new global reps in different continents & time zones e.g. Africa, South America, other parts of Asia, Mexico, Australia (& New Zealand)
- Seek vice chair – at first glance looking for someone in a different continent & time zone
- Assess a good window for conference calls for all team members. Example: For India (11 hours ahead EST), my 10:30 pm is their 8 am/8:30 am approx, my 11 am, EST is their 8:30 or 9 pm.
- In conjunction develop continent & country sub regions, Asia – may be 3-4 parts
- In conjunction with team develop of areas of support and long term strategy goals– suggestions from AWC as a starting point – translations coordinator, meeting support coordinator, Business
- Have been talking with Sarah O. who travels out of the country a lot and will be going to South Korea at the end of June. Discussed a packet for her to take with her when she travels. Wants to develop a flyer that includes ways to contact with some contact information for further questions or more material to go in a package of Literature. Sarah O. has some suggestions of what might go in the packet.

Global Members Sub – Committee Monthly Report May 8, 2019

“W for WSO is for WE, the ACA World Fellowship. Together We are Stronger”

### Intergroups – Bonnie/Tamara

At the ABC, we made contact with many Intergroup members who had questions about their data base listings and the literature discount program. They also were interested in some sort of “how to” information on starting an Intergroup.

We continue to engage the membership to ascertain what services they would like the Intergroup subcommittee to provide. A survey is being drafted in which we will ask for their level of awareness for the World Service Organization, what challenges and opportunities their Intergroup faces, and what support from the organization would help them.

In a concurrent effort to validate the contact information for the North American Intergroups, we are also sending a “Say Hi” letter to them that introduces our subcommittee and asks them to confirm the information that is best for us to use for contacting. Any rejected email and responses asking for changes will be used to help update the data base.

### Members - Chair, Sharon

Members Subcommittee has nothing new to report. Last month was spent getting ready for the ABC, getting updates for the Adult Children. Org website that concerns meetings, and getting ready for the survey.

### Regions - Chair, Matt

I have been giving NE Region activity updates. Nothing new this month to report.

### Traveler – Editor Sharon

The traveler announced that the website can now upload meeting information directly from the Intergroups. Any Intergroup that is interested in this may send an email to [webservant@adultchildren.org](mailto:webservant@adultchildren.org) asking for more information.

The Traveler now has almost 6200 subscribers. Looking for a co-editor.

The Traveler Editor does not write or report articles for the Traveler. Their job is to link to events, correct submissions by committees and others, and get approvals for the publication of the Traveler when it is ready. The deadline for new submissions is the 24<sup>th</sup> of every month.

In addition, events are not submitted to the Traveler. Events are to be submitted to the Events page and are linked to the Traveler when it is published.

### Young Adults/Teens - Liaison, Laura L.

Not much to report for April other than we are looking for a chair. I want to have a Subcommittee Telecon or Video Conference by the last Wednesday of the month at 6:00 pm. Heard at the ABC that Denmark has an interest in having a Teen meeting, but not manpower enough yet to hold the meeting. Posted some ideas that we’ve received from members on Slack that they want to see on our next agenda.

The meetings will be on the last Wednesday of this month, May 29<sup>th</sup>, at 6 p.m. Eastern time. A Chair and Vice Chair for this committee are needed.

Jan and Christopher expressed interest in the subcommittee.

### Topics for Discussion:

Heard concern from membership that “Lights-On” needs to be implemented as a meeting is organizing to begin and not after they are registered. Lights-On is a program for sending a free package of literature that includes books, pamphlets, and a BRB and Yellow book to the first ever ACA meeting in a country or new major area.

Carole talked to Charlie about this Monday and he said he will bring it up in our next working board meeting.

- Anyone who is interested in this program may contact David by sending an email to [Info@adultchildren.org](mailto:Info@adultchildren.org) and Eleni will forward the email to David.

### Updating the content of the website for your subcommittee

Look at your links and your content for your subcommittee and make sure what is there is what you want there. We want to have it tidied up and more meaningful things on there. Information Sharon will need or new or changed or suggestions sent in a document. Type up in Word everything that needs changed and email it to Sharon F. at [mpseditor@adultchildren.org](mailto:mpseditor@adultchildren.org). or send it to her on Slack.

Meeting adjourned at 3:36 p.m. Pacific Time

Next Meeting: June 5, 2019 at 6 pm. Eastern (maybe in Zoom)

Close the meeting with the Regular Serenity Prayer

**PSC and H&I to follow immediately**