

ACA WSO Strategic Planning Meeting

October 25, 26, and 27th 2019

Long Beach California

Attendees

Board Members: Charlie, David, Bill, Jim, Erin, Miles, Carole, Majbrit, Rich

Guests: Nick, Dennis

Summary of Activities

1. Thursday October 24th – attendees arrive
2. **Friday**
3. CPA Presentation – Introduction to Onisko and Scholz
4. 2020 Budget review and 2019 expense summary
5. Inventory systems discussion
6. Rich R—Healthy Communications – 4-part statements
 - a. Observable facts.
 - b. What I made up about this.
 - c. What I feel.
 - d. What I would like in the future.
7. Overview and reset of the past six months - One board priority to expand WSO relevance?
8. Visit to the Signal Office to see the operations and meet the staff
9. **Saturday**
10. Dennis Program on Problem Solving
11. Brain storming on key Areas to focus on
12. Update from Nick on the Distribution Center
13. Brief update on upcoming DC Lease Renewal
14. Dinner out with Gloria and Nick
15. **Sunday**
16. European Committee update – Majbrit rotating out to a full committee
17. ABC AWC updates
18. Review of WIGS (Wildly Important Goals)
19. Monday October 28th – attendees depart

Actions/Commitments to Q1 2020

Action, Commitment	Person, Group	Date
Create task Chart on Zoho	Jim	
Talk with Marcia about help with minutes and Agenda	Charlie, Erin	End November
Create Wordpress templates for meetings, IG's and Regions	Jim	In time for ABC
Document Special worker Needs	All and Nick	End November
Financial analysis of Special worker Needs – Board Review	All and Nick	1 st WS in Dec
Financial analysis of Special worker Needs – Board Finalize	All and Nick	Last WS in Dec
Research Inventory software, recommend, Buy, Implement	Office, DCOC, CPA, LOM	Dec 31
Lawyer Needs Analysis	Exec Committee	Early Q2 before ABC
Volunteer and intake management		End Jan 2020
Document are current online tools	Jim	End Jan 2020
Board do needs assessment for online tools		End Jan 2020
Develop a plan		End Jan 2020
2020 ABC/AWC Event – Complete Planning	Miles, Board	Through Q2
2021 ABC/AWC Finalize Bid approval and tweak as needed	Miles, Board	
Review and approve handbook and Memo of Understanding	Miles, Board	
Review and Revise ABC Process – ABC process and Committee Reports	Miles, Board	End Of December
Change Terms for Officers – Board study for possible OPPM Revision		
Complete 2020 ABC/AWC Event Support and Finances and closeout	ABC/AWC committee and treasurer	End of May 2020
DC Expansion analysis vs Growth	Nick and Board	Oct 2020

Needs Summary Brainstorming charts

Business Functions

1. Old Business Items are not being addressed and we keep adding new items. Follow Through
2. Inventory system Management
3. Nick Preparing the DC for expansion
4. More Special Workers, to help committees, etc.
5. Need for a Marketing or communication Plan
6. Revenue Growth
7. Need a volunteer coordinator, visibility on website, Training and onboarding Volunteers
8. Job Descriptions
9. HR functions and procedures
10. Lawyer Support, Copyrights and Contracts

Fellowship Needs

1. Managing ABC better
2. Committee Needs
3. Sponsorship support
4. Service Culture
5. Unity
6. Service Manual
7. Clearer service network where we their levels are filled out
8. Proactive Intergroup engagement
9. Region Meetings – Face to Face and more board engagement, outreach
10. Consistent Literature
11. Unity on fellowship name and identity
12. Clarity on steps
13. How to address predatory behavior
14. Guidance to meetings
15. Simple, clear literature
16. More communication and outreach
17. “How to” procedures

Board Functions

1. Improved handing of sub committees and working groups
2. Have board members as Committee Liaisons, and not as chairs
3. Special workers to help committees, delegate
4. Clear direction and oversight, management of goals
5. Broaden Board's Talent Pool, More business, professional expertise
6. Accountability for assigned priorities
7. Regional Outreach
8. More unity and support of each other's recovery
9. Less work and more information sharing
10. Growth Plan
11. Accountability
12. Use program tools to resolve issues between trustees, volunteers and rest of fellowship

Communication and Education

1. Keep it Simple, Track Important Goals, etc.
2. Resources and tools for concepts and service
3. Translations
4. Videos and animation
5. Outreach to therapy community and other 12 step groups
6. Smaller BRB, not just getting started
7. Consistent committee reporting
8. Regional Outreach – Meet people where they are at to support local needs
9. Service Manuals and procedures, best practices
10. Literature refresh, updates
11. Global literature distribution leveraging local resources
12. Paper mailings for people without computers
13. Public Service announcements updates and distribution
14. Sponsorship service
15. Simple, Clear Literature
16. How to Guidance
17. Meeting Safety procedures
18. Focus on History and traditions
19. Less talking on Slack – “slack Rules” – More telephone time
20. Showcase trifolds – but resolve conflicting information in them
21. More Hospitals and Intuitions outreach

Service

1. Service Manual
2. Decentralized Meeting Lists – get help from Intergroups and Service Network
3. Revamp ABC AWC Model
4. WSO outreach to regions
5. Use of traditions and concepts
6. Get Service network more involved – IG's can help with trifolds, etc.
7. Clean up Meetings (Delisted ??)
8. How to Guides

Other Committee Priorities

1. Bigger H & I Committee
2. Global Problems – Get on them now
3. Clarify Literature to be more inclusive – Sexual identity, HP, Millennials
4. Monitor performance Metrics
5. Get ACA more visibility – Oprah visit 😊
6. APP for meetings and recovery information
7. H&I, Doctors, Therapists, Medical Information for ACA's
8. Best Practices for committees
9. Meeting Safety issues
10. Trifold Review