



**MONTHLY TELECONFERENCE Minutes
December 14, 2019 2PM Eastern**

THIS IS A REGULARLY SCHEDULED MEETING WITH NOTICE GIVEN ON THE ACAWSO WEBSITE AND THE TRAVELER NEWSLETTER
Please notify the secretary with changes, additions, or motions for this meeting.

Zoom Webinar ID: 228-809-511

Webinar:	Dial US	Dial International
https://zoom.us/j/228809511	US: +1-669-90-06833 (San Jose) PIN: 228809511# US: 1-929-205-6099 (New York) PIN: 228809511#	Zoom International Dial-in Numbers <ul style="list-style-type: none"> • DEN: +45 89 88 37 88 • SWE: +46 8 4468 2488 +46 8 4468 6646 • Full list of international Numbers https://zoom.us/u/adSv3hv19d

A. Call to Order and Serenity Prayer

B. Roll Call of Board Members

Charlie	Bill	David	Jim
Carole	Majbrit	Miles	Rich
Erin – Not present			

C. Quorum established

D. Guest Introductions

Brad – National Capital Area IG	Arjan – from the Netherlands	Greg From Austin TX	Josh from National Capital Area IG
Karen – APB Chair	Launa – IG Calgary Alberta	Marcia – Archives Chair	Matt – Regions Subcommittee Chair
Mikkel from Denmark	Markus from Sweden	Marc from Netherlands	Pam from Central Coast IG
Sharon – IT Vice Chair			

E. Tradition Twelve: Anonymity is the spiritual foundation of all our Traditions, ever reminding us to place principles before personalities.

F. Minutes:

- a. Motion to approve November 10, 2019 Teleconference Minutes (Jim B)

Second: David

Discussion: None

Decision: All in favor – Charlie Abstained

G. Chair Report

Summary verbal report on the October Strategic Planning retreat. Reviewed needs of the fellowship and what areas should we be setting goals and targets for the board.

1. Met for 3 days in Long Beach for strategic planning
2. visited the Distribution Center in Signal Hill
3. Had sessions with our new accountants
4. Reviewed our draft 2020 budget
5. Did sessions on communication skills
6. Session with Nick, our Operations Manager from the DC
7. Strategic Goals – review of strengths and weaknesses
8. Set actions and commitments with dates
9. Written report to be provided before next TC

H. Treasurer's Report by Bill D - <https://acawso.org/2019/12/13/november-2019-treasurers-report/>

Balance Sheet

In reviewing the Balance Sheet, we can see ACA WSO ended the month with \$696,703 in Total Assets. This is a decrease of \$24,928 from the previous month and is due primarily to a decrease in our Prepaid Deposits for book printing purchases. Cost of goods sold decreases inventory and cost of goods sold exceeded the inventory purchased in November. Liabilities decreased more than assets decreased because of the liabilities we paid off for the strategic planning meeting in October. We paid the vendor for the order. Our total cash increased by \$6,086 and our inventory decreased as a sales offset. We are in good financial condition and are continuing to meet all our obligations without drawing into reserves.

This month's inventory asset total was \$149,888.

WSO's Total Liabilities and Equity of \$696,703 at the end of the period and a Year-To-Date net income of \$84,106.92.

Profit and Loss

Looking at the P&L we can see Total Revenue for the month was \$87,985. This is lower than the previous month by \$23,317. This is due to an overall decrease in both sales and contributions. It and December are historically lower sales months for us. The Cost of Goods Sold (COGS) was \$49,648 and was also lower compared to the prior month's COGS of \$58,358 showing a Gross Profit of \$38,338 before expenses. The impact of the lower sales revenues and the lower COGS was a lower Gross Margin of

49.6% compared to about a 39% average for the publishing industry. Gross margin is calculated by subtracting cost of goods sold (COGS) from total revenue and dividing that number by total revenue.

Overall WSO expenses were \$33,821 including payroll and operating expenses resulting in a net income of \$4,516 for the month.

7th Tradition Contribution Report:

WSO received \$8,807.27 in 7th Tradition Contributions for the month from members, groups, and intergroups. This is down by about \$4,000 from the prior month. We budgeted right at \$10,000 per month needed in contributions to fund our committees and programs.

I. Committee Reports: *All reports can be found on the business website: <http://acawso.org>*

1. Executive Committee: David McB. <https://acawso.org/category/executive-committee/>

Submitted a report covering Oct through Dec

- Strategic planning retreat, follow-up and completion
- Timetable for April retreat before and after ABCAWC
- Booklet reprinting approved
- Swedish Newcomer printing reviewed and approved.
- UK printing proof approvals, lots of challenges
- UK Amazon resupply delayed
- Evaluation on all moneys spent on software, consultants and fees for all accounting upgrades and changes
- Recommendation for diversity committee
- Resumption Publishing Study Group scheduled
- Board Working session agenda planning

2. Archive Committee: Marcia J. <https://acawso.org/category/archives/>

- Oral Inventories, Histories being done.
- Scanning documents being submitted – look at how to scan with OCR not just images
- Looking to get input from people who started ACA in their area, BRB creation, etc.
- Contact archives@adultchildren.org

3. Finance Committee: Bill D <https://acawso.org/category/finance/>

- Review Monthly Financial Statements
- Prepared and submitted the ABC AWC 2020 budget
- Compiled the 2020 Budget with input from all committee – reviews continue
- Sales tax Compliance Project update and review of Avalara proposal
- Phase 1 Sales tax Project completed, Phase 2 in progress
- Reviewed WSO Travel Policy and making recommendations for changes
- Provided report from accountants on summary of the IT and accounting expenses

4. Literature Committee: Charlie H. <https://acawso.org/category/literature-committee/>

- Comline Scheduled to come out in the new year – Submissions always welcomed!
- The next Literature Committee Quarterly Meeting is Saturday, 4 January at 11:30 am Eastern US. <https://zoom.us/j/487695031>
- ACA Bill of Rights still in progress
- Updated Literature Policy being developed
- Ready Set Go scheduled to be published by mid-year
- Getting started transcript is about 2 months away!!!
- The Loving Parent Workbook is being developed – 1st review manuscript is out! You can submit an anonymous share to help with the book content
- Study groups on Spirituality in our literature and working my ACA program with others (sponsorship) are ongoing – volunteers are welcome.
- Translations - <https://acawso.org/literature-translations/> - Sweden has ordered a new batch of newcomer booklets, BRB for Greek fellowship design in progress, Ukraine local printing of Russian Language is in progress
- UK has begun local printing to lower costs to the fellowship
- Miles commented that there is some work being done translating the yellow workbook into French.

5. Member Services Committee: Carole C.

- 5 Subcommittees and the traveler - reports and minutes posted to <https://acawso.org/category/outreach-committee/>
- Monthly meetings
- mscchair@adultchildren.org
- MSC Budget presented
- Working on yearly report
- Helping website with meeting contact changes
- Global – Sue V is Chair – South Korea registered, new meetings in Israel, south Africa, India, New translation contacts. Reviewing Literature needs for new groups
- Intergroup – Tamara is chair - Needs assessment sent out – to be reviewed in January. Will be supporting volunteers table in April at the ABC
- Members – Needs a chair – Membership survey is live – please fill it out. Creating newcomer pages on adultchildren.org
- Regions – Matt K is Chair - Posted information about getting certified as a region– reviewing the German language Region application – committee call scheduled next Sunday
- Young Adults and Teens – Marc is Chair – Literature working sessions underway.
- Traveler – Needs a new Editor starting in January

6. Public Services Committee: David McB <https://acawso.org/category/public-information/>

- Rich R working on a pamphlet for Therapists
- The committee needs help – contact vicechair@acawso.org

7. Hospitals and Institutions: Miles C – Report by Rich

- There has been conversation about separating H&I committee from MS and PS committees. The idea is we may get better attendance at meetings and more volunteer participation. We will post these changes here and in H&I repository. Tentatively these changes will occur first of the year.
- The trifold for Doctors and Therapists has gone through a preliminary write up and has had 2 edits. One by a physician and one by a therapist. We have 6 people working on this and if you are interested in helping, we would enjoy your input. The next meeting will be in January 2020 (date pending) and will be posted prior to meeting.
- Ongoing literature requests form institutions, most recently from Florida and Texas.

8. European Committee: Majbrit M

- Helping with transition to the new Committee members – Feb 1st elections and ratification
- Put committee travel on hold until things are clarified who can travel
- Updated the repository header
- EC Event planned for September 2020
- Yearly report being developed

9. WSO Office: Nick C. – report by David B

- Working with Accountants to review procedures and inventory reports
- Delay in Laundry List Book production
- Books being shipped to Amazon UK
- Dealing with new Amazon Sticker system
- 2442 meetings, 102 Intergroups, 1 Region
- Fixing an issue with security cameras
- Newcomer booklets are coming in from 2 vendors

10. DCOC: Bill D. <https://acawso.org/category/dist-ctr-oversight/>

- The DCOC welcomed Sharon F. as a new member in November. Sharon is the incoming IT Committee Chair in a few weeks and has served WSO as the Traveler Editor and the Vice Chair of the Website and Database (now IT) Committee. She also served as a chair of both the Virtual and Members Subcommittees. Sharon brings a broad range of experience and enthusiasm to the committee. – Completed (with pleasure!)
- The UK in country printing project that was discussed seriously months ago at the 2019 ABC has culminated with the printing of books beginning in November. PDF files were prepared by the Literature Committee staff and delivered to the printers in the UK. The resizing of the books to European specifications took place and the softcover BRB was being printed first. – Completed
- Received and approved an order for 10,000 Newcomer Booklets from the office. The recommendation was sent to the Executive Committee for board approval – Completed

- Continued to work with the US IRS to obtain documentation necessary to provide to the German government to complete the VAT tax registration process for Amazon Germany. – In Process
- Began a budget discussion for the DCOC for the coming year. – In Process

11. Service Network Committee: Jim B.

We meet weekly on Monday at 8PM ET, and Tuesday at 2PM ET to accommodate European and other schedules. <https://zoom.us/j/368722526>

- The Service Network committee is focused on creating an ACA Service Manual. We have completed reviews of service manuals from CODA, DA, AA, OA, and CA.
- We are now comparing the table of contents of our Red Book's Handbook section with the other service manual's table of contents to see what we think will make a service manual for ACA.
- After building out our Service Manual's draft table contents we will look to see what literature we have already that can fit that need and if that literature needs updating.
- This is an exciting process for our fellowship.
- The next concept study call is scheduled for Sunday, December 15, at 10:30 am EDT. The call is an informal study of the ACA Concepts. To join this meeting: <https://zoom.us/j/283490458>; Meeting ID: 283 490 458; find your local number: <https://zoom.us/u/ac3j5Blsoa> The topic for December is Concept (<https://adultchildren.org/literature/the-twelveconcepts-of-aca/>).
- The SNC updated our ballot proposal for an ACA Preamble

12. Information Technology Committee: Jim B.

- We support adultchildren.org, shop.adultchildren.org, acawso.org, acawsoec.com, acaworldconvention.org
- At our Nov 2nd meeting we voted to recommend a committee name change to WSO Information Technology
- And we had elections where Sharon was voted in as the Committee chair to take effect Jan 1st, 2020
- We are continuing our efforts to make sure each group updates their meeting information at least yearly. Please help make sure the meeting list is accurate. If you need help changing the WSO contact – please send an email to meetings@acawso.com
- We are working on a procedures document for handling Meeting Updates to ensure we have a consistent process. We are removing people from the meetings database that request to be unsubscribed from group mailings and need to review how we handle meeting contacts. e made some security changes to the meeting lists code to protect against SQL injection, and updated the PDF plugin to patch a security problem.
- Cleaning up Meeting Types in the Meeting Listing and add a meeting Type Search
- Migrated acawsoec.org to our godaddy server to save renewal costs
- Working on wordpress templates for ACA websites to use

13. ABC AWC Committee: Miles C.

- 33 Applications for 2020 workshops
- There are some questions on the menu for the 2020 ABC-AWC. We are looking to update the menu with the Hotel
- Early Bird Registration until Feb 15th

14. Ballot Prep Committee: Mary Jo / Jim B

1. 16 Proposals were received and will be released to the fellowship in Mid-January
2. The board is working on the WSO analysis
3. Proposals will only need 60% approval to make the ABC agenda. The same 60% threshold will be used for ABC Motions coming from Proposals

15. OPPM Committee: Mary Jo / Josh

- Project Tracker is being used to track issues
- An updated OPPM version has been posted to the website
- The threshold changes for proposals and ABC voting was noted as a decrease to 60% for the proposals and an increase to 60% to be passed at the ABC
- Return of property section was updated
- Change bars are now in the document posted to help version control
- A number of items are in discussion for some OPPM appendixes. planning for Logos and trademarks, and IP – an adhoc committee is being planned

16. Nominating Committee: Greg R.

- Conducted one teleconference in November.
- Received two applications for 2020 Board nominations and is starting the interview process.
- Received no applications for the remaining two NC positions.
- Is distilling results of interviews with 3 former Board members into recommendations for the Board and recommendations for the Nominating Committee.

Next Steps:

- Start search for additional 2020 Board applicants for additional Board seats, as needed
- Continue search for two committee members, at least one from outside US and Canada
- Continue to engage fellowship via WSO communications
- Evaluate feedback from former Trustees and incorporate recommendations as appropriate

17. Predatory Behavior Work Group: Karin S.

- **Working through some questions on relation of the working group to the Board**
- **Made 2 motions**
- **Motion: That the APB Working Group hand over to the Literature Committee the field-testing and feedback-gathering for the APB tent card (“ACA Commitment to Addressing Predatory**

Behavior”) that was approved by the WSO Board of Trustees on 10/3/2019. APPROVED UNANIMOUSLY

- **Motion:** That the APB working group will prioritize discussions regarding the relationship of the APB working group to WSO. Additionally, the working group will report to the Board in February 2020 on status of our discussions. APPROVED UNANIMOUSLY
- Continuing work on a self-Check inventory around predatory behavior. SCI group is in its formative stages

18. Delegate Training Subcommittee: Erin D

- Chris R resigned as Chair
- Cheryl F is the new Chair
- Looked at doing animation for traditions skits
- Updating documents – getting started
- Delegate checklist is being created, and training workshops
- Please register as a delegate so we can keep you informed

J. New Business

- a. **Motion: (Jim)** The Ballot Prep Committee has put forth Jim B as Board Liaison to the committee and the Board recognizes him in this role.

Background: Jim B has recently joined the BPC and the committee has accepted him as the Board Liaison to the committee

Seconded: Charlie

Status: Approved Unanimously

K. Motions passed at the board working meeting on November 21, 2019

1. **Motion:** (Jim) Change the Website/Database committee name to Information Technology Committee

Second: Bill

Background: The committee is doing work in many areas besides the website, so this recognizes the increased scope and workload of the committee

Decision: Motion passes unanimously.

2. **Motion:** (Jim) Ratify Sharon F as the Chair of the Information Technology Committee starting January 1st, 2020

Second: Carole

Background: Sharon has been a key committee member and vice chair. The current chair recently took on the role of the secretary.

Discussion: Do we think we need to have a format vote to recognize committee chairs – YES.

Decision: Motion passes unanimously.

3. **Motion:** (Bill) To approve 2020 ABC AWC budget

Second: Miles

- a. Bill presented a comparison of previous ABC budgets and presented a 2020 Budget or expected income and expenses. Expected 2020 Revenue of \$54,700, Expenses of 52,894 – with a projected profit of \$1,806
- b. DJ is not included in the expenses – needs to be reviewed with the 2020 Local Host and ensure it is clear in the memorandum of understanding.
- c. Does not include expenses of Trustees
- d. **Status:** Passed Unanimously

	Boca Raton	Sweden	Sweden	Toronto	San Diego
	Budgeted 2020	Actual 2019	Proposed 2019	Actual 2018	Actual 2017
Approx Attendees	550	471	310	330	370
Revenues:	In USD	In USD	In USD	In USD	In USD
Registrations 550 @ \$35, \$40, \$45 and \$30	19,250	10,067	9,000	14,282	14,270
Meal Tickets including 23% Service Charge	35,000	14,554	15,000	20,285	10,923
7th Tradition Donations	300	4,000	200	237	143
Delegate Binder Printing	150				
Total Revenues:	54,700	28,621	24,200	34,804	25,336
Less Refunds				(7,969)	
Net Revenues	54,700	28,621	24,200	26,835	25,336

Total Misc.	18,350	14,100	8,300	12,492	6,432
Total Expenses	52,894	38,721	22,600	32,013	16,832
Net Profit/Loss	1,806	(10,100)	1,600	(5,178)	8,504
Items excluded from the budget that are the Host Committee's responsibility					
Decorations					
Entertainment					
Lapel pins and other souvenirs					

4. Note for the record: Cheryl F is new Chair of the DTSC – ABC subcommittee.
Thank You and good luck Cheryl! -

5. **Motion:** To accept the following OPPM mission statement (see below)
Second: Carole
Background: The committee put forth a mission statement for itself
Decision: after 2 friendly amendments it was approved unanimously

The OPPM (Operating Policy and Procedures Manual) is the primary WSO policy document for the Board and its Committees. In alignment with Board motions, the OPPM Committee maintains and updates this document to provide order and continuity for the operation of WSO. It is the Committee's goal to help ensure the OPPM reflects best practices that are in line with the ACA Traditions and Concepts.

6. Motion: (Erin) To accept the updated OPPM Return of Property statement

Second: Carole

Background: the existing policy was not clear about a timeframe and was updated to be clearer and consistent

Decision: Approved unanimously

Within two weeks after the end of their Board tenure or tenure in a specific role within the organization, Trustees shall return all such property to the Board Secretary, or to the next individual filling that role. In the case of any additions being made to Board property that incurs financial costs, prior approval is necessary, and receipts must be provided for reimbursement.

L. Motions passed by Specific Concurrence vis Slack after being tabled at the Nov 21st working Session

1. **Motion:** (Erin) To Approve the update language for the OPPM Right of Petition language
2. **Second:** Miles
3. **Background:** There was a discussion to change some of the wording around regions and the motion was tabled at the Nov 21st Working session and moved to slack for update and voting
4. **Decision: Motion passed unanimously.**

APPENDIX I — RIGHT TO PETITION

In the event the Board or a Committee of the Board (WSO) has declined to take action on an issue, or there is dissent or dissatisfaction with some action or inaction of WSO, the fellowship may formally petition for reconsideration or some other specific action to be taken by WSO.

Guidelines for submitting petitions are as follows:

- 1) **Must be submitted in writing to the Board Secretary (secretary@adultchildren.org) cc'ing the Board Chair (chair@adultchildren.org).**
- 2) **Must include the reason for submitting the petition, including any information that might not have been available at the time of the original WSO decision.**
- 3) **Must be co-submitted by either**
 - a. **Five (5) or more registered meetings that are spread out over at least three (3) different states, provinces or countries, or**
 - b. **Three (3) or more registered Intergroups that represent at least two (2) different states, provinces or countries**
- 4) **The petition must include contact information for all supporting groups (as in 3 above).**

Note: We suggest for ease and speed of processing that your petition include, if available, background information about the original issue, the decision made and any reasoning given, results of any vote taken and whether or not it was unanimous, as well as dissenting opinions, if given.

WSO will be obligated to place the petition on the agenda at the regularly scheduled Monthly Board Teleconference no more than 45 days after receipt of the petition.

Petitions will be taken up by the Executive Committee, which will delegate consideration of the petition to the appropriate WSO body. Working with the Petitioners, the assigned WSO body will determine a timeline to address the petition.

Once the assigned WSO Body determines a suggested resolution, that suggested resolution shall go to the Board for review.

Actions that can be taken are to:

- a. Accept and implement the petition**
- b. Reject the petition with an explanation.**
- c. Seek a mutually agreeable compromise.**

Petitions with their original submission date will remain on the Monthly Teleconference agenda and a progress update made until such time as a resolution has been determined and announced. Once a resolution is achieved, the petition and its resolution will then be posted on the Monthly Teleconference agenda for the following two monthly meetings.

NOTE: Petitions that result in the Board reconsidering an action may not be re-submitted again after a resolution has been determined by the Board, unless there is significant new information available that may alter the original decision

M. Motions passed at the board working meeting on December 5th, 2019

- 1. Motion: (Bill)** To give all WSO hourly employees a 1.6 % Cost of Living Adjustment, effective Jan 1st 2020, in accordance with WSO personnel Policy.
 - **Seconded by Charlie**
 - **Background/Discussion:** Other Raises are done separately as part of an annual review
 - **Decision: Motion passed unanimously.**

- 2. Motion: (Charlie)** to approve design of Greek BRB, as well as creation of BRB template for future translations, at a cost of \$1,325
 - **Seconded by Carole**
 - **Background:** We have a number of BRB translations coming due. As was demonstrated with the YWB, creating a template with all design coding will reduce per-book design costs for future translations, so this is an investment in ongoing BRB translations. A

license agreement has been submitted to the Greek fellowship for local print on demand.

- **Decision: Motion passed unanimously.**

N. Guest Comments

- **Josh – How can WSO support Regions that are not yet recognized by the WSO? Do they get a vote at the ABC? Can they be listed on the website?**
- **Bill asked about the status of the Avalara Contract approval – We need to ensure we get that motion recorded in the next month’s telecon.**

O. Motion to close the meeting: Miles

Second: Jim

Decision: Unanimously approved

P. ANNOUNCEMENTS: Next meeting will be held on Saturday January 11, 2020 at 2PM Eastern

Q. Closed with the Serenity Prayer