



**Adult Children of Alcoholic and Dysfunctional Families  
World Service Organization**

**1458 E. 33rd Street, Signal Hill, CA 90755**

Mailing address: ACA WSO PO Box 811 Lakewood, CA 90714 (310) 543-1815

**MONTHLY TELECONFERENCE MINUTES  
March 13, 2021 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 Meeting ID: 228-809-511, PWD: 90755**

Zoom Meeting Details:	Dial US	Dial International
Zoom ID: 228 809 511 Passcode: 90755	US: +1-669-90-06833 (San Jose) US: 1-929-205-6099 (New York)	<a href="#">Zoom International Dial-in Numbers</a> <ul style="list-style-type: none"> <li>• <b>DEN: +45 89 88 37 88</b></li> <li>• <b>SWE: +46 8 4468 2488</b> <b>+46 8 4468 6646</b></li> <li>• <b>Full list of international Numbers</b> <a href="https://zoom.us/j/adSv3hv19d">https://zoom.us/j/adSv3hv19d</a></li> </ul>

- A. Call to Order – Open with the ACA Serenity Prayer
- B. Roll Call of Board Members – Bill D, Charlie H, David McB, Erin D, Fredrik H (Absent), Jim B, Rich R, Sharon F (Absent)
- C. Quorum established
- D. Guest Introductions

Adrianna T Michigan – Rep for new Zoom Group	Alex R – UK Intergroup Rep	Alexandra E – Sweden – Spiritual Inclusion, Committee for Representation Equity and Accessibility. Vice Webmaster at Swedish Board	Barbara – Northern California, Nominating Committee
Bernadette H – Ontario CA, IG 558	Brad H – Oklahoma City – Zoom Meeting Secretary – potential Volunteer for writing and Editing.	Brad L – WSO IT Chair	Carole C – CA, Member Services Chair Region 2 Vice Chair, IG Vice Chair
Carol G – Santa Cruz CA – Monterey Bay IG, Finance Committee Member	Denise R – Anchorage Alaska – Delegate and Nominating Committee	Greg R – Austin TX - Chair of Nominating Committee, Chair Literature Eval,	Jim R – NY - Ballot Prep Committee, ABC

			Committee, WEB 0120 Rep
John O – San Francisco Bay, Global Sponsorship Committee, and Global Members	Josh W – Washington DC – NE Region Secretary, OPPM Committee, Member and Service Safety, APB	Judith R – South Florida – IG Rep and WSO Liaison	Julianne V – Indianapolis Indiana – Delegate for We Agnostics, Spiritual Inclusion, Member and Service Safety
Justine F – Pennsylvania – Chair of PA IG and Chair of NE Region, WSO Sponsorship Sub Committee	Karin S – Illinois – Chair of the Concepts Study Group, cochair of Service Norms, Members and Service Safety, Service Network	Kathy T – Southern California, IT Committee – Website Redesign – Meeting Service Safety - Service Norms – Virtual Meetings. Meeting Delegate	Laura D – Colorado – IG Chair and Delegate
Liz C – CT – CT IG – Region 5 – ABC Committee, Lit Eval	Marcia J – Archives Chair, Iowa – Illinois Quad Cities	Marcin C – UK – Polish Translation Committee	Nick C – Signal Hill – Operations Manager
Rene A – Rep for MA 061 – WSO Rep for MA IG	Shari – Greater East Bay IG Chair	Tamara P – Minnesota – Intergroup Sub Committee Chair	Sue V – Toronto, Ontario, CA. Global Members Sub Committee Chair, Sponsorship Committee, ABC AWC
Thaddeus G – Ft Lauderdale FL. Co-Chair of Representation, Equity, and Accessibility, Chair of newly forming Ethnic and Racial Equity Empowerment team.	Mary Jo – Illinois – Chair of Ballot Prep, Chair of OPPM, IT and Delegate Training	Lucia – South Florida – WSO Controller, Finance Vice Chair, DCOC	Pam – Colorado – IG Chair

E. Tradition Three - 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.

F. Minutes:

a. (Jim B) Motion to approve the February 13th, 2021 Teleconference Minutes

**Second:** David McB

**Discussion:** Note that I used an automated transcript tool for these minutes, which converted the audio recording to text, and I cleaned it up to the best of my ability.

**Decision:** All in Favor – Sharon, Fredrik absent

## G. Chair Report – Charlie H

- A letter has been sent to each committee noting some procedures, please take a look <https://acawso.org/2021/03/13/march-2021-letter-to-wso-committees/>
- Elections of chair and cochairs
- Monthly Reporting
- 3 Most Important Goals

## H. Treasurer's Report – Bill D <https://acawso.org/category/treasurer-reports/>

<https://acawso.org/2021/03/12/february-2021-treasurers-report/>

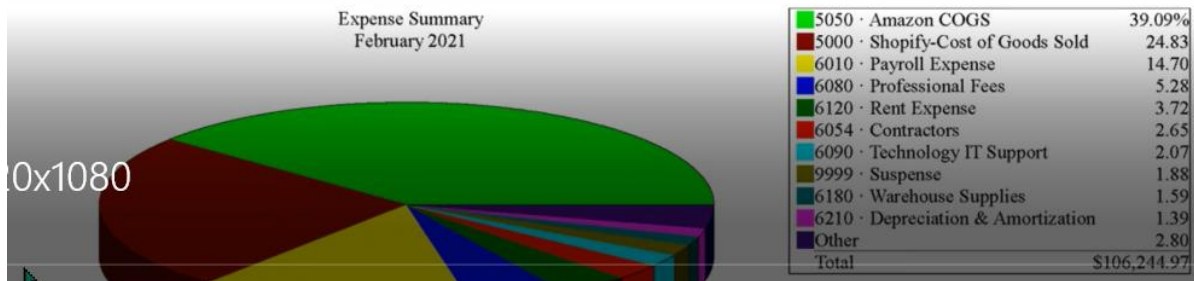
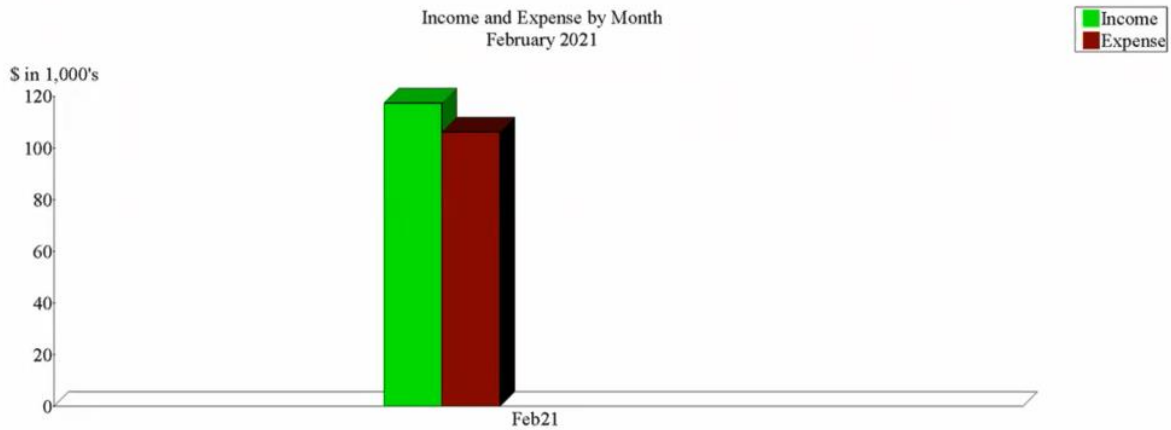
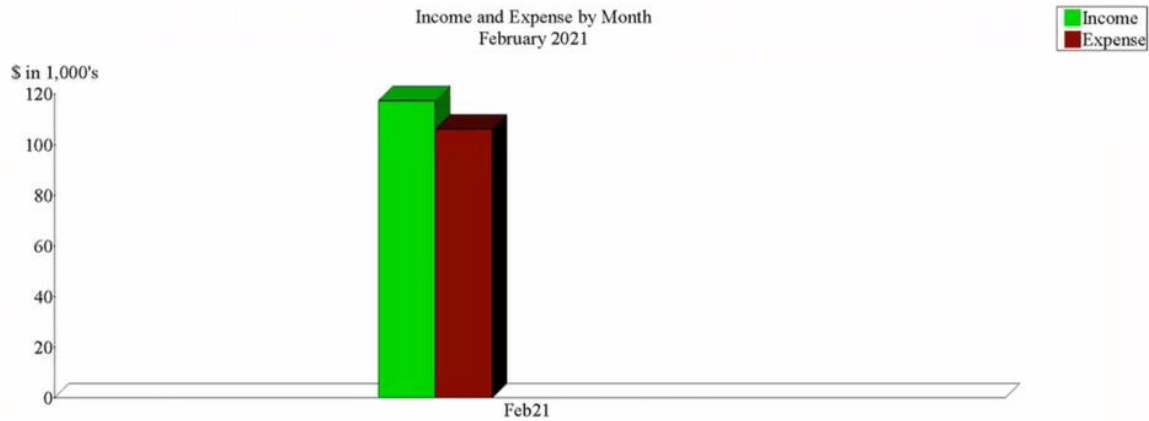
### Balance Sheet Review

#### Highlights:

- ▶ In reviewing the Balance Sheet, we can see our Total Cash and Cash Equivalents increased by \$15,680
- ▶ Inventory Assets decreased by \$19,125
- ▶ Customer Receivables increased by \$3,950
- ▶ ACA WSO ended the month with \$751,810 in Total Assets
- ▶ This is a decrease of \$489 in assets from the previous month
- ▶ Accounts Payable decreased \$13,108, which was the result of paying several outstanding invoices
- ▶ Year-To-Date net income is \$33,127

### Profit & Loss Statement Review

- ▶ Looking at the P&L we can see Total Income before deducting expenses for the month was \$117,414. This was a decrease of \$18,967 or 13.9% from the month before.
- ▶ The combined Cost of Goods Sold (COGS) was \$67,934 which was less than the prior month's COGS of \$74,331 due to a significant decrease in sales.
- ▶ WSO Expenses were \$38,305 this month and include payroll, overhead and operating expenses. This was lower than the prior month by \$1,792 primarily as a result of a small decrease in Contractor Fees and IT Support.
- ▶ After deducting the expenses from the Gross Profit of \$49,480 WSO was left with a net income of \$11,174 for the month.



- ▶ Total Income of \$117,414 was \$7,886 less than our target in the budget. This is 6.3% less than we budgeted. Book sales were lower in both Signal Hill and Amazon compared against the budget forecast
- ▶ The 7th Tradition Contributions exceeded the budget by \$2,971
- ▶ Our expenses were 14.3% lower than budgeted.
- ▶ Overall, for the month we over performed by \$1,395 against a Budgeted Net Income of \$9,779.

- ▶ WSO received \$21,388 in 7th Tradition Contributions for the month from members, groups, intergroups and regions which was down \$7,191 from the month before
- ▶ Our ACA Anniversary campaign of \$7 for the 7<sup>th</sup> brought in \$266. We need another campaign
- ▶ Also notable, there were 6 contributions that were \$500 or more
- ▶ A **huge thank you** to those who contributed to help ACA continue to meet the growing need of the program
- ▶ You can see complete information by clicking on the link in the report or by going to 7<sup>th</sup> Tradition Contributions on the blue [acawso.org](http://acawso.org) website.
  
- ▶ WSO can easily accept contributions from around the world in our online shopping cart at [shop.adultchildren.org](http://shop.adultchildren.org) with either a credit card or [Paypal](#) account
- ▶ WSO has created an electronic 7th Tradition basket using our [Venmo](#) account [@acawso](#) for contributions from inside the US
- ▶ We can also accept [Zelle](#) transfers by contacting either [treasurer@adultchildren.org](mailto:treasurer@adultchildren.org) or [finance@acawso.org](mailto:finance@acawso.org) for the details
- ▶ Please let your fellow travelers know ACA depends on contributions to fund the growing fellowship needs and every 7<sup>th</sup> Tradition dollar received goes toward doing that
  
- ▶ We are moving closer to the launch of the revamped 7<sup>th</sup> Tradition page on our website that the Finance and IT Committees have been working together on for a few months. It is still in the final stage of testing. Look for more information in the Traveler newsletter next month.
- ▶ If anyone has any questions after reviewing these financial statements, please contact me at [treasurer@adultchildren.org](mailto:treasurer@adultchildren.org) or on Slack at [Bill\\_D\\_Treasurer](#).
- ▶ In closing if you are interested in service at the world level, we would welcome you to join our team and learn more about the finances of WSO.
- ▶ Any questions from the board?

#### Questions for the Treasurer

- For the Revenue charts – was Gross Revenue displayed – YES

- Comments on the slight decrease in Amazon Revenue – less days in February, out of stock of a few titles in the UK

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/>

- Board strategic retreat for Fall of 2021 contract is work
- Regional event to follow on Nov. 5,6 and 7 in discussion
- Committee structure discussed
- ABCAWC discussed
- Executive committee approved 7,500 SC BRBS
- Executive committee recommended that the board approve 15,000 HC BRBS
- Executive Committee approves a \$200 contract with Robin R to facilitate the new covers for both BRB
- Update from Jim on plans for ABC ballot measure town halls
- Status of ABC ballot measure town halls.
- Agenda for Board Working sessions (2)

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

- Charlie H., Marcia J, and Nuria G. conducted an Oral History interview with Kathleen S. on February 27, 2021.
- ACA is only beginning to collect its institutional history. Members who need to be interviewed are dying before this gets done. The committee sees the need for concerted action on this project, but does not have enough interviewers with the requisite experience of the organization to conduct the best interviews. It may be that this work needs to fall under the auspices of a different committee. Ongoing discussions at our monthly meeting will discuss the goals of this particular committee, both long-term and in the coming year.
- Sally P. has created a document outlining her method of dealing with the unorganized archival materials of the Connecticut Intergroup. Marcia has created an informational document about ACA Committee archival materials. Both will be pursued in an effort to save materials that otherwise might be lost and to find a procedure to organize them.
- We have received two quotes for scanning of our nine boxes of historical material at Signal Hill. One more will be necessary. Meanwhile, we have possible donations coming from Texas and Northern California. We can get a UPS order from Signal Hill to have boxes shipped there.
- The committee has a variety of projects started. More help will be necessary if all are to be continued.
- Anyone interested in participating in this committee should contact Marcia J. on Slack or at [archives@adultchildren.org](mailto:archives@adultchildren.org)
- Question on next steps for the audio interviews – lots of work to do – we need some help with the transcription.

**3. Ad hoc Committee for Representation, Equity, and Accessibility: Thaddeus G**  
<https://acawso.org/category/representation-equity-accessibility/>

1. The committee met twice since the last monthly report:

February 19, 2021 - 8 participants

March 5, 2021 - 9 participants

2. Responded to two emails from the membership about a mens-only meeting described as “hetero” only. The Committee informed the email authors that MSSC is working on a Town Hall to discuss “only”-type meetings. The Committee began drafting a document called “On Meeting Types,” which addresses discernment about meeting types within the fellowship and the need for “only”-type meetings that are based in safety, protection, and love. This document will be presented at the upcoming Town Hall.

3. Responded to an email regarding the desire to have closed captioning for WSO meetings. The Committee researched live, artificial intelligence-powered transcription/closed captioning, and found this service is provided for all paid Zoom accounts. The Committee coordinated with the IT Committee to enable this feature on all WSO zoom accounts, and is currently drafting a Traveler article to announce this to the fellowship, along with instructions for how meetings can also enable this feature if they use the Zoom platform.

4. Began finalizing a document called “Recommended Representative Language,” which will ultimately be shared with the Literature Committee and help ACA use language that is more inclusive of the wide spectrum of human aspects of identity - especially trans people, non-binary people, queer people, and people of color. This item works toward Goal 3 (see below).

5. Elected Alexandra E to be the Committee’s official liaison to the Literature Committee, working toward Goal 5.

6. Decided to create a document to begin brainstorming ways to liaison and otherwise communicate and collaborate with other WSO committees, working toward Goal 5.

7. Held the first meeting of the Membership Survey Working Group. Working toward Goal 1.

Looking at how to roll out Ethnic and Racial empowerment work for the WSO.

**4. European Committee: Fredrik** <https://acawso.org/category/european-connection/>

No Report presented – please refer to the website.

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

1. The Committee was joined by O&S to review the financials for January. The financials were accepted by the committee and the treasurer posted them to the acawso.org website along with a written Treasurer’s Report. – Completed

2. The Finance Committee has been working with a volunteer on the WSO IT

Committee, on a software plugin, to better facilitate our 7th Tradition Contributions. The project has completed its testing stage and could be ready to go live in March. Mapping for the accounting has been set up, and Training sessions have taken place as well. The Committee discussed maintaining the Shopify site where donations are made operational for a short time, while the new interface is getting started. We will be documenting steps towards implementing the rollout, including tasks and members of the team needed to accomplish these tasks. We drafted a brief announcement for the March Traveler. A more in-depth description of the new site will be described in the Traveler next month. – In Process

3. The Committee is looking into presenting Financial Statement in a more concise format. Modifications to the chart of accounts needs to occur for the 7th Tradition Contributions to be presented correctly. – In Process

4. The Committee reviewed the second Draft of the Employee Handbook. Recommendations will be presented to the OMOC Committee and the Board – In Process.

5. During the January WSO Teleconference, members of the fellowship have requested guidance for how to use banks, Venmo, and PayPal to collect and account for 7th Tradition Contributions for their local meetings. Finance Committee members agreed to start working on drafting a new brochure, or updating current flyer encompassing banking practices, with more information regarding new technology including electronic payments. – In Process

6. Committee members continue to do research into what other fellowships' recommendations are regarding distribution percentages to IGs, Regions, and World Service. In addition, the Committee is researching the maximum amounts other fellowships have as contribution limits. Results are being compiled on a table as it becomes available and will be part of the Finance presentation at the ABC. – In Process

7. The Finance Committee discussed restarting the Prudent Reserve project by completing the lookup of comparative information for other fellowships' prudent reserves and determine what is reasonable and appropriate for WSO. – In Process

8. The Committee received and reviewed proposed change in language in the OPPM regarding the Travel Policy. Committee agreed unanimously to adopt changes – Completed

9. The Finance Committee continues to compile financial policies in the creation of the first ever ACA WSO Accounting Manual. – In Process  
Anyone with finance, bookkeeping, or an interest in learning more about the Finance Committee is welcome to contact me about joining. You do not have to be a CPA or

even accounting professional to participate. Please email me at [treasurer@adultchildren.org](mailto:treasurer@adultchildren.org) or send a message on Slack.

6. Hospitals and Institutions: Rich R <https://acawso.org/category/h-and-i-committee/>

- We had 56 H+I requests sent out this month.
- We have finished our trifold, "ACA Info for Health Professionals." It has gone to the literature committee. They made several suggestions for changes. The trifold group will meet Monday 3/8/21 and discuss these suggestions. It then goes back to the lit review committee. If approved, it will be released for a year of fellowship review. If OK'd by the fellowship it will be adopted at the next ABC.
- Our H+I meeting is on the first Wednesday monthly at 3pm eastern on zoom channel:

<https://us02web.zoom.us/j/83509917652>

Or contact Rich R. [hichair@adultchildren.org](mailto:hichair@adultchildren.org)

7. Information Technology (IT) Committee: Brad L  
<https://acawso.org/category/information-technology/>

- Updates to the meeting list software are scheduled soon – search for Focus and Back End support for Intergroup and Country Editors
- The 7<sup>th</sup> Tradition plugin is close to being ready
- Comline blog is planned to demo at the ABC-AWC
- The updated convention website is live at <https://www.acaworldconvention.org/>, you can submit AWC Proposals and register for the ABC. AWC Registration is coming soon. Looking to have full video for the ABC Observer.

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

- Health Care Professional Trifold is ready to be released for fellowship review
- The Loving Parent Guidebook is going through final text edits and publication design. This important new ACA publication is on track for release this spring. Special thanks to Bonnie M!!!
- At a special March 5 meeting, the Literature Committee nominated a new committee chair, David McB., who is scheduled to replace Charlie H. at the end of the April 2021 Annual Business Conference. The committee also identified its roster of subcommittees and named chairs for most of them. Further organizational meetings are scheduled between now and the ABC.
- Ready Set Go!! is undergoing final script review before submission to the evaluation and publish process.
- ComLine publication was interrupted in 2020 because of staff availability issues. A special volunteers team is planning a new vision for sharing fellowship experience, strength and hope. Details and updates will be announced on Slack, in the Literature open forum. Further information on participating in this effort can be obtained by contacting Christine on Slack, or by emailing her at [literature@acawso.org](mailto:literature@acawso.org).

- An agreement has been reached to reprint 1,000 Big Red Books for the Finnish fellowship.
- Question on the status of the APB Tent Card – Feedback from the past year needs to be incorporated before it goes to the ABC for approval
- ACA Bill of rights – Need to check on the status –
- Loving Parent Guidebook will be going out for fellowship review soon – first in digital format and then print hard copy

9. Member Services Committee: Carole C <https://acawso.org/category/member-services/>

## February Member Services Committee (MSC) Report

MSC Monthly Meeting on the first Wednesday of the month

TELECONFERENCE: Zoom2: ID: 843 9481 6277, passcode 93420

7 p.m. UTC / 11:00 a.m. Pacific Time / 2 pm. Eastern Time

**Active MSC Chairs** Carole, Sue V., Rita R., Tamara P.; **Active Volunteers:** Josh, Justine, Laura L.

**Special Worker:** Eleni M.

Looking for a Vice Chair, Secretary, and someone to assist with the yearly budget.

We have been discussing Hosting virtual quarterly events for the larger fellowship to be created and produced by our subcommittees. We are considering inviting panel guests from the WSO committees, subcommittees, and the membership. We also are considering workshop type events on helpful tools for recovery.

We also discussed the possibility of sponsoring or putting on a workshop about the Member Services Committee during the 2021 Annual World Conference (AWC). We need a volunteer to organize it.

We need a coordinator for these panels and workshops and a tech savvy person to help us. We have the topics, just need people to present them. Contact [mscchair@adultchildren.org](mailto:mscchair@adultchildren.org) if you are interested in assisting us.

**Global:** (Chair: Sue V.)

- Sent a proposal to the Board on behalf of South Africa ACA for local printing, similar to what exists in Europe. They are down to 3-4 books and there will be a significant demand after the 2021 AWC.
- Global Sponsorship/ACA Recovery group would like to partner with Europe and Member Services to explore resources and workshops.
- Have a new country coordinator in China and they have joined Global East.
- Have started discussions around sponsoring and putting on workshops.

**Intergroup Subcommittee:** (Chair: Tamara)

- Reviewed a new draft of Starting an Intergroup document. Forming a working group to review through Google Docs. The Intergroup segment of Service Manual is dependent on this document and due in February.
- Will draft a message to Intergroups to put out a call for working meetings. This working group and their ideas could form the future vision of this committee.
- Will send an "IGSC message to the room" that we are looking for volunteers for the future work. Will post it to the forum (Traveler) with a headline, EXCITING OPPORTUNITIES!! Needs to be created and posted to Slack Channel.

**Members Subcommittee:** (Need a chair) MSC Chair has been answering email and Slack Questions for Members Subcommittee.

**Regions Subcommittee:** We are continuing the reorganization of this subcommittee by having the meetings the second Saturday of the month as it was previously scheduled. Currently, reaching out to existing Regions to ask if they have anyone interested in the position of Chair. Also, will put a request in the Traveler to find interested people.

Will reach out to existing Regions to ask if they have anyone interested in the position. Also, will put a request in the Traveler to find interested people. Laura, Justine, Josh, and Carole will contact individuals regarding this as well. Want to know what Fredrik can do to get a volunteer from Europe's region organization meeting to join the Regions Subcommittee. Carole will follow up with Fredrik with an invite.

**Young Adult & Teen Subcommittee (YAT):** (Coordinators: Rita F): Carole is forwarding all Young Adult and Teen emails to Rita. All resources that were available about the subcommittee were shared with Rita.

**Traveler : Eleni Editor:** MSC is working with Eleni to approve articles and events when necessary.

No news from the Board of Trustees from our liaison Fredrik this month.

**You will find the MSC subcommittees' complete reports in "Committees" on [acawso.org](http://acawso.org).**

**Monthly meetings are on the first Wednesday.**

**Our next meeting:** 7 April 2021 at 11:00 a.m. PDT; 2:00 p.m. EDT; and 7 p.m. UTC.

Zoom ID: 843 9481 6277, passcode 93420.

[mscchair@adultchildren.org](mailto:mscchair@adultchildren.org)

**10. Public Services Committee:** Jim B <https://acawso.org/category/public-information/>

Information: <https://acawso.org/category/public-information/> Email: [pscchair@acawso.org](mailto:pscchair@acawso.org)

Active Committee Members: Jim, Gary, Mindy, Denise, Rich R

- The Public Services Committee is meeting every 2 weeks on Wednesday at 6pm PM Eastern. The next meetings are on March 17<sup>th</sup> and March 31<sup>st</sup>
- We are discussing our top 3 goals as a committee
- And have drafted a mission statement and are reviewing it.
- We are also looking at the [adultchildren.org](http://adultchildren.org) website to clean up some of the PI pages to ensure a simple, clear, consistent message
- Had a combined meeting with the Hospitals and Instructions Committee to discuss how we could work together in the future
- We plan at looking at
  - updating the ACA Public Information trifold, [https://adultchildren.org/wp-content/uploads/Literature/Public\\_Information\\_EN-US\\_A4.pdf](https://adultchildren.org/wp-content/uploads/Literature/Public_Information_EN-US_A4.pdf)
  - We are reviewing the Public Information Flyers for other fellowships to see how we can improve ACA's Trifold
  - Building a Handbook for doing PI for us and others to use
  - Doing outreach to Intergroups
  - Getting the existing Public Service Announcements some airtime
  - Creating new outreach members to different communities that may not know about ACA
    - Spanish Speakers
    - Members of Alanon and other 12 step fellowships

11. HR Ad Hoc Committee Rich R <https://acawso.org/category/human-resources/>

- HR Handbook has been sent to all employees and board of trustees.
- The HR ad hoc Committee consists of board members and fellowship members. Currently we are working on “areas of responsibility” and a motion to the board for this committee to become a full-time committee. We meet on the second and fourth Tuesdays of the month at 4 p.m. Eastern. <https://us02web.zoom.us/j/84889018373>
- If you're interested in HR and would like to join these meetings please contact me, Rich R. at [hr@acawso.org](mailto:hr@acawso.org)

12. WSO Office: Nick C <https://acawso.org/category/wso-office/>

- As the Signal Hill DC continues to increase output and expand its reach, we are also learning how best to serve the meeting list community and to maintain a higher level of interaction with member needs.
- New Orders 7500 – Soft cover BRB/ Placed, 15000 – Hard Cover BRB/ Pending

<a href="#">ACA Fellowship Text (Hardcover)</a>	100-01	484
<a href="#">ACA Fellowship Text (Softcover)</a>	100-02	236
<a href="#">Twelve Steps of Adult Children (Spiral Bound)</a>	100-03	760
<a href="#">Strengthening My Recovery (Softcover, Pocket Size)</a>	100-04	168
<a href="#">Strengthening My Recovery (Hardcover, 5x7)</a>	100-05	182
<a href="#">The Laundry Lists (Spiral bound)</a>	100-09	369

Number of orders shipped from the Signal Hill office in February.



Country	Abbrev.	Items Sold
Australia	AU	105
Brazil	BR	4
Canada	CA	226
Chile	CL	2
Germany	DE	3
Sweden	SE	2
United Kingdom	GB	2
United States	US	2726

## Countries shipped to from Signal Hill in February 2021.

ASIN	FEB FBA US	Total Order Items
978979710	Twelve Steps of Adult Children Steps Workbook	947
978979702	Adult Children: Alcoholic / Dysfunctional Families	812
996504915	THE LAUNDRY LISTS WORKBOOK	240
978979761	Daily Affirmations Strengthening	362
978979788	Adult Children of Alcoholics/Dysfunctional Families	198
996504907	Strengthening My Recovery	38
996504931	Los Doce Pasos de Ninos Adultos	5
1944840052	Niños Adultos de Alcoholicos y/o Familias Disfuncionales	9

## FBA US FEB 2021

ASIN	FBA UK Sales	Total Order Items
978979702	Adult Children: Alcoholic / Dysfunctional Families	82
978979761	Strengthening My Recovery	39
978979788	Adult Children of Alcoholics/Dysfunctional Families	11
996504915	The Laundry Lists Workbook: Integrating Our Laundry Lists Traits	30
978979796	Kaksitoista Askelta Aikuisille Lapsille - Adult Children of Alcoholics 12 Step Workbook	5

## FBA UK FEB 2021.

- ACA Meetings Listed on the website increased to 3050 since last month and increased to 3080 in the past few days.
  - **Shipment ID: FBA1600MR075 FBA US Joliet**
  - **100-01 HC BRB/ qty 1080**
  - **100-03 YWB/ qty 3168**
  - **100-04 SC MED/ qty 676**
  - **100-05 HC MED/ qty 108**
- 
- The UK is being restocked to address some issues caused by Brexit and Covid

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

The DCO Committee met on its regular 2nd and 4th Wednesdays this past month. The committee continues to monitor inventory and perform general office operations oversight. The committee also communicates regularly via its channel on Slack and via email.

The items worked on since the last monthly Board Teleconference are:

1. At the first meeting of the month staff reviewed the end of month inventory report. They noted we were looking good in Amazon US FBA and Signal Hill. They noted we were out of stock in Amazon UK on two of our titles. The variances that were mentioned the month before came into reconciliation this month leaving staff unsure why the discrepancy showed up the prior month. – Completed

At the second meeting of the committee later in the month, staff presented a hardcover BRB order quote that was discussed. Staff recommended we increase the order to 15,000. There was discussion and the quote was unanimously approved by the committee to recommend to the board that WSO order 15,000 of the books with 50% barcoded for Amazon. Action Item - A motion from the committee was forwarded to the board and approval obtained. – Completed

2. The committee reviewed the Amazon optimization project's status, and it was felt that we had gone as far as we could with the current consultant and a change was needed. The committee voted unanimously to end the project with the current consultant and re-evaluate the deliverables needed to continue to improve the product listings on Amazon. – In Process

3. Business organizational assessment – An in-depth organizational assessment was completed by a non-profit consultant and delivered to the board. The board is reviewing the report as it recommends significant changes to the existing structure. The committee discussed the need for an election of chair and vice-chair and determined it made sense to see if the report's recommended reorganization of publishing and distribution aspects of WSO is completed. The committee members felt it would be better to wait until the board finalizes the structure of the organization. – In Process

4. A member of the committee asked if there was a possibility of having the UK printer print the books needed for the European Amazon channels. A discussion brought up several possible issues. For example, the specs for the books on Amazon UK are currently US Standard and the printer prints in European sizes so Amazon product listings would need to be modified. Also, the printer currently only prints soft cover books so they need to be contacted to see if they can print the hard cover books. Staff recommended exploring this as the time and cost of shipping from US to Amazon overseas is significant. Action Item: The office will research the possibility of printing books there and report back to the committee.

5. Updates to Shop.adultchildren.org Website – A committee member initiated a discussion about making updates to the shopping cart website homepage to make the presentation of the information more user friendly. The member inquired as to who is responsible for suggesting updates to this part of the site and who will actually do it. Staff concurred that this is within the office staff current abilities. Jim made a motion that the DCOC be the entity to provide direction to the office to make updates to the shopping cart and that the office carry out those updates. The motion passed unanimously. The committee then voted to approve the rearrangement of the buttons on shopping cart home page to make it easier for people to find our main products. Action Item: The office will work with IT Committee if needed to make modifications. – In Process

#### 14. Service Network Committee: Jim B <https://acawso.org/category/service-network-committee/>

We are meeting weekly on Tuesday at 7PM Eastern while making updates to the Service Manual for the 2021 ABC.

Active Committee Members: Jim, Kelle, Karin, Alaska, Sarah

The 3 Main Committee Goals:

- 1) Continue to issue drafts of the Service Manual
- 2) Encourage and support sharing experiences with the Traditions and Concepts related to service.
- 3) Support Regional Development in ACA

The committee has discussions and schedules our meetings on WSO's Slack. Contact [svc@acawso.org](mailto:svc@acawso.org) to be added to our private committee slack channel.

See <https://acawso.org/category/service-network-committee/> for our recent reports and other announcements.

We always welcome new members to join the team. There are many service opportunities to help document our service-related experience, strength, and hope.

- The Concepts Study Group is meeting monthly on the 3<sup>rd</sup> Sunday of the month. Recordings are posted on our page on acawso.org
- We are consolidating information into the latest Service Manual Draft
- Our active members are using ZOHO Projects and Docs to make updates
- We are looking to add some information on virtual meetings
- Plan to post the Service Manual Draft at the end of March
- We need members to serve as chair and cochair starting at the ABC
- We have been asked to provide some guidance to the OPPM committee on Intergroups. A piece similar to the information on Regional development and certification.

## 15. Gentleness Break

## 16. ABC AWC Committee: David McB <https://acawso.org/category/abc-committee/>

- Committee responsible for our annual ABC and AWC
- Meets first Saturday and third of the month at noon eastern, During the buildup to the event third Saturday as well
- The 2021 ABC will be held virtually on April 24th and 25<sup>th</sup>
- The 2021 AWC will be held on May 1st and May 2nd 2021, theme is Global Recovery
- The 2021 Website is live for both delegate registration and Workshops thanks to Brad
- Workshop proposals due by March 15th, ABC committee response April 5th
- Delegate Binder is in work
- Delegate ballots are out for voting, due in by March 31<sup>st</sup>
- Parliamentarian from 2020 will be back with us
- Need ABC Chair and Secretary
- Need tech support, committee volunteers and ABC Chair
- Delegate Binder is in progress – we are following the same virtual meeting format, possibly calling it the conference binder as we have the new delegate handbook
- Committee Reports are due very soon 😊
- Demo of the acaworldconvetion.org website
- ABC Observer registration coming soon – expected to be full video and audio
- Looking to get as many countries as possible around the world to be involved in the ABC and AWC

## 17. Delegate Training Subcommittee – Cheryl F <https://acawso.org/category/delegate-training/>

- We updated our website with everything needed for the ABC
- The handbook is published – feedback is welcome
- Delegate training presentation is being updated
- 1<sup>st</sup> Delegate Training session is tomorrow at 2PM Eastern
- Slack channel has been renamed 2021\_abc\_delegate\_information
- All are welcome to the delegate training sessions – no registration is required

## 18. Ballot Prep Committee: Mary Jo <https://acawso.org/category/ballot-prep/>

- Voting links are here <https://acawso.org/category/ballot-prep/>
- We held the remaining Town Halls in February where Proposal submitters were given the opportunity to present their proposals. Fellowship attendees then had the opportunity to ask questions. All feedback was very positive. This will be an ongoing part of the Ballot process in future years.

- The recordings of the Town Halls are available on our website page: [https://acawso.org/category/ballot\\_prep/](https://acawso.org/category/ballot_prep/)
- Other than the Town Halls, we did not meet in February.
- The remaining schedule for the Ballot process is as follows:
  - **March 31st – Deadline for Ballots**
  - **April 3rd – Publication of Ballot results**
- As of the end of February, 31 Ballots were completed. (62 as of the March 13th Board Telecon)

\*\*\* If you are interested in being part of this Committee, please email us at [BPC@adultchildren.org](mailto:BPC@adultchildren.org)

**19. OPKM Committee:** Mary Jo <https://acawso.org/category/opkm/>

Changes to the following sections continue to be before the Board for review and adoption

1. SECTION X. COMMITTEES, Sub-Section C
2. APPENDIX I. RIGHT TO PETITION
3. APPENDIX X. ABC MOTION PROCEDURE, INCLUDING MODIFIED ROBERT'S RULES OF ORDER are still being reviewed.

We are working on a better process of communication between our committee and the Board as a way of better ensuring that our work gets heard by the Board and acted upon.

**20. Ad Hoc Committee on Meeting and Service Safety – Erin D**

<https://acawso.org/category/ad-hoc-meeting-and-service-safety-committee/>

- The **meeting and service safety committee** is where the three subcommittees come to discuss what they're doing because we recognize that there tends to be overlap, and we want to see where we need to work together, or you know how we need to work those types of things out. Rich R and I are CO chairs of that committee and Kathy is our secretary
- **Addressing Predatory Behavior**, Co-chairs are Neil H and Greg M, and they are working on revising a self-check inventory to recognize where an individual might be in the victim rescuer persecutor triangle
- The **service norms** is co-chaired by Karin S and Rich R, Service norms is meeting on the first and third Saturdays, they are looking at the service norms document, as well as the five areas identified that meetings tend to suffer from – domineering behavior, cross talk, misunderstanding the use of a group conscience, safety in nontraditional environments

- A new meeting starts on Monday the 15<sup>th</sup>, – anyone doing service – the recovery lounge. It will focus on the commitment to service, basket of topics, meditation, etc. Also a Saturday meeting is planned for people with schedule conflicts for Monday.
- Will create a new slack channel for members to get to know each other
- **Virtual and Telephone Meetings** - We are working on a domineering behavior workshops, of which we will have three or four that will present the different topics that the fellowship identified.
- Full reports will be posted soon

21. Nominating Committee: Greg R <https://acawso.org/category/nominating-committee/>

- We remind everybody that this is an ongoing process of vetting and nominating new members of the board.
- We're considering a fall nomination period - having applicants in by the end of July
- The Committee members are myself, Barbara, Denise, Jody, and Erin is our board liaison and Laura's kind of hanging in there as an advisory capacity. We are looking for new member of the nominating committee who has around two to three years recovery and preferably somebody from outside of the United States and Canada.
- We sent five nomination packages to the board on the 11th of February. Today the board said they had no objections to these five candidates, so we notified them today that they have been approved
- Comment from Charlie - This is the fourth year that we've had nominees vetted by the nominating committee so after all the changeover happens presumably by the ABC, there will only be three board members left, who were who joined the board before there was a nominating committee, so it's really slowly but steadily created a consistent way of evaluating candidates that is not driven by the board.

J. Motions passed at a Board Working Session on February 18th, 2021

1. **Motion: (David, Seconded by Sharon)** The board will contact the Nominating Committee about getting more information about the candidates and agree to not contact the candidates prior to discussing next steps with the nominating committee.

**Background** – The OPPM does not detail what the board can do to see if they have any objections to a nominee. The board has some feedback on the nomination package and would like the option of having a simple meeting with the candidates as part of the process.

**Results:** All in favor – Charlie was absent

2. **Motion: (Bill, seconded by Sharon)** - To approve the purchase of 15,000 hardcover BRB from Bang Printing for per the attached quote for a total estimated cost of \$73,866 including shipping and labelling.

**Background** – The office has recommended the purchase of 15,000 BRB due to sales trends and the on-hand inventory stock. The DCOC concurs with this recommendation. Since WSO has never ordered 15,000 BRB at once before this motion requires full board approval. We have the operating funds on hand to make this purchase.

**Results:** All in favor

K. Motions passed at the Board Working Session meeting on March 4, 2021.

1. **Motion: (Jim, David Seconded)** The board draft a letter inviting the nominating committee and the 2021 nominated candidates to an optional Meet and Greet.

**Background:** The board has had meetings with most previous candidates in the past. This has been very beneficial for both the board and the candidates. The board believes this is a valid step in the process. As the nomination process is involving and getting better each year, we suggest the Board, Nominating and OPPM Committee work together to have more explicit language about how the board can interact with nominees.

**Results:** 5 In Favor, 2 Against, 1 Abstaining

L. Motions passed via Specific Concurrence (SC) since the last Teleconference. An SC is considered time sensitive and is done electronically.

- 1) **Motion: (Sharon, seconded by Rich):** The Board approve that sections in the HR Handbook that refer to paid leave (sick, vacation, etc.) be corrected to reflect that lump sum leave is given on the employee's anniversary hire date versus at the beginning of each calendar year

**Background:** This will provide consistency throughout the handbook as well as a more equitable benefit disbursement policy.

**Results:** All in favor

- 2) **Motion (Sharon, seconded by Rich):** That WSO adopt the "Look Back" method in determining the remaining leave an EE is entitled to receive under the CFRA and update the HR Handbook to reflect this policy.

**Background:** The CFRA was recently changed to include businesses with 5 or more Eligible Employees (EE). It gives EEs up to 12 weeks of unpaid (in a 12 month period) due to COVID-19 for illness, babysitting, nursing, and many other reasons. It allows them to return to work after the leave. The State of California allows employers to “Look Back” when calculating available leave under this policy.

**Results:** All in favor

- 3) **Motion: (Jim, Seconded by Bill)** To recommend Brad L as the IT Committee Chair and Jim B as the Board Liaison to the IT Committee effective immediately

**Background:** Brad L was expected to become the IT Chair during the 2021 ABC. However, the IT Committee chair is vacant after the departure of the current chair. A detailed review of information and access levels will be completed to ensure clear roles for the IT Committee members and protection of sensitive information. Sensitive information will be handled by the Board liaison.

**Results:** All in favor

## M. ANNOUNCEMENTS

- **Next WSO Board Teleconference Meeting is Saturday April 10<sup>th</sup> at 2PM EDT**
- **The ACA Annual Business Conference will be held virtually Saturday and Sunday April 24<sup>th</sup> and 25<sup>th</sup>**
- **The ACA World Convention will be held Virtually Saturday and Sunday May 1<sup>st</sup> and May 2<sup>nd</sup>**

## N. Guest Comments

- Kathy T – Question for Marcia – What is the goal of the oral history transcription project? To have electronic text or will the audio be available? Marcia noted that the machine translation from audio to text needs a lot of manual correction. Goal is to send typed copy to the person interviewed to have it approved. The typed copy and audio will be made available once they are approved.
- Josh W – question on when new board members are seated? New board members can start when they choose – immediately or at the ABC. ALL board members will stand for Ratification at the ABC. This year’s ABC Agenda will also include ratification of Committee chairs and cochairs.
- John P – Question about the Men Only Filter not working. The filter actually does work. Meetings must use the TYPE setting as Men-Only, not put Men Only in the textual description. The Type Filter only works on the Type Field, so please update your meeting to have it show up in the search properly.
- Shari – Question on the Literature proposals and confusion about what the Literature analysis and process for Literature evaluation is. Charlie noted that he suggests that groups should vote their conscience and vote yes if they think it should be discussed.

At the ABC if there has been any action already taken the ABC will be informed so the body can decide to make a motion or defer to the board action already happening.

- Erin D – Announcement on the Town Hall to discuss “Only” Meetings. Possibly the first Saturday in April. A number of committees have been asked to help organize this, but the entire fellowship is invited to discuss the matter in a Town Hall format.
- Karin S - The Concept Study Group has a talk on Concept 3 scheduled for March 21<sup>st</sup> the speaker is Mary Jo L.

This is posted on the service network committee repository page, as well as, that's where you can find announcements of future meetings, those meetings are also posted in the calendar of events on the website.

The Jan and Feb recordings are available at <https://acawso.org/category/service-network-committee/>

- Kathy T – What is the status of the ACA Bill of Rights and the Addressing Predatory Behavior Tent Card, when will they be presented for approval at the ABC? Charlie replied - The first of the to the Bill of Rights, as I said earlier, there's some confusion right now about what exactly were recommended to change, I know we were requesting some changes, but I wanted to figure out what was requested. The Lit Eval Committee needs to look at this. APB – This should be able to be presented to the ABC for approval this year.
- Greg R – A few comments on the Board seating process. The OPPM states that basically a trustee can come on at any time of the year. And the term starts the day that they come on to the board. Their term is two years, up to a multiple of three terms. If they come on in January so the entire board is as Charlie said subject to ratification at the next ABC. And it's done every year, so that you know anyone may be on the Board without ratification for a period of time.
- Comments from David McB - In literature we worked hard the last couple years to reorganize and continually improve function. Trying to get where we won't always be the committee of overwhelmed, not nearly as much, and so we're looking forward to it, it will make sure the APB is on the top of the list to try to get to that during the ABC. We're now embarked on another level of getting more functionality into the different committees because, now we've had a wealth of volunteers in literature. And we actually have them sorted out to where we help each other.
- Comments from Charlie H - one thing was I'm really gratified by when I took over literature in 2017, we might have had a total of three volunteers. It was very, very small, we now have probably somewhere between 40 and 60, or more regular volunteers now. We also had no real structure to the evaluation process. There was one group in particular, which involved Bonnie and Lewis and Greg, who did extraordinary work to create structure around an evaluation process. So, as David is saying we've actually come a long way in terms of actually putting all of these people into a process with policy structure, etc. so, the phrase Growing Pains really is applied in this situation, not just the pains but actually the growing it's actually quite remarkable when I look at what's in place right now and what David also been helping to build versus you know where we all kind of started number of years ago.
- John P – I have been an intergroup rep for some time in MA. Does this qualify me to be a delegate also? David McB replied – The Intergroup can elect a single delegate, as well as each group can elect a single delegate, same as each Region.

- Judith R - I am just so filled with goosebumps about what I'm seeing on this meeting, not anything derogatory about what has been, but it's been quite a bit of time since I've been on one of these meetings, and the positive vibes I'm getting, and the professionalism. And I know the blood sweat and tears you guys, gals have put in is showing it real, showing the sincerity and just the Unity I feel here is just incredible. So from South Florida and anyone else I touch. I'll be bringing that back. And I want you all to know to pat yourselves on the back, because I know it's lonely at the top. A lot of times, and we're out here. We're rooting for you. I will put out, on separate covers some of the ideas that I have to bring us more into the fold, let's say, two points that I would like, so thank you. Bravo, to each and every one of you. A couple of points. I think I heard H&I being added to Public Information, I think I think I heard something like that, that is music to my ears, it's never made any sense to me why that was separate. Second can we also use some of the transcripts that come out of live events like in the matter of minutes. In the last 90 to 120 days I really hadn't been following this new thing with my lifestyle, but I know they had like the government they have expensive systems, but to be able to read something and yes they know there's they say they do know that there could be mistakes that could be this but boy with today's instant word, seeing things and to keep the sizzle up. Maybe it may be an idea to consider a few mistakes that or for expediency. I will put this under separate cover and thank you very much. Charlie Replied - Thank you very much, certainly for the first part of your comments are very much appreciated. I'm wondering if Jim, or Brad if you want to speak quickly to where we are with transcription I can certainly look at the screen and see my words, flying across the screen below me. Jim added - I'll just say that it's a simple feature that zoom added. And we're using, as was noted in the REA report, they alerted us to the feature and we're happy to test it out and seems to be working pretty well. Charlie added - And I think Judith from my perspective, the additional point you think would be valuable for us to begin posting word transcripts, on, on live events is that a piece of what you're suggesting absolutely to get it, and possibly recorded videos.

O. Motion To close

P. Closing Serenity Prayer