



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.

MONTHLY TELECONFERENCE AGENDA
July 9, 2022
2:00PM EDT

Zoom Meeting Details:	Dial US	Dial International
Zoom ID: 228 809 511	US: +1-669-90-06833 (San Jose)	List of International Numbers
Passcode: 90755	US: 1-929-205-6099 (New York)	https://zoom.us/j/228809511

I. Opening

- A. Call to Order – Open with the ACA Serenity Prayer
- B. Roll call of Board Members: Brad H., Charlie H., Dove H., Fredrik H., Jasmina T., Justine F., Liz C., Sue V., Tamara P.
Absent: Erin D. on Leave
- C. Quorum -
- D. Notice of Recording: Starting in January 2022, audio-only recordings of the monthly teleconference will be posted online. We ask that you remain aware of this if you choose to speak during today’s call. To protect your personal anonymity, you may participate in the guest introductions by identifying yourself using the chat function. Similarly, during guest comment periods, you may choose to submit a question via the chat function, and your first name will not be mentioned. Thank you for your cooperation.
- E. Guest Introductions
- F. Tradition #7 - *Every ACA group ought to be fully self-supporting, declining outside contributions.*
- G. Concept # VII -

The Annual Business Conference recognizes that the Articles of Incorporation and the Bylaws of the Adult Children of Alcoholics World Service Organization are legal instruments: that the Trustees are thereby fully empowered to manage and conduct all of the world service affairs of Adult Children of Alcoholics. It is further understood that our World Service Organization relies upon the force of tradition and the power of the ACA purse for its final effectiveness.

II. Minutes - TC Minutes for May 14, 2022 – link to document: [TCM_2022-06-11](#)

Motion: To approve the Minutes of the June 11, 2022 Teleconference Board Meeting (Tamara P.)

Second:

Decision:

III. Administrative Reports

- A. Chair Report –Charlie H. and Sue V.
- B. [Treasurer’s Report | ACA WSO](#): Fredrik H.
- C. [Executive Committee | ACA WSO](#): Sue V.
- D. [WSO Office | ACA WSO](#): Bill D.
- E. Guest Questions/Comments (5 minutes)

IV. Committee Reports:

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

Business Operations

- A. [Distribution Center Oversight | ACA WSO](#): This committee is in a temporary pause, pending organization of the Business Operations Collaboration Committee.
- B. [Finance Committee | ACA WSO](#): Fredrik H.
- C. [IT Committee | ACA WSO](#): Brad L.
- D. Guest Questions/Comments (5 minutes)

Fellowship & Public Engagement

- E. [European Committee | ACA WSO](#): Fredrik H.
- F. [Global Members Committee | ACA WSO](#): Sue V.
- G. [Member Services | ACA WSO](#): Tamara P.

- H. [Meeting and Service Safety Ad-Hoc Committee | ACA WSO](#): Rich R, Delinda H
- I. Public Services Committee
 - a. [Public Services | ACA WSO](#): Jim B.
 - b. [H-and-I Committee | ACA WSO](#): Rich R.
- J. [Representation, Equity and Accessibility Ad-Hoc Committee | ACA WSO](#): Joe H.
- K. Guest Questions/Comments (5 minutes)

Policy & Structure

- L. [ABC AWC Committee | ACA WSO](#): Liz C.
- M. [ABC Proposals & Ballot Prep | ACA WSO](#): Jim R.
- N. [Archives | ACA WSO](#): Marcia J.
- O. [OPPM | ACA WSO](#): Vacant
- P. [Nominating Committee | ACA WSO](#): Denise R.
- Q. Volunteer Resources Committee: Jim R.
- R. Guest Questions/Comments (5 minutes)

Content Development

- S. [Literature Committee | ACA WSO](#): Christine B.
- T. [Publishing Committee | ACA WSO](#): Sue V.
- U. Guest Questions/Comments (5 minutes)

V. Motions read into the Record

- A. Motions/Resolutions passed at Board Working Sessions on June 9, June 16, and June 23, 2022
 - #1. **Resolution:** To implement the motion adopted by the 2022 ABC on 2022 Ballot Proposal #4 by forming an Ad Hoc Committee on Concepts II and VI with the following provisions and guidelines:
 1. All 2022 ABC Delegates and other members of the fellowship will be invited to participate in the study.
 2. The participants will determine ground rules, number of voting members, how decisions are made, scope statement/mission of how the resolution will be implemented using the Traditions and Concepts of Service.
 3. The Board will select one or more designated liaisons to support the committee and be voting members.
 4. The Chair of the Committee will give monthly progress reports to the fellowship, the Policy and Structure Collaboration Committee, the Board of Trustees, and business

meetings. These reports will be made available to the fellowship by posting on the ACA website and other communication avenues.

Background: This resolution implements the motion adopted by the 2022 Annual Business Conference regarding 2022 Ballot Proposal #4.

Motion Adopted on Proposal #4: To create an ad-hoc committee that will study Concepts II and VI and report to the 2023 ABC on possible revisions. Delegates and the fellowship will be notified of the study and invited to join the ad-hoc committee.

Second: Fredrik H.

Decision: Resolution passed unanimously. Liz C., Jasmina T. and Charlie H. were absent.

#2. Resolution: To implement the motion adopted by the 2022 ABC on 2022 Ballot Proposal #5 by forming an Ad Hoc Committee on Organizational Identity with the following provisions and guidelines: (Brad H.)

1. All 2022 ABC Delegates and other members of the fellowship will be invited to participate in the study.
2. The participants will determine ground rules, number of voting members, how decisions are made, scope statement/mission of how the resolution will be implemented using the Traditions and Concepts of Service.
3. The Board will select one or more designated liaisons to support the committee and be voting members.
4. The Chair of the Committee will give monthly progress reports to the fellowship, the Policy and Structure Collaboration Committee, the Board of Trustees, and business meetings. These reports will be made available to the fellowship by posting on the ACA website and other communication avenues.

Background: This resolution implements the motion adopted by the 2022 Annual Business Conference regarding 2022 Ballot Proposal #5.

Motion Adopted on Proposal #5: To create an ad-hoc committee to explore changing the fellowships name, logo, acronym, and any other identifying marks to include dysfunctional families. This group would meet for a year and then report results during the 2023 ABC committee reports. If the work results in a recommendation, it will appear on the 2023 ABC agenda. (If not ready by the 2023 ABC, then the report and potential recommendation will appear on the 2024 ABC agenda)

Second: Tamara P.

Decision: Resolution passed unanimously.

#3. Motion: That the ACA World Service Organization enter into a one-year lease with PS Business Parks (or their assignee) for unit 1436 for approx. \$2,600 per month and budget internet and electric for about \$300 for a total of \$2,900 per month. (Fredrik H.)

Background: WSO currently has limited warehouse space in comparison to the amount of inventory currently on order and projected to be ordered in the next several weeks. In order

to ensure we can manage the product inventory safely and securely, while providing access as needed, extra space is needed.

Second: Sue V.

Decision: Motion unanimously approved. Jasmina T. was absent.

#4. Motion: To elect Jasmina T. as Vice Chair of the ACA WSO board of Trustees effective immediately. (Charlie H.)

Second: Fredrik H.

Decision: Motion passed unanimously. Jasmina T. was absent.

#5. Motion: Make the following changes to the ACA WSO by-laws and, upon completion of the amendment process, publish the amended bylaws on the website. (Charlie H.)

Amend Article Four, Section 7, to read, "The following officers shall be elected from among ~~its members~~ Trustees: Chairperson, ~~Vice Chairperson~~ one or two Vice Chairpersons, Secretary and Treasurer. One Trustee ~~person~~ may hold more than one office, except that the Chairperson may not ~~also be the Secretary or Treasurer~~ hold any additional officer positions."

Amend Article Four, Section 9, to read, "~~The term of office shall be two (2) years.~~The term for board officer positions shall be one year, from July 1 through June 30, and officers may be elected to a maximum of three full terms. If an officer is initially elected mid-term and serves more than six months, they may be elected to a maximum of two additional full terms."

Background: The bylaw changes address several shortcomings relating to board officer positions, and are required to update the OPPM. 1) The current bylaws allow board officers to be elected to two two-year terms, allowing one officer to serve in the same position for four years, or even longer, if they replace an officer during the prior term. Permitting three one-year terms is more consistent with the principle of rotation. 2) In the OPPM, officer terms begin and end at the Annual Business Conference, which is a stressful time to attempt officer transitions. Including a July 1 change-over in the bylaws will establish a more orderly and consistent process. 3) As ACA becomes more global, the board is recognizing that allowing a second vice chairperson might help the board chairperson manage communication and other demands. The current bylaws only speak of one vice chairperson.

Second: Brad H.

Decision: Motion passed unanimously.

B. Motions passed at a Board Working Session on April 14, 2022 (Note: these motions were "on hold" until the Board approved a motion to make changes to the by laws regarding board officer terms and elections (see #8 above)).

#1. Motion: To amend the terms of Board officers in the following ways: (Charlie H.)

- a. The board chair, vice chair, treasurer, secretary and the Nominating Committee and HR liaisons will be elected annually by the board to one-year terms that start on July 1.
- b. Board officers may be elected to a maximum of three one-year terms, unless they first are elected between July 1 and December 31 to replace a previously elected board officer. In that event, they may be elected to a maximum of two one-year terms.

Second: Fredrik H.

Decision: Motion passed unanimously. Jasmina T. was absent.

#2. Motion: To amend the process for electing Board officers in the following ways: (Charlie H.)

- a. The board will elect officers within six weeks after the Annual Business Conference, and all board members ratified by the most recent ABC are eligible to vote. Only trustees ratified by the ABC are eligible to serve as board officers.
- b. A simple majority of participating board members is required for election of an officer. If there are three or more candidates for a specific position and no one gets a majority, a second vote will be held. If a third vote is needed, the candidate or candidates with the fewest votes will be removed from the ballot. Any candidate may withdraw before an additional vote is held.
- c. The first annual officer election will be for the position of chair, followed by vice chair, treasurer, secretary, and two liaisons (Nominating Committee and HR) in that order.
- d. Candidates for any officer position will leave the meeting until board discussions and the election are complete.

Second: Tamara P.

Decision: Motion passed unanimously. Jasmina T. absent

C. Motions passed via Specific Concurrence (SC)

(A Specific Concurrence is an electronic vote and is often considered time sensitive and/or has previously been discussed during Working Sessions)

#1. Motion: To approve and distribute the following Zoom Disruption Doc for use among the ACA fellowship. This includes adding it to the “Find a Meeting” webpage and sending it out via email to all members in the database. See:

■ ZOOM-DISRUPTION-SUGGESTIONS-FOR-MEETINGS_-1.pdf (Jasmina T.)

Background: This doc was developed by and accepted by MSSC then reviewed and re-worked by members of a few committees, including IT.

Currently the document is only available on the MSSC webpage as a link. MSSC also sends it to members who write in to the MSSC email when zoom safety issues have come up.

Request by MSSC is that the document be sent out from WSO to the entire on-line database of members because of the enormity of the problem. Board has used mailchimp for this type of thing in the past. Additionally: add it to the Find a Meeting page under Meeting Resources.

Second: Fredrik H.

Decision: Motion passed unanimously.

#2. Motion: To create and internally advertise the IT Manager special worker part-time position for ACA WSO. (Jasmina T.)

Background: Over the last 6 months it has been increasingly clear that ACA WSO needs professional IT support and management. The volume of work has increased exponentially due to general growth of the WSO operations. Furthermore in light of recent hack attacks on WSO website, need for regular update and maintenance of WSO online presence was further underlined. While ACA WSO has been lucky in having a robust and active IT volunteer committee, it has become clear this is not a long term solution for growing ACA WSO needs.

The following IT Manager Job Description has been vetted and approved by the Business CC, and it is this committee's recommendation for it to be internally posted for the period of 2 weeks. If no qualified applicants come forward after the internal advertising period, the job posting should be posted externally. See Appendix B for Job Description.

Second: Justine F.

Decision: Motion passed unanimously.

#3. Motion: To appoint Sue V., new Board Chairperson, as an additional authorized signer on all ACA WSO bank and official accounts and/or attached to EIN number. To remove Charlie H., former Board Chairperson, from these accounts as an authorized signer. (Charlie H.)

Second: Fredrik H.

Decision: Motion passed unanimously.

VI. Guest Comments

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VII. Closing Activities

A. Announcements

- Next WSO Board Teleconference Meeting is on Saturday, August 13 at 2:00pm EST

B. Motion to Adjourn Meeting

C. Closing Serenity Prayer

APPENDIX

A. Financial Reports for May 2022

Adult Children of Alcoholics World Service Organization				
Balance Sheet				
As of May 31, 2022				
				Accrual Basis
	May 31, 22	Apr 30, 22	\$ Change	% Change
ASSETS				
Current Assets				
Checking/Savings				
1000 · Cash & Cash Equivalents	433,911.29	441,207.35	-7,296.06	-1.65%
Total Checking/Savings	433,911.29	441,207.35	-7,296.06	-1.65%
Accounts Receivable				
1300 · Customer Receivable	2,450.00	2,634.90	-184.90	-7.02%
Total Accounts Receivable	2,450.00	2,634.90	-184.90	-7.02%
Other Current Assets				
1310 · Other Receivables	99.00	0.00	99.00	100.0%
1320 · SHOPIFY-Shopp'g cart receivable	7,612.58	7,585.86	26.72	0.35%
1330 · Interest Receivable	10.13	4.98	5.15	103.41%
1350 · Prepaid Expenses	159,327.74	127,979.35	31,348.39	24.5%
1400 · Inventory Asset	183,739.87	205,901.24	-22,161.37	-10.76%
Total Other Current Assets	350,789.32	341,471.43	9,317.89	2.73%
Total Current Assets	787,150.61	785,313.68	1,836.93	0.23%
Fixed Assets				
1800 · Fixed Assets	154,385.29	154,385.29	0.00	0.0%
1830 · ROU Assets (Leased Assets)	79,741.00	85,718.00	-5,977.00	-6.97%
1860 · Accum. Depr' & Am't	-103,290.45	-102,104.62	-1,185.83	-1.16%
Total Fixed Assets	130,835.84	137,998.67	-7,162.83	-5.19%
TOTAL ASSETS	917,986.45	923,312.35	-5,325.90	-0.58%

LIABILITIES & EQUITY

Liabilities

Current Liabilities

Accounts Payable

 2000 · Accounts Payable

10 140,03

9 275,55

Total Accounts Payable

10 140,03

9 275,55

Credit Cards

 2011 · Bank of America-Corp Card #1794

-21,37

11 780,90

Total Credit Cards

-21,37

11 780,90

Other Current Liabilities

 2100 · Payroll Liabilities

14 870,93

31 265,55

 2120 · Sales Tax Payable

4 522,98

6 251,16

 2130 · Other Liabilities

3 225,00

2 996,00

 2200 · Accrued Liabilities

8 733,71

7 329,94

Total Other Current Liabilities

31 352,62

47 842,65

Total Current Liabilities

41 471,28

68 899,10

Long Term Liabilities

 2300 · ROU Liability (Lease Liability)

85 718,00

91 695,00

Total Long Term Liabilities

85 718,00

91 695,00

Adult Children of Alcoholics World Service Organization

Profit & Loss Budget vs. Actual

January through May 2022

Accrual Basis

	Jan - May 22	Budget	\$ Over Budget	% of Budget
Income				
4010 - Shopify Revenue	250,122.34	342,696.12	-92,573.78	72.99%
4030 - Amazon Revenue	324,092.11	271,583.20	52,508.91	119.33%
4050 - Barnes & Noble Revenue	146.79	500.00	-353.21	29.36%
4060 - Audible Revenue	8,999.98	14,000.00	-5,000.02	64.29%
4070 - Royalty Contract Revenue	2,644.03	15,458.31	-12,814.28	17.1%
4080 - 7th Traditions Contributions	130,178.61	158,041.69	-27,863.08	82.37%
4150 - European Sales	91.05	83.31	7.74	109.29%
4200 - Other Revenue	1,534.30	1,083.31	450.99	141.63%
Total Income	717,809.21	803,445.94	-85,636.73	89.34%
Cost of Goods Sold				
5000 - Shopify-Cost of Goods Sold	181,375.28	255,381.99	-74,006.71	71.02%
50000 - Cost of Goods Sold	37.90			
5050 - Amazon COGS	241,340.31	211,910.31	29,430.00	113.89%
5560 - International Printing Co	1,486.87	1,583.31	-96.44	93.91%
Total COGS	424,240.36	468,875.61	-44,635.25	90.48%
Gross Profit	293,568.85	334,570.33	-41,001.48	87.75%
Expense				
6010 - Payroll Expense	122,542.71	135,871.88	-13,329.17	90.19%
6030 - Payroll Taxes	10,215.09	11,170.02	-954.93	91.45%
6050 - Travel & Mileage Expenses	21,100.12	8,500.21	12,599.91	248.23%
6054 - Contractors	32,381.02	41,406.70	-9,025.68	78.2%
6056 - Trademarks	238.52			
6057 - Events	326.78	5,000.14	-4,673.36	6.54%
6070 - Program Initiatives	7,589.21	24,500.00	-16,910.79	30.98%
6080 - Professional Fees	37,781.46	37,608.38	173.08	100.46%
6090 - Technology IT Support	19,609.13	25,233.28	-5,624.15	77.71%
6100 - License & Permits	391.00	83.38	307.62	468.94%
6110 - Insurance Expense	1,532.96	1,479.19	53.77	103.64%
6120 - Rent Expense	26,325.92	28,804.94	-2,479.02	91.39%
6130 - Utilities Expense	2,742.23	2,683.38	58.85	102.19%
6140 - Office Expense	4,700.43	7,983.38	-3,282.95	58.88%
6150 - Dues and Subscriptions	534.96	891.69	-356.73	59.99%
6160 - Repairs & Maintenance	3,354.85	1,041.69	2,313.16	322.06%
6190 - Tax Expense	299.31	625.00	-325.69	47.89%
6200 - Bank & Merchant Fees	17,449.85	15,958.45	1,491.40	109.35%
6210 - Depreciation & Amortization	5,895.97	6,593.14	-697.17	89.43%
6500 - Bad Debt Expense	99.10			
9999 - Suspense Costs	3,349.08	791.76	2,557.32	422.99%
Total Expense	318,459.70	356,226.61	-37,766.91	89.4%

To see the 7th Tradition Contributions for the month, click the link below or go to the 7th Traditions tab in the right-side menu of the acawso.org website.

[CLICK HERE TO VIEW THE 7TH TRADITION CONTRIBUTIONS FOR THIS MONTH](#)

Appendix B.

Job Title: IT Manager for ACA WSO (World Service Organization)

Department: IT

Reports To: General Manager and interacts with the Board as IT liaison

Job Type: part-time, ~25 hours

Benefits: Paid time off, sick leave, paid holidays, flexible schedule, IRA

Compensation type: Salary commensurate with experience

Job Summary

Directs and coordinates the strategic development of IT needs of the organization.

Oversees and supervises day-to-day tasks of IT personnel and volunteers within the IT department.

General Accountabilities

- Consults with management to analyze computer system needs for management information and functional operations, to determine scope and priorities of projects, and to discuss system capacity and equipment acquisitions.
- Recommends and develops plans for systems development and operations, hardware and software purchases, budget, and staffing.
- Manages the development, implementation, installation, and operation of information and functional systems for the organization.
- Develops, implements, and monitors management information systems policies and controls to ensure data accuracy, security, and legal and regulatory compliance.
- Negotiates and recommends contracts with consultants, technical personnel, and vendors for services and products.
- Provides support to end users in the selection, procurement, usage, and maintenance of software programs and hardware.
- Manages computer operation scheduling, backup, storage, and retrieval functions.
- Reviews reports of computer and peripheral equipment production, malfunction, and maintenance to determine costs and impact, and address problems.
- Develops, maintains, and tests disaster recovery plans.

- Performs other related duties as assigned by management.

Job Qualifications

- Education: Bachelor's degree in related field.
- Experience: Minimum 5 year's related experience and/or training.
- Technical:
 - Must be proficient in working with Wordpress, Divi Page Builder, Online Google applications, and DNS.
 - Advantageous to have a working knowledge of Givewp, Google Workspace Mailchimp, Shopify, and Zoho Forms.
 - Ability to troubleshoot network issues and operating systems problems.

Skills

- Working with the General Manager to ensure effective strategy, budget, planning, operation, and maintenance of all computer-based information systems and the information assets of the office
- Ability to manage others, delegate responsibility and provide support.
- Ability to meet deadlines.
- Ability to gain the respect and confidence of other team members.
- Have a high level of energy, positive attitude, and possess a selfless attitude for the benefit of the organization.
- Must contribute to the organization and the profession in a meaningful, substantive way.
- Must demonstrate a clear talent for understanding, motivating and inspiring our volunteers, consultants, and staff.
- Must be able to professionally represent the organization in all communications.
- Flexibility in working with uncertainty.

Additional Programs ACA WSO uses –the paid IT special worker should be knowledgeable in almost all of these (few exceptions such as specialty programs like Adobe In-Design and QuickBooks where there are other special workers)

1. Accounting
 - a. QuickBooks – general ledger
 - b. Right Networks – accounting hosting
 - c. Webgility – accounting integrations
2. Archival Software
 - a. Preservica
3. Business Messaging
 - a. Slack
4. Calendar Systems
 - a. The Events Calendar
 - b. Teamup

5. Custom Programs
 - a. Meeting Database
 - b. Daily Meditation Delivery System
6. Design Software
 - a. Adobe In-Design
7. Donations
 - a. GiveWP
8. Email
 - a. Google Workspace
9. Flow Charts
 - a. Diagrams.net
10. Integrations
 - a. Zapier
11. Mailings
 - a. Mailchimp
12. Office Software
 - a. Microsoft Office
13. Online Storage
 - a. Google Drive
 - b. Drop Box
 - c. One Drive
14. Password Management
 - a. Dashlane
15. PDF
 - a. Adobe Acrobat
16. Phone System
 - a. Intermedia Unite
17. Polling/Elections
 - a. Election Buddy
 - b. QuestionPro
 - c. Survey Monkey
18. Project Management
 - a. Smartsheet
 - b. Zoho Project
19. Sales Platform
 - a. Shopify
 - b. Amazon FBA

20. Transcription Software
 - a. Otter.ai
21. Video Conferencing
 - a. Zoom
22. Video Streaming
 - a. IBM Watson
23. Websites
 - a. Domain Registration – Go Daddy
 - b. Web Hosting – A2 Hosting
 - c. Content Management System (CMS) – Wordpress
 - d. Page Builder – Divi/Elegant Themes
 - e. Content Delivery Network (CDN) – Cloudflare
 - f. Web Application Firewall (WAF) – Cloudflare
 - g. Endpoint Firewall – Wordfence
 - h. Security Scanners – WPScan & Patchstack
 - i. Website Backup - Updraftplus
24. Webforms
 - a. Gravity Forms
 - b. Zoho Forms

List of typical duties for IT manager

Weekly

1. Webserver Security
 - a. Deployment of plugin updates on test server that require manual review
 - b. Respond to firewall and security scanner alerts
 - c. Ensure web backups are posting properly
2. IT Requests
 - a. Website posting
 - b. Email updates
 - c. Any number of requests from the various programs from the list
3. Business IT
 - a. Research potential programs
 - b. Coordinate with subject matter experts
 - c. Support business workflows by providing technical assistance
 - d. Participate in trainings
4. Meetings
 - a. IT Committee
 - b. Website Redesign Subcommittee
 - c. Meeting List Maintenance Subcommittee

- d. Business IT Subcommittee
- e. Business Operations Collaboration Committee
- f. Meetings of other committees and projects as needed (frequency varies from multiple times a month to multiple times a week)
- g. Meet with Next Level (website design contractor)

5. Supervision

- a. Meet with IT committee volunteers to assist with their projects/issues
- b. Meet with fellowship members to discuss their IT concerns

Annual Projects

1. Annual Business Conference
2. ACA World Convention

Long Term Projects

1. Adultchildren.org website redesign
2. Acawso.org website redesign
3. Improve website flow
 - a. 7th Tradition
 - b. Volunteers
4. Procedures and Policies (e.g. Online storage standardization)
5. Meeting List Integrity Project