



The Binder

Of the 34th Annual Business Conference

ADULT CHILDREN OF ALCOHOLICS[®]
/ DYSFUNCTIONAL FAMILIES
WORLD SERVICE ORGANIZATION, INC.

**Held virtually,
Across the globe
April 24th and 25th, 2021**

A Letter from the Board of Trustees Chair, 2021 ABC

Dear fellow ACAs,

Just one year ago, the entire world was scrambling to protect itself from a new, mysterious global trauma: Covid-19. As we did in childhood, we struggled to survive in a threatening environment with limited tools and understanding.

Twelve months later, as ACA delegates gather for the second time in an all-virtual Annual Business Conference, we are more seasoned in our response to Covid, and we also are stronger as a fellowship. Groups shifted rapidly from meeting in person to gathering online, and many of us have discovered the excitement of recovering with adult children from other continents.

This growing global identity also was felt within the ACA World Service Organization (WSO). The 2020 ABC had more than 110 delegates, including participants from Africa and Asia. Nearly 3,000 people registered for 26 hours of virtual workshops in our first all-virtual Annual World Conference. These levels of participation had no precedent. By the end of last year's AWC, many of us felt more deeply than ever that ACA truly had become a world fellowship.

We plan to meet in person in 2022, in San Francisco, but adult children from around the world will still be able to join us. The WSO board of trustees recently committed itself to a permanent virtual Annual World Convention. Going forward, every ACA member can attend the ABC and many AWC activities virtually, regardless of where they live, and regardless of their ability to travel.

Most of WSO's achievements in 2020 and early 2021 are presented in the committee reports, but I want to share a few highlights:

- Perhaps the biggest change is WSO's understanding of itself as a truly global organization. Since the 2019 ABC was held in Sweden, the European Committee has expanded and represents fellowships from many countries. The Global Members Services subcommittee serves countries in Asia, Israel, India, Africa, Australia, New Zealand, Brazil, South America, Central America and Mexico, and that list continues to grow rapidly. Both of these committees have greatly increased WSO's awareness of the needs of our entire world fellowship, and all of ACA has benefited.
- A related change is that WSO has made great progress in distributing affordable, easily accessible literature to all parts of the planet, with the help of a special study group on international literature distribution. Publishing agreements are enabling us to print translated or English language editions in the UK, Estonia, Greece, and the Republic of South Africa. Additional agreements with local printers and Amazon will enable us to expand this list in 2021. For adult children in many countries, this represents a breakthrough in being able to buy ACA literature to support their healing.

- As we gather online for the 2021 ABC, the first of three major literature initiatives is going to press. “Loving Parent Guidebook,” which focuses on reparenting and inner child healing, will be available by early June. Arrangements are underway to publish and distribute this book globally, so that ACA members in Europe, Asia, Israel, and Oceania will not have to wait extended times to purchase the English language edition. “Ready Set Go!!” (an introduction to ACA’s 12 Steps) is nearing completion in formats that will serve weekend workshops and in six-week telephone or in-person meetings. “Getting Started,” a new text focused on the needs of newcomers, is nearing manuscript completion.
- WSO continues to grow and mature in its business operations. After hiring an accounting firm in 2019, WSO has hired a professional controller, Lucia S., to manage daily financial operations. WSO also hired a Human Resources consultant and completed a new HR manual to guide the work and management of paid staff.
- WSO’s Nominating Committee, formed at the end of 2017, achieved a historic milestone this year. With the nomination of five new board members, the Nominating Committee has vetted and nominated eight of the board’s 12 members who will be submitted for ratification at this year’s ABC. By the 2023 ABC, all of WSO’s board members will have been vetted by the Nominating Committee and found to have met board eligibility criteria. Because of the Nominating Committee, the board has only a very limited involvement in the review of new trustees. In four years, the board has accepted all eleven candidates submitted by the Nominating Committee without a single objection.
- Three WSO committees are working to assist the fellowship in creating safe places for recovery, and to serve the newcomers who come to ACA for help.
 - The Ad Hoc Committee on Meeting and Service Safety is developing tools and practices to support safe recovery and service environments. This includes in-person and virtual meetings, intergroups, and WSO.
 - The Ad Hoc Committee on Representation, Equity, and Accessibility is addressing the issue of identity-based mistreatment within ACA. This can include (intentional or unintentional) rejecting, neglecting, erecting barriers to participation and/or otherwise invalidating a person based on immutable or perceived aspect(s) of their identity – such as, skin color, race, sex, gender identity, sexual orientation, and/or disability.
 - The Service Network Committee continues to work on a much-needed Fellowship Service Manual. This project, when completed, will help virtual and in-person meetings and service bodies to function effectively within ACA’s Traditions and Concepts.
- Finally, there has been continued interest in forming regions, to improve representation and service at the grass-roots level. The Northeast U.S. Region was certified by WSO, and it became the second region eligible to submit a trustee candidate to the board. Work is under way to form a European region, and discussions are occurring in other areas.

Despite the pandemic, ACA is a thriving organization. Meeting numbers and book sales continue to grow, and Seventh Tradition contributions remain healthy. I and the board are profoundly grateful for the fellowship’s trust. The suspension of many in-person meetings has forced groups to adopt new

online tools for making Seventh Tradition gifts, but your continued contributions are enabling WSO to provide essential organizational support of ACA recovery.

I want to close by thanking you for your service. One of ACA's most positive developments in the last five years is the dramatic growth in volunteer participation. Participation as ACA delegates, and voting numbers on our annual ballot measures, has surged over the last five years, with more groups from more countries participating. Equally important, more delegates have stayed involved in WSO service committees once the annual meeting is completed. WSO is far more democratic, responsive, and creative as a result of your personal involvement.

I and the board thank you in advance for taking part in the second-ever ACA online Annual Business Conference. We earnestly hope your involvement won't end there. Please look for opportunities where your gifts can help others know the joy of healing and recovery. All of ACA will be much richer if you stay involved.

With great gratitude for your service,

Charlie H., Virginia

WSO Board of Trustees chair, on behalf of the WSO Board

**2020 Board Members
Seeking Ratification
at the 2021 ABC**

Bill D., Florida
 Charlie H., Virginia
 David McB., Florida
 Erin D., Pennsylvania
 Fredrik H., Sweden
 Jim B., Florida
 Sharon F., Missouri

**New Board Members
Seeking Ratification
at the 2021 ABC**

Jasmina T., New York
 Justine F., Pennsylvania
 Liz C., Connecticut
(Region 5 trustee)
 Sue V., Ontario, Canada
 Tamara P., Minnesota

Trustees Leaving the Board

Rich R., New Mexico, chose not to seek an additional term.

Miles C., Ontario, Canada, to our great sorrow, passed away in December 2020.

He remains with the board in spirit.



ACA Group Statistics (As of March 31, 2021)

Meetings: 3,088 registered meetings, up from 2,505 a year ago. There are also hundreds of unregistered meetings in Europe and other countries that are not English language meetings. We encourage those meetings to also register with ACA World Service.

Intergroups: 107 active Intergroups, compared with 106 in 2020.

Regions: With the formation of the Northeast U.S. region, WSO now has two certified Regions, with others in the process of forming.

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Conference Information

ACA World Service Organization, Inc.
2021 Annual Business Conference Binder

The Problem

Many of us found that we had several characteristics in common as a result of being brought up in an alcoholic or other dysfunctional household. We had come to feel isolated, and uneasy with other people, especially authority figures. To protect ourselves, we became people-pleasers, even though we lost our own identities in the process. All the same, we would mistake any personal criticism as a threat. We either became alcoholics (or practiced other addictive behavior) ourselves, or married them, or both. Failing that, we found other compulsive personalities, such as a workaholic, to fulfill our sick need for abandonment.

We lived life from the standpoint of victims. Having an overdeveloped sense of responsibility, we preferred to be concerned with others rather than ourselves. We got guilt feelings when we stood up for ourselves rather than giving in to others. Thus, we became reactors rather than actors, letting others take the initiative. We were dependent personalities, terrified of abandonment, willing to do almost anything to hold on to a relationship in order not to be abandoned emotionally. Yet, we kept choosing insecure relationships because they matched our childhood relationship with alcoholic or dysfunctional parents.

These symptoms of the family disease of alcoholism or other dysfunction made us 'co-victims', those who take on the characteristics of the disease without necessarily ever taking a drink. We learned to keep our feelings down as children and kept them buried as adults. As a result of this conditioning, we confused love with pity, tending to love those we could rescue. Even more self-defeating, we became addicted to excitement in all our affairs, preferring constant upset to workable relationships.

This is a description, not an indictment.

Adapted from the Laundry List

The Solution

The solution is to become your own loving parent.

As ACA becomes a safe place for you, you will find freedom to express all the hurts and fears that you have kept inside and to free yourself from the shame and blame that are carry-overs from the past. You will become an adult who is imprisoned no longer by childhood reactions. You will recover the child within you, learning to love and accept yourself.

The healing begins when we risk moving out of isolation. Feelings and buried memories will return. By gradually releasing the burden of unexpressed grief, we slowly move out of the past. We learn to re-parent ourselves with gentleness, humor, love and respect.

This process allows us to see our biological parents as the instruments of our existence. Our actual parent is a Higher Power whom some of us choose to call God. Although we had alcoholic or dysfunctional parents, our Higher Power gave us the Twelve Steps of Recovery.

This is the action and work that heals us: we use the Steps; we use the meetings; we use the telephone. We share our experience, strength, and hope with each other. We learn to restructure our sick thinking one day at a time. When we release our parents from responsibility for our actions today, we become free to make healthful decisions as actors, not reactors. We progress from hurting, to healing, to helping. We awaken to a sense of wholeness we never knew was possible.

By attending these meetings on a regular basis, you will come to see parental alcoholism or family dysfunction for what it is: a disease that infected you as a child and continues to affect you as an adult. You will learn to keep the focus on yourself in the here and now. You will take responsibility for your own life and supply your own parenting.

You will not do this alone. Look around you and you will see others who know how you feel. We love and encourage you no matter what. We ask you accept us just as we accept you.

This is a spiritual program based on action coming from love. We are sure that as the love grows inside you, you will see beautiful changes in all your relationships, especially with your God, yourself, and your parents.

Strengthening My Recovery

Connection – April 24th

“This connectedness in relationships is characterized by expressed feelings, trust, mutual respect, and an acknowledgment that a Higher Power is real.” BRB p. 265

One of the worst things we may have felt as kids was a sense of aloneness, feeling connected to nothing and no one. We then became adults who were aching inside to find a connection to something. Often we found this with people who weren't good for us, or we found a temporary sense of connection through food, drugs, sex, alcohol, serial relationships, our children, our spouses, and others who maybe seemed to “have it together.” Most things we tried felt good for awhile, but soon we felt lost and empty again.

In ACA we realize that this lack of connection is not our fault, and we aren't unique. To survive our childhoods, we had to disconnect to protect our hearts. But the longer we're in this place now, the more horrible is the pain we experience.

We find recovery from this pain by working the Steps and uncovering our real identities. We learn that the answers are inside us, and that connecting with a Higher Power helps us find those answers. We begin relating to our True Selves as we learn to express our feelings. This helps us finally start to feel connected to others in a healthy way.

On this day I will remember that I am a real person who is capable of having true connections with others. I do this by believing in myself and my Higher Power

Strengthening My Recovery

Own Person – April 25th

“I became stronger as a result of the efforts I made to protect my Inner Child and because of the strength he gives to me when we now work together. We are both flourishing.” BRB p. 399

When we were honest, we realized that we had never taken a clean action in our lives. This is when we started to move beyond denial and walk in integrity. We recognized that our behavior had been tainted by the lessons learned in our childhood. Although some good followed us, we needed a fearless inventory to find out and separate what we did not need for the rest of our journey.

We did this with the help of a sponsor or co-sponsor and the Yellow Workbook. We gained strength through due diligence. We slogged through the early days of pain, trusting we would one day act with true autonomy. We saw our way through perfectionism to the other side. We were showing up for life, however imperfectly, even when we felt less-than.

Our future began to unfold, unfettered by the desires of other people. We were no longer tied to our abusers. Like a butterfly from its cocoon, we finally were emerging as our own person.

We never knew this level of feeling existed, and we welcomed these changes. As we became more willing to fight for our lives, we understood that we had value deep inside of us all along. It had been calling out in the dark for us to hear and see.

On this day I will embrace my inner truth and my Inner Child. I am my own person

***God, grant me the serenity
to accept the people I cannot change,
The courage to change the one I can,
And the wisdom to know that one is me.***

From Adult Children of Alcoholics/Dysfunctional Families (BRB)
Chapter 14 – Taking our Program to Work

The AGENDA of the 2021 ACA WSO Annual Business Conference (ABC) (all times expressed in Eastern US Daylight Time)

Day 1

Zoom line opens at 8:45 eastern US

9:00-9:20 am: Introduction/Greetings.

- Call to order and welcome by WSO Board Chair. Readings and Serenity Prayer.
- Read Meditation of the Day
- Welcome from ABC AWC Committee Chair, including an introduction of the ABC Conference Secretary, and call to ratify the ABC Conference Chair.
- The Conference chair briefly explains the ground rules and explains the process for submitting floor motions. The IT Committee gives tech support reminders. Confirmation that everyone has a correct Zoom name (starting with group/IG/Region #).

9:20-9:30 am: Approval of 2020 ABC minutes

9:30-10:15: Committee Reports: includes Ratification of Committee Officers and Q&A Ratification

9:30-9:45 am: Treasurer's report/Finance Committee report, with Q&A

9:45-10:00 am: Literature Committee report, hard stop of 10:00 am. Include discussion of global literature distribution.

10:00-10:15 am: Representation, Equity and Access Ad Hoc committee report and presentation

10:15-10:30 am: Personal needs break/ gentleness break – at start of gentleness break, reminder to review Board motions taken (sheet in binder)

10:30-10:45: ABC Chair previews the day's remaining activities and explains the ballot deliberation process

- Verify we have a quorum
- Describe the process for ballot measures and floor motions
 - A maximum of 20 minutes for discussion of each proposal.
 - 3-minute introduction by the Proposal author's Delegate
 - Up to 15 minutes of group conscience discussion of pros and cons, Q&A
 - Following each initial group discussion, the chair will poll the delegates on how to proceed, asking them to vote on one of the following:
 - They would be in favor of a motion that will substantially mirror the Proposal
 - They decline any further ABC consideration of the Proposal

- They prefer to table the Proposal for breakout discussion

If the delegate poll produces no clear direction, or if any resulting breakout discussions do not produce a viable motion, the Proposal will be referred to the WSO board for further study.

- Announce that the board has taken action on five Ballot Proposals.

10:45am – 11:00am – Review Board actions on 5 Ballot Proposals

- Delegates will be asked if they approve of Board action taken to resolve each issue
- A poll will be taken; if 60% more indicate approval, issue is considered resolved and removed from agenda
- If less than 60% indicate approval, issue is considered not resolved and remains on agenda for further discussion

11:00 – 12:15pm: Discuss Ballot Measures

12:15pm – 1:00pm – Rest and Meal Break

1:00pm-2:30pm: Reconvene, verify quorum, reminder of floor motion procedure. **Continue ballot measure discussion.**

2:30pm – 2:45pm: Gentleness Break Presentation

2:45pm – 4:15pm: Continue ballot measure discussion.

4:15-5:15pm: Mid-meeting Break, and optional Yoga with Kyczy H. (at 5:00)

5:15-5:20 pm: Serenity prayer

5:20 pm – 7:10 Complete ballot discussion

- **Reminder: First assessments of ballot measures must be completed Saturday. If we are running late, the chair will give a best estimate of when we will conclude.**

7:10-7:30pm: WSO Service: Volunteer needs and opportunities (adjust time for ballot measures, as needed)

7:30 pm: Day 1 Closing (about 10 minutes)

- Wrap up daytime session, summarize next steps on evening program and final actions on unresolved ballot measures. Reminder of how to submit floor measures.
- Explanations of Sunday morning program, answer questions about breakout discussions; last call on submitting floor measures.
- Closing prayers

Day 2

Zoom line opens at 8:45 eastern US

9:00-9:10am: Welcome back, opening Serenity Prayer, Meditation of the Day , explanation of Day 2,

9:10-11:05 am: Committee Reports (8 minutes for each committee for reports and questions) and Committee Officer Ratifications 5, 2, 1

- **Global Services Subcommittee**
- **European Committee**
- **Service Network Committee**
- **IT Committee**
- **Archives**
- **OPPM Committees**
- **ABC AWC**
- **Ballot Prep Committees**
- **Member & Service Safety Ad Hoc**
- **DCOC and Office**
- **HR Ad Hoc**
- **Member Services**
- **Public Information/H&I Committees**
- **Nominating Committee**

11:05-11:15 am: Gentleness Break

11:15-11:25 am: Move to desired breakout rooms and begin breakout sessions

11:25am-12:00pm: Discussion in breakout rooms of possible amendments/other compromises (hard stop at noon)

- **The breakout rooms are voluntary. Delegates may attend the session on the ballot measure they care most deeply about.**
- **Delegates not participating in break rooms may take a rest break or join an informal Q&A on the main channel.**

12:-12:30pm: Meal/rest break. If more time is needed to finish ballot measures, ABC will announce schedule adjustments

12:30 noon-12:35 pm: Reconvene,

12:35- 1:50pm: Conclude actions on ballot measures from break out rooms

1:50-2:50 pm: Floor motions, beginning with assessment of whether they are time urgent, or should be referred to the board.

2:50-3:05 pm: Fun Break

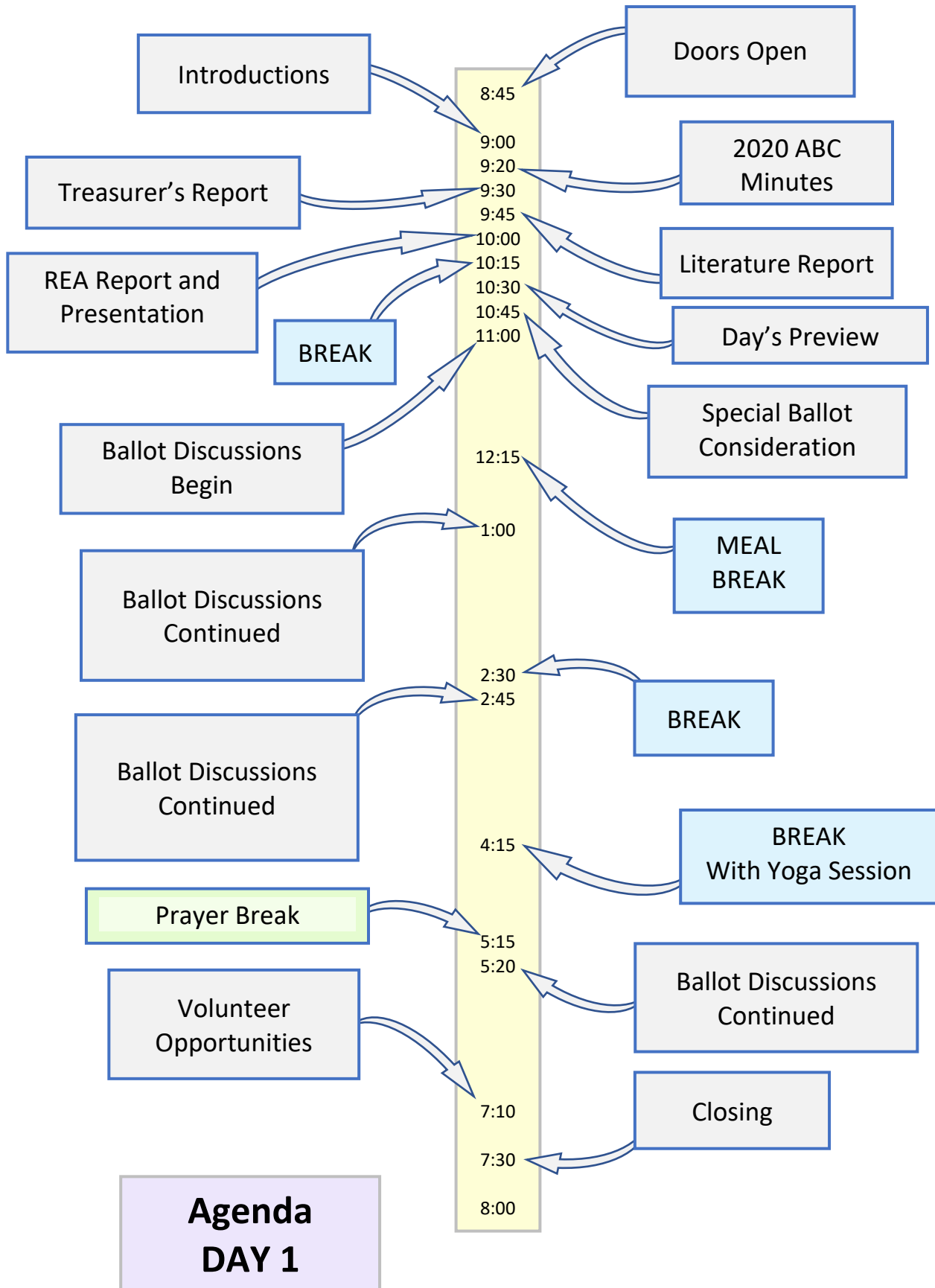
3:05-3:45 pm: Delegate Q&A; Focus on questions to board and committee chairs.

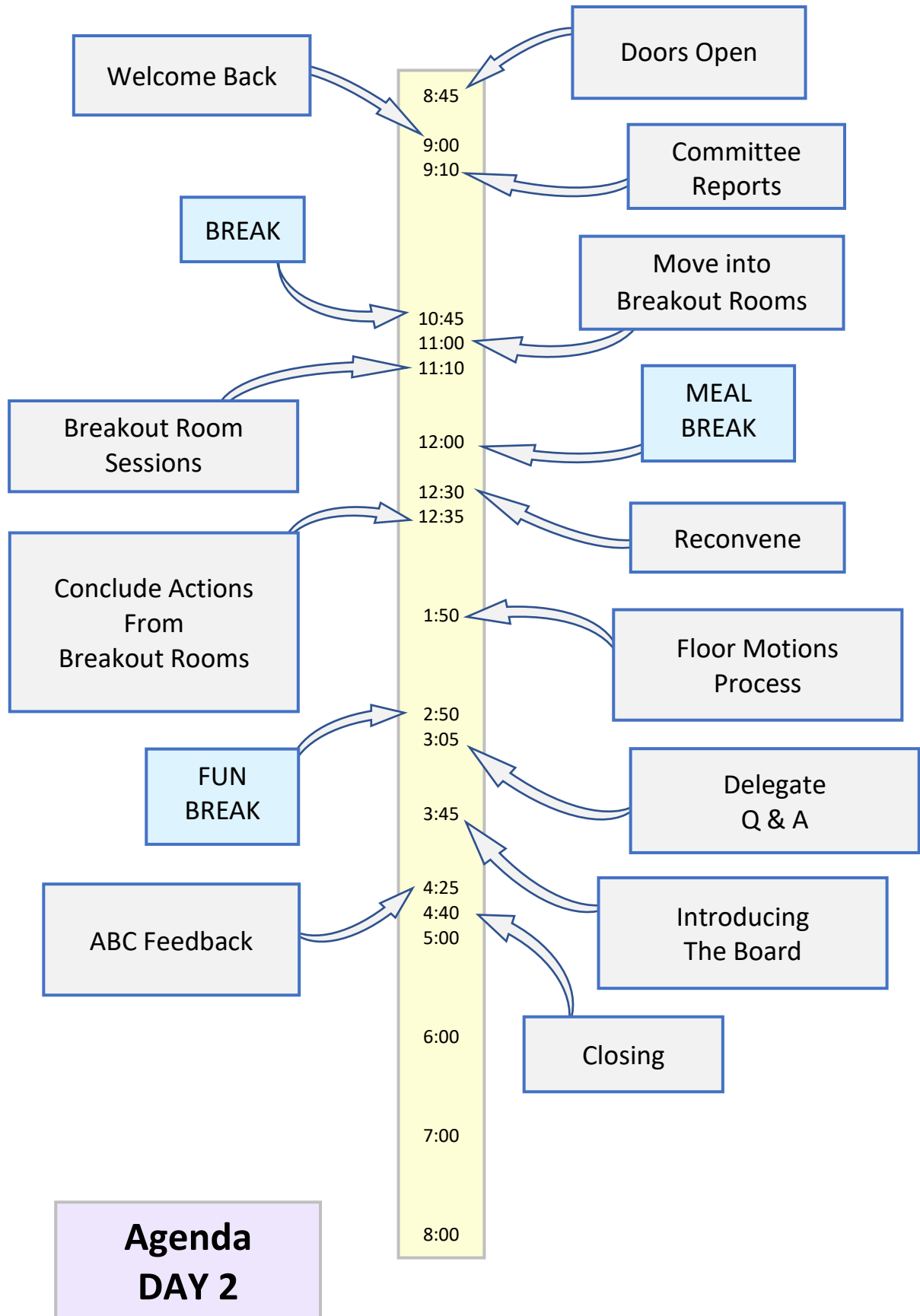
3:45-4:25 pm: Self-introductions by board members, followed by ratification votes; announcement of board officers for 2021-22

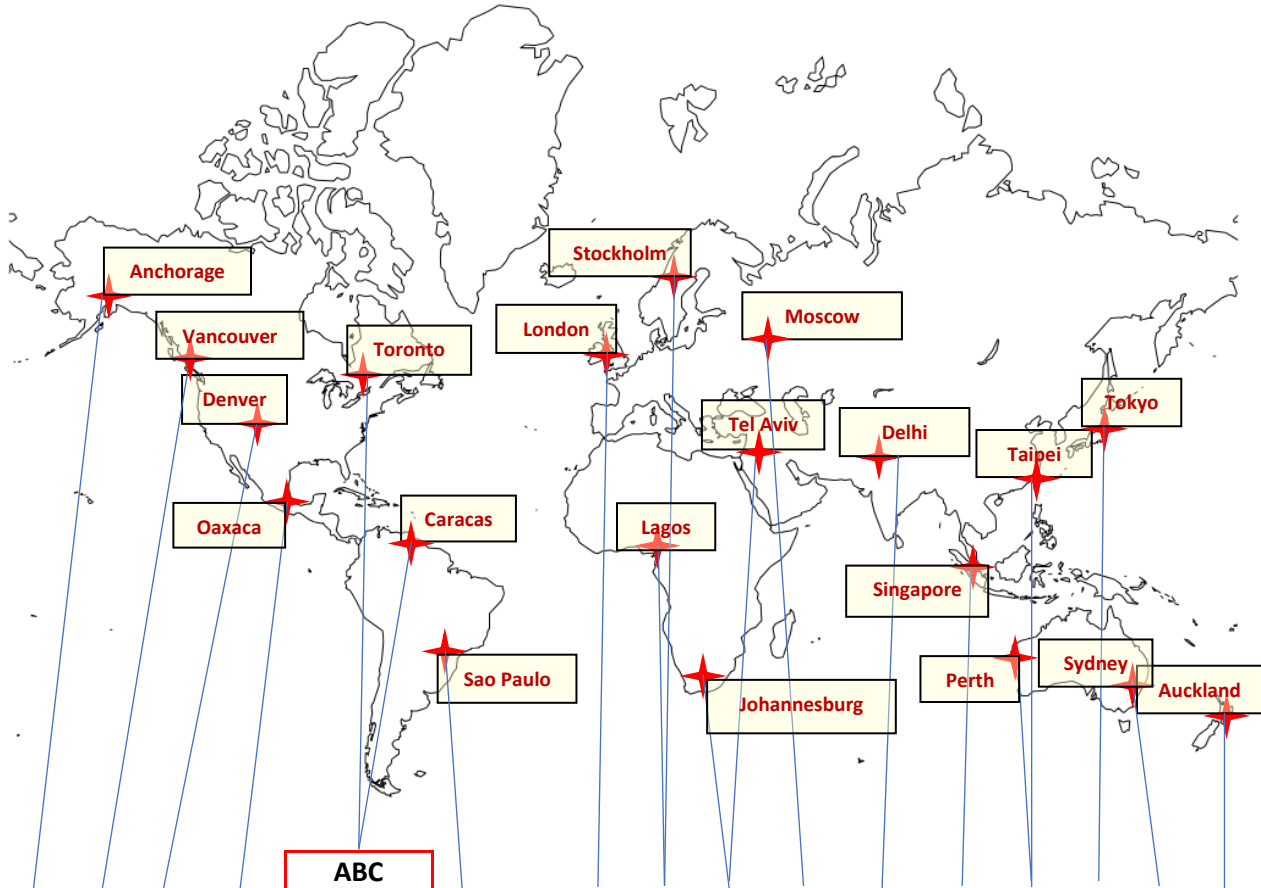
4:25-4:40 pm: Solicit delegate feedback on ABC process

4:40 pm – 5:00pm Closing comments; announcement of 2021 virtual AWC; announcement of 2022 SF ABC AWC; formal closing by ABC chair and final Serenity Prayer

NOTE: IF THERE IS A DESIRE FOR TIME ZONE PURPOSES TO KEEP THIS GOING UNTIL 8 PM EASTERN, WE CAN DO A FINAL PROGRAM ON INTERNATIONAL NEEDS, OR REPRISE REGIONS







				ABC												
4	5	6	7	8am	9		1	2	3	4	5:30	7	8	9	10	12
5	6	7	8	9am	10		2	3	4	5	6:30	8	9	10	11	1
6	7	8	9	10am	11		3	4	5	6	7:30	9	10	11	12	2
7	8	9	10	11am	12		4	5	6	7	8:30	10	11	12	1	3
8	9	10	11	12pm	1		5	6	7	8	9:30	11	12	1	2	4
9	10	11	12	1pm	2		6	7	8	9	10:30	12	1	2	3	5
10	11	12	1	2pm	3		7	8	9	10	11:30	1	2	3	4	6
11	12	1	2	3pm	4		8	9	10	11	12:30	2	3	4	5	7
12	1	2	3	4pm	5		9	10	11	12	1:30	3	4	5	6	8
1	2	3	4	5pm	6		10	11	12	1	2:30	4	5	6	7	9
2	3	4	5	6pm	7		11	12	1	2	3:30	5	6	7	8	10
				<i>Eastern Standard</i>	<i>TODAY / TOMORROW</i>											

Conference Times Around the Globe

APPENDIX X – ABC MOTION PROCEDURE, INCLUDING MODIFIED ROBERT’S RULES OF ORDER

A. Robert’s Rules of Order

Robert’s Rules provides a standard order of conducting business for large meetings so that they may operate and function effectively. Robert’s Rules balance the right of decision of the Majority with the right of the Minority to be heard.

Due to time constraints, and the desire to promote a group conscience evaluation of proposals, ACA WSO uses a modified version of Robert’s Rules for the ABC. These modified rules help ensure that courtesy is given to all involved, while promoting the orderly exchange of ideas.

B. Establishing Quorum

In any proceedings like the ABC, it is essential to establish quorum to protect the integrity of the voting process. Because the WSO Bylaws state “A quorum for voting at the ABC shall be defined as a two-thirds (2/3) vote of the registered delegates, as defined in the OPPM”, the Secretary must ensure that the number of Delegates, both in-person and online, does not drop below quorum at specific times during the ABC in order to appropriately conduct any business where motions will be entertained.

Quorum will officially be established at any time during the ABC when a block of time is set aside for motions to be considered, including the Ballot Proposals, Floor Motions, or other motions presented by Committees or the Board.

NOTE: Quorum for in-person meetings is 2/3 of the Delegates who have checked in at the ABC. Because the number of Delegates attending online may potentially fluctuate on a greater scale than those in person due to time zones, etc., quorum will be determined from a poll taken of the number of Delegates online who are present at their computers.

C. Making a Point

Delegates have the right to make a Point pertaining to Order or Information at any time during the ABC.

1. POINT OF ORDER. A question about Process, or Objection and Suggestion of an Alternative Process. This may include a request for the ABC Conference Chair (“Chair”) to rule on the process.
2. POINT OF INFORMATION. A request for Information on the Process or about the content of a Motion.

To keep the proceedings running smoothly, such Points can be raised in the following manner:

- Online Delegates can post a message using the chat-type feature, as announced to delegates by the Conference Chair.
- In-person Delegates - tbd.

D. Types of Motions

At the ABC, a motion that is passed asks that the WSO take a certain action. The ABC Conference will only consider the following types of motions:


1. Those based on the Ballot Proposals approved by the Fellowship in advance of the ABC. NOTE: a Ballot Proposal is not a motion until, and unless, it is officially made into a motion.
2. Those made by Delegates from the floor
3. Those made by Committees of the Board

E. Motion Process

When a motion is presented, the following is a summary of the process:

1. Ask for a second
2. 10 minutes of debate
3. Take a vote
4. Allow five minutes for minority opinion, one minute per person
5. Ask if anyone wants to change their vote
6. Re-vote, if necessary. No additional minority opinion attaches to the re-vote.

F. General Rules of Discussion and Voting

1. Delegates may only speak once during any block of designated time.
2. Delegates are strongly encouraged to not repeat a point that has already been made during that time segment.
3. The Chair has discretion in pausing the proceedings to make decisions about the viability of requests made to amend, refer to committee, postpone, table, or to Call the Question. These procedural issues can sometimes shut the process down prematurely because they can become confusing and use up limited time.
4. A motion passes by a 60% majority. Abstentions do not count as part of the vote, but are part of the quorum.
5. Minority Opinion:
 - a. If the vote is not unanimous, a total of five minutes will be allotted for Delegates who voted in the minority to speak their opinion, one minute per person.
 - b. By a show of hands for in-person Delegates and using the ‘raise hand’ icon on Zoom  or online Delegates, after hearing the minority opinion, Delegates will be asked to indicate if anyone wishes to change their vote from the majority to the minority.
 - i. If so, the vote is retaken and no matter what the results, an opportunity for an additional minority opinion will not apply to the new voting results.
 - ii. If not, the original vote stands.

G. Ballot Proposal Process

Given the time constraints of the ABC, and in compliance with the “limited time” directive in Section XIX.A.4.e of the OPPM, the Chair will set a time limit of up to 45 minutes for full consideration of each Ballot Proposal. This limit is intended to allow ample time for open dialogue. Available time is partially dependent on how many Proposals make it to the agenda.

Ballot Proposals will be addressed in the order of the highest Fellowship percentage of affirmative votes on the Ballot. This respects the fellowship’s feedback. NOTE: In the unlikely event that all Proposals are not addressed due to timing, remaining Proposals will be referred to the Board.

The Chair will follow the guideline introduced into the OPPM in April of 2019 and guide the proceedings as follows, and as depicted in the attached diagram, ABC Motions Flow Chart:

1. Ask the Secretary or designated person to read the Ballot Proposal into the record. For lengthy Proposals, an abbreviated introduction is appropriate, with a notice to the Secretary to include the entire proposal in the minutes.
2. Take a poll to determine whether there are Delegates on both sides of the issue, and then attempt to ensure that both viewpoints are proportionately heard in the next step. In-person

Delegates who wish to speak will be asked to move to designated queues, depending on their viewpoint. Online Delegates who wish to speak will be asked to indicate ‘Yes’ or ‘No’ on their screen.

3. Initiate a designated period of preliminary open Delegate discussion, usually of up to 15 minutes. This discussion should assess the merits of the Proposal to get a sense of the group BEFORE a motion is introduced. An attempt will be made to divide the time proportionally between those in favor and those not.
4. After the preliminary discussion, take a formal poll with the following three choices:
 - a. I support this Proposal in the form it is currently written.
 - b. I oppose the purpose of this Proposal and am not likely to support it in any form.
 - c. I generally support the concept of this Proposal, but would only support it if it is reworked before a motion is created.
5. The results of this poll will be interpreted as follows:
 - a. If 60% or more are in support of the Proposal in its current form, a formal motion will be called for at this point in the proceedings.
 - b. If 60% or more are in opposition of the Proposal in any form, the Chair will call the Proposal as moot (will not be further entertained).
 - c. If the Proposal gets 60% or more asking for further discussion, or does not receive 60% or more in either a. or b. above, the Proposal will be referred to a Problem Solving Discussion Group.

H. Problem-Solving Discussion Groups

To help keep the larger meeting from being bogged down by detailed discussions that involve extensive wordsmithing, for Ballot Proposals that fall into category G.5.c above, interested delegates will be invited to participate in small group discussions, timing to be determined. The results of small groups discussions will be presented on Day 2. Such groups will operate under group conscience guidelines and will be instructed to either:

1. Create a motion, which then goes through the regular motion process.
2. If a motion was not created, the Proposal is automatically referred to the Board.

I. Calling the Question/Motion to Postpone or Table

Because there is limited time for entertaining a Proposal and/or Motion, the idea of Calling the Question is considered unnecessary.

The process set out in this document uses Problem Solving Discussion Groups as a more viable alternative to Motions to Table or Postpone.

J. Amendments

Only friendly Amendments that change a couple of words for the sake of clarity will be entertained.

1. For an amendment to be considered, it must have a second before further consideration.
2. Before discussion, the Chair will take a poll to see if there is at least 50% support of the amendment.
 - a. If so, there will be 5 minutes of discussion.
 - b. If not, the amendment dies.
3. A vote is then taken to confirm if there is 60% or more in favor of the amendment.
4. There is no minority opinion allowed on this vote.
5. The amended motion is then debated for the remainder of the designated discussion period.

At any point in the process, if there appears to be substantive changes being proposed through amendment(s), the Conference Chair may refer the matter either to a problem-solving group on Day 1, or the Board on Day 2. If an additional amendment is suggested, the decision about whether it will be entertained for a motion will be made by the Chair. That decision will be made based on available time. In such a case, the Chair has the authority to refer the motion and amendments to the Board.

NOTE: Unfriendly amendments, those that materially change the original motion, will not be entertained. The Chair, in consultation with the Parliamentarian, will make the decision about whether an amendment is unfriendly.

K. Motions from the Floor

Delegates may make Motions from the Floor. Such motions:

1. May not contain the sum and substance of any Proposals that were on the Ballot sent to groups in January, whether they are on the ABC Agenda or not.
2. Must be submitted in writing to the Conference Secretary within an hour after the official close of ABC business on Day 1.
3. Should be in the form of a motion with background that Includes reasoning and why it might be considered time-critical, e.g., it affects a decision that is in the process of being made about an upcoming WSO event.
4. Should be written succinctly – not to exceed 150 words.

The Secretary will post all Floor Motions for preview on designated web pages and Slack channels before the start of Day 2.

The process will be as follows:

1. The Chair and Vice Chair will review the motions to determine if they follow the guidelines above.
2. At the time of consideration for Floor Motions, the Chair will inform the Delegates of any Floor Motions that do not follow the guidelines and will, thus, not be considered.
3. Delegates will then determine if they feel the remaining motions are of a time-critical nature.
 - a. If yes (60% or more agree it is time-urgent), they will be added to the ABC agenda.
 - b. If no, Delegates will then determine if they are worthy of consideration by the Board or if they should be declined for consideration.
 - i. If sent to the Board, it must be done by motion.
 - ii. If declined, they become moot.
4. Due to time constraints, if several motions are found to be time-critical, the Chair will poll delegates on the order of consideration. If there is inadequate time for all time-critical motions, those that remain will be passed to the Board to be considered as soon as possible.

The same debate guidelines will be followed for Floor Motions considered time-critical as with other motions during the ABC.



The Service Network

ACA World Service Organization, Inc.
2021 Annual Business Conference Binder

The Service Network of ACA, for 2021

The ACA Fellowship, presently [2020]

There are **3088** [2505] registered Meeting groups, worldwide. (April 10, 2021)
 This number includes **182** [126] Telephone Meetings and **703** [46] Web/Online Meetings

Intergroups and Regions

There are **107** registered Intergroups and **2** recognized Regions at present

World Service Organization (WSO) Staff

ACA WSO Headquarters

Nick Calandrino,	<i>Operations Manager, Signal Hill, CA</i>
Gloria Delgado,	<i>Accounts Payables, Signal Hill, CA</i>
Keara Schneider,	<i>Office Manager, Signal Hill, CA</i>
Jose Vazquez,	<i>Warehouse/ Shipping, Signal Hill, CA</i>

Remote Workers

Eleni Musmeci,	<i>Member and Public Services. Huntington, NY</i>
Lucia Sheppard,	<i>Financial Controller, Davie, Florida</i>
Markus Sjöborg,	<i>Literature Design Editor, Malmö, Sweden</i>

The Board of Trustees of WSO

See the section below

The Committees of the Board of WSO

(Listed alphabetically)

ABC/AWC Committee [abc@adultchildren.org]

Chair – TBD

<https://acawso.org/category/abc-committee/>

Delegate Training Subcommittee [DTSC@acawso.org]

Chair – TBD

<https://acawso.org/category/delegate-training/>

Archives Committee [archives@adultchildren.org]

Chair – Marcia J.

<https://acawso.org/category/archives/>

Ballot Prep Committee [bpc@adultchildren.org]

Chair – Jim R..

<https://acawso.org/category/ballot-prep/>

Distribution Center Oversight Committee [dcoc@acawso.org]

Chair – Sharon F.

<https://acawso.org/category/dist-ctr-oversight/>

European Committee [*ec-chair@acawso.org*]

Chair – Fredrik H. / Vice Chair: - Hasse O.

<https://acawso.org/category/european-connection/>European Committee website: <https://www.acawsoec.org>**Executive Committee**

Chair – Charlie H. / Vice Chair: Sharon F.

<https://acawso.org/category/executive-committee/>**Finance Committee** [*treasurer@adultchildren.org*]

Chair – Justine F. / Vice Chair – Lucia S.

<https://acawso.org/category/finance/>**Human Resources Ad Hoc Committee** [*hr@acawso.org*]

Chair – Rich R.

<https://acawso.org/category/human-resources/>**Information Technology Committee** [*webservant@adultchildren.org*]

Chair – Brad L.

<https://acawso.org/category/information-technology/>**Literature Committee** [*litstaff@adultchildren.org*]

Chair – David McB.

<https://acawso.org/category/literature-committee/>**Literature Development Subcommittee**

Chair – Bonnie M.

Literature Evaluation Subcommittee

Chair – Greg R. / Vice Chair – Suzie B.

<https://acawso.org/category/literature-review/>**Literature Translations Subcommittee** [*translations@acawso.org*]

Chair – Dalia B. / Vice Chair – Hasse O.

<https://acawso.org/literature-translations/>**Meeting and Service Safety Ad Hoc Committee** [*meeting-*safety@adultchildren.org]

Co-Chairs – Erin D. and Rich R.

<https://acawso.org/category/ad-hoc-meeting-and-service-safety-committee/>**Addressing Predatory Behavior Working Group** [*apb@acawso.org*]

Chair – Karin S.

<https://acawso.org/category/apb/>

Online/Virtual and Phone Meeting Subcommittee

Co-chairs: Neil H FL, Nicholas W K NC

Service Norms Subcommittee

Co-chairs: Karin S and Rich R

Member Services Committee [*mscchair@adulthood.org*]

Chair – TBD

<https://acawso.org/category/outreach-committee/>

Global Members Subcommittee [*globalmembers@adulthood.org*]

Chair – Sue V.

<https://acawso.org/category/global-members/>

Intergroup Subcommittee [*intergroups@adulthood.org*]

Chair – Tamara P.

<https://acawso.org/category/intergroups/>

Members Subcommittee [*members@adulthood.org*]

Chair – TBD

<https://acawso.org/category/member-outreach/>

Regions Subcommittee [*regions@acawso.org*]

Chair – TBD

<https://acawso.org/category/regions/>

The Traveler Newsletter [*thetraveler@adulthood.org*]

Editor – Eleni M.

<https://acawso.org/category/the-traveler-newsletter/>

Young Adults and Teens Subcommittee

[*youngadults.teens@adulthood.org*]

Chair – TBD

<https://acawso.org/category/young-adults/>

Nominating Committee [*chairnomcom@acawso.org*]

Chair – TBD

<https://acawso.org/category/nominating-committee/>

OPPM Committee [*oppm@adulthood.org*]

Chair – Kelle J. / Vice Chair – Jasmina T.

<https://acawso.org/category/oppm/>

Public Services Committee [*pscchair@acawso.org*]

Chair – Jim B. / Vice Chair – TBD

<https://acawso.org/category/public-information/>

Hospitals and Institutions Subcommittee [*hichair@adultchildren.org*]

Chair – Rich R. / Vice Chair: TBD

<https://acawso.org/category/h-and-i-committee/>

Representation, Equity, and Accessibility Ad Hoc Committee

[*represent@acawso.org*]

Co-chairs – Alaska.Y and Jill H.

<https://acawso.org/category/representation-equity-accessibility/>

Service Network Committee [*svc@acawso.org*]

Chair – TBD

<https://acawso.org/category/service-network-committee/>

WSO Office [*om@acawso.org*] [*meetings@acawso.com*]

Operations Manager - Nick Calandrino

<https://acawso.org/category/wso-office/>

The Members of the Board of Trustees of The ACA World Service Organization

Trustees Presented for Ratification for the Year 2021 – 2022

In order of seniority

Bill D., Florida

Term 3 / year 2

“For about 30 years I tried to find healing, normalcy and emotional well-being in another 12 Step program. It wasn’t until I began program work and service in ACA that I was able to begin uncovering, discovering and recovering the person God intended me to be. I believe in the service we do. ACA is needed, more than ever, around the world.”

Charlie H., Virginia

Term 3 / year 1

Board Chair¹

“ACA saved my life, and I do service to repay that gift. I seek to help others heal from childhood trauma, and to give them the tools to help others heal.”

David McB., Florida

Term 3 / year 1

“I strive to be of service to ACA and to help raise the awareness of ACA to all those in need.”

Jim B., Florida/California

Term 3 / year 1

“I participate in ACA service as it vital to our fellowships growth and maintenance – out of gratitude to share the gift of love, encouragement, and knowledge that we are all okay.”

Erin D., Pennsylvania

Term 2 / year 1

“I serve to carry the message to the adult child who hasn’t yet found our program. In service I experience the spiritual principles of our Traditions and The ACA Commitment to Service, that I may practice these principles in all my affairs. I give back to the fellowship which has freed me from compulsions so that I may continually strive to come from love and gentleness with myself, my family, friends and the world. I serve in gratitude for the transformation of forgiveness.”

Sharon F., Missouri

Term 1 / year 2

Board Vice Chair¹

"I came to ACA as part of my amends process to myself. This recovery program has literally saved my life.

I am in service to ensure the Message, which was so freely given to me, may be carried to other still-suffering adult children, hurt and lonely, around the world."

Fredrik H., Skåne, Sweden

Term 1 / year 2

Secretary¹

"I do service in ACA because ACA has helped me get a far better life than I have ever had without it. For me, I give back to ACA by providing service!

In addition, it is for me the ultimate opportunity to really live the program. In my opinion, the program consists of The Steps, the Traditions and the Concepts. In service, I need to use all three of these."

Jasmina T., New York/Auckland, New Zealand

Term 1 / year 1

"My recovery truly grows when I do service above group level and this is part of my amends process to myself and others. ACA has endlessly enriched my life and with the guidance from my Higher Power my participation is the key to my harmony."

Justine F., Pennsylvania

Term 1 / year 1

Board Treasurer¹

"ACA saved my life; service saved my recovery. Service at all levels gives me opportunities for growth, challenges me to deepen my program, and keeps me from relapse daily."

Liz C., Connecticut

Term 1 / year 1

Region 5 Representative²

"I am a gratefully recovering adult child. I give service as a token of gratitude for the numerous changes working this program has made in my life: emotionally, physically and spiritually."

Sue V., Ontario, Canada

Term 1 / year 1

"I am a deeply grateful recovering Adult Child. ACA saved my sanity and has gifted me with such inner peace and wholeness. Healthy service has been an important ACA recovery tool deepening my healing in ways and at a speed that I didn't initially expect. It is an honour and a privilege to serve as your trusted servant Trustee on the WSO Board. Thank you."

Tamara P., Minnesota

Term 1 / year 1

"My Higher Power spoke to me at a time when I needed it most, in words that left no doubt that there was an answer to the questions I was asking. The journey would be hard, but if I trusted the program, in the end I would find happiness, loving relationships and peace."

My passion from that first meeting has been to create messaging and resources that will carry the ACA message to the world, so that others who still suffer can also find healing and peace."

¹. Executive Committee member

². For more information about Regional Representatives, turn to the OPPM

The WSO Trustee Commitment to Service

I, _____, agree to perform service in the capacity of a Trustee on the Board of the Adult Children of Alcoholics World Service Organization, Inc. (ACAWSO) for a period not to exceed the maximum allowed term of service. The term of office for this agreement shall commence with the first Annual Business Conference (ABC) after my election to the Board.

As a condition of election as a Trustee of the ACAWSO Board, I am familiar with and agree to comply with and be bound by all of the terms and provisions of the By-Laws, Operating Policy and Procedure Manual (OPPM), and the Twelve Concepts of Service of ACAWSO.

I recognize in this commitment that the true power of our Program rests in the ACA fellowship as expressed in our group conscience. I acknowledge that I am a trusted servant; I do not govern. I shall, to the best of my ability, abide by the word and spirit of the literature of the ACA program, and more specifically The Problem, The Solution, The Twelve Steps of ACA, The Twelve Traditions of ACA, and The Twelve Concepts of Service in ACA, in executing the duties entrusted to me by the fellowship and the ACAWSO Board of Trustees. I agree to continue to participate in ACA meetings and to work on my recovery program.

I am aware that the service structure of ACA is incorporated in the State of California as "Adult Children of Alcoholics World Service Organization, Inc. (ACAWSO)" as a Nonprofit Public Benefit Corporation, and I agree to fulfill and be bound by such laws as required by the State of California in the performance of my duties as a Trustee.

I will be also willing to surrender the position in which I serve and all materials entrusted to me in that position at the request of the ACAWSO Board of Trustees in order to promote unity, to provide an opportunity for others to give service, and to avoid problems of money, property and prestige.

Signature

Date

Print

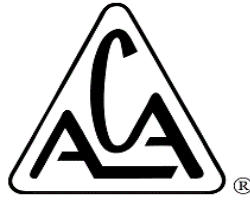


Annual Reports

ACA World Service Organization, Inc.
2021 Annual Business Conference Binder

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Adult Children of Alcoholic and Dysfunctional Families
World Service Organization, Inc.

The 2020 ACA WSO Annual Business Conference Minutes

Held Virtually around the Globe
April 23 – April 24, 2020

Submitted by Jim B, WSO Board Secretary

Chairperson: Mary Jo L. IL
Vice Chair: Greg R. TX 131
Parliamentarian: Annie Florida
Time Keeper: Miles C. Canada
Recording Secretarial Team: Marj F. Canada

Recordings of these proceedings, as well as a copy of the Delegate Binder, are available on the acawso.org website. Throughout this document notations are made to direct the reader to both the binder page for reference and specific locations in the recordings where more detail can be heard.

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Links to Recordings and other Information

2020 ABC Materials

The 2020 Annual Business Conference (ABC) was held virtually online on April 22nd and April 23rd, 2020. The recordings from the ABC are being made available for the fellowship. They can be found on the service website here,

Delegate Binder and Other Delegate information

There is a tremendous number of helpful documents posted on the service website. Thank you to the ABC Committee, Delegate Training Subcommittee and the IT Committee for putting this all together. The set of 2020 delegate material can be found on the service website here, <https://acawso.org/category/abc-2020/> . The delegate binder used during the 2020 ABC can be downloaded at the following link <https://acawso.org/wp-content/uploads/2020/04/The-2020-Delegate-Binder-FINAL.pdf>

2020 ABC Agenda

<https://acawso.org/wp-content/uploads/2020/04/The-Agenda-of-the-2020-ABC.pdf>

Thursday April 22th - Day 1 proposed Agenda

DAY 1 AGENDA	The 2020 Adult Children of Alcoholics, Alcoholic/Dysfunctional Families World Service Organization's <i>first-ever 'Online' Annual Business Conference</i>
	All times EDT (<i>Eastern Daylight Time – North America</i>), Zoom line opens at 8:45am

9:00-9:25 am:

Introduction/Greetings

- Call to order and welcome by WSO Board Chair. Readings and Serenity Prayer.
- Welcome from ABC AWC Committee Chair, including an introduction of the ABC Conference Secretary, and call to ratify the ABC Conference Chair.
- The Conference chair briefly explains the ground rules and explains the process for submitting floor motions. The IT Committee gives tech support reminders.

9:25-9:35 am:

Approval of 2019 ABC Minutes

9:35-10:35 am:

Treasurer and Committee Chair Reports

Treasurer's report will be up to 10 minutes and other reports will be limited to 5 minutes each, including delegate questions. Additional questions may be asked from 10:50-11:30 am.

10:35-10:50 am:

Personal needs break

(Ends with a 5 minute gentleness break at 10:45, led by a designated volunteer.)

10:50-11:30 am:

Open Delegate Q&A

Board and committee chairs. Continued opportunity to ask questions regarding committee reports. If committee-related questions end early, general board Q&A will complete this time block.

11:30-12:15 am:

Meal Break

12:15-12:25 pm:

Reconvene

Refresher on the Ballot Proposal debate process. Reminder of the floor motion process.

12:25-4:00 pm:

Ballot Proposal Discussions.

During a break between ballot measures, at approximately 2 pm, 10 minutes will be designated for a personal needs break and 5 minutes for a gentleness break, led by a designated volunteer.

4:00-4:15 pm:

Official Close of Day 1

Instructions for participation in breakout discussions of tabled ballot measures undergoing possible revisions. Last call for submitting floor motions.

4:25-5:15 pm:

Breakout Discussions

regarding tabled ballot measures; focus on identifying consensus revisions, if possible. All breakout sessions will end at 5:15, with a 10-minute warning provided.

Friday April 23th - Day 2 proposed Agenda

DAY 2 AGENDA	The 2020 Adult Children of Alcoholics, Alcoholic/Dysfunctional Families World Service Organization's first-ever 'Online' Annual Business Conference
	All times EDT (Eastern Daylight Time – North America), Zoom line opens at 8:45am

*Note: the afternoon schedule is subject to revision, as certain segments may end early or run long.
The chair will regularly update delegates, and an online agenda will be updated.*

9:00-9:15 am:	Greetings - Serenity Prayer, ground rules reminder
9:15-9:55 am:	Volunteering - Group discussion of volunteer service at WSO, invitation to serve
9:55-10:35 am:	Special Report and Discussion - about a new Service Manual that is under development (Led by Jim B., chair of the Service Network Committee)
10:35-10:50 am:	Personal needs break (Ends with a 5 minute gentleness break at 10:45, led by a designated volunteer.)
10:50-11:30 am:	Coronavirus discussion - brief Board presentation on issues identified by WSO, followed by delegate discussion and input on fellowship needs.
11:30-12:15 pm:	Meal break
12:15-2:30 pm:	Ballot Proposals, cont. - Complete discussion of ballot measures, WSO motions. On any motions tabled during Day 1, breakout committee participants will report back to delegates on any consensus revisions. Final action by delegates taken at that time.
2:30-2:45 pm:	Personal needs break (Ends with a 5 minute gentleness break at 2:40, led by a designated volunteer.)
2:45-4:00 pm:	Consideration of floor motions , final action on tabled ballot measures <ul style="list-style-type: none"> • Delegate discussion and voting: Which floor motions, if any, are considered time urgent? If more than one time-urgent proposal, which will be discussed first? • Discussion of measures that meet the time-urgency threshold; other measures are referred to WSO Board <p><i>Optional open delegate discussion: if voting is completed before 3 pm, roughly 45 minutes will be set aside for delegate open comments and Board Q&A on emerging fellowship needs. Conference chair may declare a personal needs break before trustee ratification.</i></p>
4:00-4:30 pm:	Board Ratification - by individual acclamation, after brief self-introductions by each trustee.
4:30-5:00 pm:	Closing discussion <ul style="list-style-type: none"> • Invitation to delegates to stay involved • Introduce delegate experience survey • Invitation to participate in 2021 ABC (scheduled for Boca Raton, FL, and online) • Invitation to Virtual AWC April 25, 10 am eastern U.S. to April 26, 12 noon eastern U.S.) • Thanks to all • Closing Serenity prayer

Day 1 – Thursday April 22th Tape 1

Welcome by Charlie H, ratification of Conference Chair Mary Jo L

Opening readings – The Problem was read by Bill B. The solution was read by Suzy from PA. The April 23 Daily Meditation was read by Suzette from Indiana.

Moment of Silence followed by the Serenity Prayer

Presentation of some technical issues for the meeting by Sharon F, WSO IT Chair. Some helpful tips can also be found here, [Participant-Quick-Reference-Sheet.pdf \(acawso.org\)](#)

Approval of the 2019 ABC Minutes from Sweden – Jim B WSO Board Secretary, seconded by Julianne V. 89 In favor – Voting done by Yes/No from Participants Window

Treasurer Report – Please see the Delegate Binder pg. 72 and presentations for full details, <https://acawso.org/wp-content/uploads/2020/04/Treasurer%E2%80%99s-Report-2020-ABC.pdf>

- Question from Sarah O, IG 2 – Asked to clarify 2 buckets shown for 7th tradition, and how some funds from book sales are being used to help fund the committees and fellowship services.
- Kathy CA837– Asked if there are profits associated with shipping. Our shopping cart estimates the exact cost of shipping.

Committee Reports – Please see the Delegate binder for the report details.

- a. Office Report presented by David McB (it's to early for Nick!)
- b. Executive Committee Report by Vice Chair – David McB. DB (Delegate Binder) pg. 96
- c. Literature Committee Presented by Charlie H. DB pg. 98
- d. Finance Committee presented by Bill D, DB pg. 101
- e. ABC/AWC Report, Miles C. DB pg. 109
- f. Ballot Preparation Committee, DB pg. 111
- g. Distribution Center Oversight Committee, Bill D, DB pg. 105
- h. Member Services – Carole C – DB pg. 115
- i. Public Services – David McB – DB pg. 125
- j. Hospitals and Institutions, Rich R – DB pg. 126
- k. Information Technology, Sharon F – DB pg. 127
- l. Operating Procedures and Policy, Mary Jo L, DB pg. 133
- m. Nominating Committee, Greg R, DB pg. 134
- n. Archives Committee – Marcia J, DB pg. 135
- o. Audit Committee – no current Chair, DB pg. 136
- p. European Committee Report, Majbrit M & Fredrik, DB pg. 112
- q. Diversity Adhoc Committee – Jim B, DB pg. 162
- r. Human Resources Adhoc Committee, Rich R, No report
 - HR is a brand-new committee and their main task is the create a Human Resources Handbook for WSO Employees

10 Minute Personal Needs Break

Day 1 – Thursday April 22th Tape 2

5 Minute gentleness Break with Dalia from Israel sharing Experience Strength, and Hope Questions from the floor about the committee reports

- a. Julianne V Indiana IN0097 – Literature Committee Question – Are you considering doing a 12 Steps, 12 Traditions, and 12 Concepts similar to Alanon’s *Paths to Recovery*? Charlie H – This has been discussed but no firm plans yet. No need to wait a year for a proposal, you can join one of the Literature calls to present the idea.
 - b. Kelle TEL0341 – 1) Question about the 7th tradition contributions – where does the money go ? Does this go to Board Members expenses? Bill D - Some expenses for Board members travel is budgeted for, the bulk of member services expenses are comprised of special worker salaries, rent, costs for the ABC, many others. These are all detailed in the published budget. 2) Are the paid workers members of ACA? – Bill D – Some of them are – it is not a requirement. 3) Question on Board member Terms – They can serve up to 3 2-Year Terms. Do they roll over or are they renominated? Greg R – Board members can continue for a 2nd or 3rd term if they desire. All Board Members need to be ratified at each Annual Business Conference.
 - c. Josh IG 626 – 1) Did DCOC slides show units or dollars? Units were shown, we can add more details in the future 2) How is the Diversity of the diversity committee? Jim B - We are meeting virtually and have not asked people for their backgrounds. It is all of our responsibilities to let people know about this committee and to get involved.
 - d. Scott B Texas 0131 – How are we handling COVID-19 with our paid workers, keeping people safe and handling a possible shutdown of the distribution center. David McB – We have enough space in our office with 3 workers to keep them safe, and they do work remotely at times. We have a large portion of sales done from Amazon also that needs less support. Bill D – We need to get more groups doing contributions, and yes 1\$ is not really enough. We are letting people know about the 7th Tradition regularly in the Traveler newsletter and at our monthly Teleconference. We are setting up a Venmo account for WSO and encourage groups to do this also with almost all groups meeting virtually. Charlie H – we have a dedicated session on how WSO and ACA can support each other during COVID-19.
 - e. Brad L – Maryland 00060 – 1) Say a very large increase (97%) in UPS shipping – Can we get Nick to be sure this is correct. David McB – We use multiple shipping companies and have brought them in to ensure we had the best rates. Yes – we can look into your specific orders to see what happened 2) Can the 7th tradition contribution page be made so that contributions be made in dollars, instead of units.
 - f. Sarah O – IG 002 – Asked for clarity on the Finance slides – what is meant by future needs of WSO financial system integrity and what should we share with our groups and members about the 7th tradition? Bill D - As we continue to grow around the globe we need to ensure we capture all of the information correctly in our chart of accounts, Meet GAPP (accounting) standards, and financial reporting requirements. On the 7th tradition, locally in south Florida we are asking groups and members to contribute directly to WSO when their group has covered their prudent reserve and does not have expenses during COVID. Majbrit – Many of the foreign Intergroups need to meet expenses of small print runs and have trouble passing funds onto WSO. This may be the same in other areas.
-

- g. Kathleen CA1312 - The new policy that the literature committee just shared is very similar to one of the Proposals being considered for this ABC. Can the proposal be switched to the new Policy? Mary Jo – Yes – This is a good idea and can be handled when we get to the proposals on the agenda.
 - h. Jim R – Web 0120 – There has been talk of a queue of literature being worked on – where can one see what’s in the queue? Charlie – This is an initiative that has fallen behind. We have a few lists – 1) Literature under development – this is reported on regularly. 2) Literature Evaluation – this needs support 3) we need a complete list of all items also. We hope to have something by July.
 - i. Alex O IG638 Tennessee – Concern about the 3 years back taxes. How are we handling this ? We are proactively addressing this with a number of volunteers. We are using the volunteer amnesty program offered by many states. This helps us avoid any penalties. And we are turning on the tax collection when we can. We expect to be able to get in compliance in 2020.
 - j. Rick H – EC009 – Question on International Scope – what countries are covered? It seems that most people are from the US. Jim B We do not have any reports that show this now, the meeting lists does have a drop down that shows the countries with meetings. Charlie H – We have significant growth internationally and have a Global Members Sub Committee. Our virtual AWC starting this Saturday is called Global Connections and will have meetings circling the globe. Sue V – Is chair of the Global Members from Toronto CA and has a focus on meetings in continents outside north America. There is a long list of countries outside the US who are participating – we are going in the right direction. Majbrit – being from Europe (Denmark) has helped her grow support in there and she hopes to see similar things done elsewhere
 - k. Gloria B – CA1266 – Thank you for your service.
 - l. Anita from Belgium 009 – Thank you for holding this online, I could not attend in Florida, but I can attend online! We are a new group and want to understand how better to get Literature and how to practice the 7th Tradition. Fredrik - please contact me directly and we can discuss this.
 - m. Petra Spain, ESP 002 – Similar question to Anita – We have new meetings and our trying to connect to an Intergroup. The website says there are 2 Spanish IG’s – one appears to have folded, and the other one in Madrid is not responding. Majbrit – All of the European committee email addresses are in the binder and our website is acaawsoec.org. Fredrik – there is not a way to contribute directly to the EC yet. WSO does support transferwise that allows European funds to be collected for the WSO with no exchange costs.
2. Meal Break

Day 1 – Thursday April 22th Tape 3

Return with the ACA Serenity Prayer

Review of the modified Roberts Rules and Parliamentary Procedures that we will be following – these are found on page 19 of the Full Delegate Binder

- a. Step 3 on page 21 has been removed and will not be part of the process. This is based upon feedback from our practice session yesterday.
-

Proposals start on page 166 of the Delegate Binder

Proposal 3 - Issue: The Service Network Committee is asking the ACA Fellowship to adopt the following preamble and have the WSO Literature Committee use it when they feel it is appropriate when updating current literature.

- a. 10 Minutes of discussion – please check the recording for details
- b. Poll with 3 choices A) support the proposal in its current form, B) Do not support the idea of the proposal, or C) support the idea of the proposal with a few modifications before a motion is made
- c. 97 out 110 votes placed – 81% voted for option C – so this is very clear and will be moved to a small group discussion later today

Proposal 10 - Issue: We propose that . . . the WSO create a daily reparenting reader similar in structure to the Strengthening My Recovery (SMR) daily reader. Reparenting tips, meditations, etc. would draw from the forthcoming Loving Parent Guidebook, the Big Red Book, other ACA literature, including new material, and ACA member submissions. The daily reparenting reader will complement the upcoming Loving Parent Guidebook, which helps ACAs learn and apply reparenting tools. The proposed reparenting reader will provide daily inspiration and support us to reparent ourselves with gentleness, humor, love, and respect

- d. 10 Minutes of discussion – please check the recording for details
- e. Poll with 3 choices A) support the proposal in its current form, B) Do not support the idea of the proposal, or C) support the idea of the proposal with a few modifications before a motion is made
- f. Clear Majority for A – looking for a motion – made by Kathy T from CA, Seconded by Liz C from IG 44 - Motion wording is exactly as the proposal issue above.
- g. 10 Minutes to discuss the Motion – please check the recording for details
- h. Vote on the Motion – Yes, No, or Abstain
- i. Clear Majority in Favor
- j. 7 people voted against it and 2 minutes was provided for a minority opinion – None was given
- k. The motion has passed

Proposal 8 - Issue: We propose that . . . Additional Boundary Resources are needed in ACA Guideline materials to assist adult children with establishing healthy and safe boundaries, using BRB and ACA materials. This material can be used as: a chapter, a workbook, an Introduction to Boundaries booklet, a guide for presentations and Group work at ACA meetings or conventions.

- a. 10 Minutes of discussion – please check the recording for details
- b. Poll with 3 choices A) support the proposal in its current form, B) Do not support the idea of the proposal, or C) support the idea of the proposal with a few modifications before a motion is made
- c. There is no clear majority
- d. Yes/No selection from the participant panel to ask if this should be sent to a breakout group – Yes or No
- e. 70 in Favor, 22 Against - no Minority opinion – this will be discussed later today

Proposal 13 - Issue: We propose that . . . The "Alcoholic/Dysfunctional Families" part of the title on the cover of the Big Red Book be moved up to be consistent with the Title Page, Page I. "Adult Children of Alcoholics Alcoholic/Dysfunctional Families". Also that the spine be changed to read "Adult Children of Alcoholics/Dysfunctional Families".

- a. Charlie H presented a recently passed WSO Board motion that should address this issue for ACA Literature
- b. A Yes/No question was made to see if the delegates agree that this proposal does not need to be discussed as it is being addressed already by the Literature Committee.
- c. 87 in Favor of not looking at this proposal today

Proposal 6 - Issue: We propose . . . that WSO create a document regarding the experiences, strength, and hope of members who have faced situations in which individuals or groups have not followed the traditions or principles of ACA. We suggest that this document be published now as a pamphlet and/or online resource and later as a chapter in the next edition of the Big Red Book. We understand that the literature committee oversees ACA-related literature issues, but we believe that this topic is highly relevant and merits fellowship-wide attention and discussion. We note that the Crosstalk pamphlet has some examples of individuals' stories that are directly focused on various dimensions of cross talk. There is another example of the type of stories we have in mind in the current version of the Big Red Book in the section on Tradition 10. We would like to participate with our fellows in expanding this format to other dilemmas that we, as ACA fellows, face but often find difficult to discuss or resolve without the guidance that additional texts might offer. We imagine stories that:

- Address dilemmas related to various traditions or principles;
- Place our common welfare and ACA unity first; and
- Express experience, strength, and hope.

We have included several examples of such stories in the Appendix on the next page (which are not able to be attached to the website survey format)

- a. 10 Minutes of discussion – please check the recording for details
- b. Poll with 3 choices A) support the proposal in its current form, B) Do not support the idea of the proposal, or C) support the idea of the proposal with a few modifications before a motion is made
- c. No clear choice
- d. Yes/No question – Should this go to a Breakout Room?
- e. 72 Yes, 18 No – It will be sent to a breakout room later today

11 Minute personal needs Break

Day 1 – Thursday April 22th Tape 4

5 Minute gentleness Break – Share from Jim R on Service experiences

Recap of Votes so far

- a. Proposal 3 – ACA Preamble - Moved to a breakout session
- b. Proposal 6 – Literature for situations in which individuals or groups have not followed the traditions or principles of ACA - Moved to a breakout session
- c. Proposal 8 – Additional Boundary Resources - Moved to a breakout session
- d. Proposal 10 – Daily Reparenting Reader – Motion Made and Passed
- e. Proposal 13 - The "Alcoholic/Dysfunctional Families" part of the title on the cover of the Big Red Book - Declined to Board's Motion that already addresses this for BRB and other literature

Proposal 9 - Issue: We propose that . . . WSO publish an ACA beginners meeting handbook, much like "A New Hope Beginners Meeting Handbook" currently available at www.ACAhope.com, to provide an introductory ACA program overview that is accessible, digestible and engaging for newcomers and beginners.

- a. Mary Jo asked if she could take some people lower down in the hands raised order if they have not shared yet as a number of people are clicking quick and getting multiple times to speak. 73 to 3 in favor of allowing this.
- b. 10 Minutes of discussion – please check the recording for details
- c. Poll with 3 choices A) support the proposal in its current form, B) Do not support the idea of the proposal, or C) support the idea of the proposal with a few modifications before a motion is made
- d. 64% in Favor of this becoming a Motion – Kathleen S CA 1312, Seconded Justine IG 599
- e. Up to 10 Minutes of discussion on the motion if needed - please check the recording for details
- f. We voted on the Motion – Yes, No, Abstain - 64% in Favor 29% Against – Motion Passes
- g. Minority Option was given 2 minutes to speak
- h. Some people said that they would change their vote – so we revoted on the motion
- i. The new vote is 46% in Favor – 49 % Against – No Further Action on this proposal

Proposal 4 - Issue: We propose that . . . the ACA Copyright Release Form be revised to include a second option, so ACA WSO can be granted permission by anonymous authors or groups to reuse or excerpt their already copyrighted or published materials.

- a. 10 Minutes of discussion – please check the recording for details
 - b. It was noted that the Literature Committee has recently posted a Copyright Release Policy that aims to address these concerns. It is in progress.
 - c. There was some confusion regarding how to proceed – The parliamentarian advises us that we should treat this just as we did the other proposals.
 - d. Poll with 3 choices A) support the proposal in its current form, B) Do not support the idea of the proposal, or C) support the idea of the proposal with a few modifications before a motion is made
 - e. 35% In Favor of a motion, 20% against, 45% wanted to send it to Breakout
 - f. There is no clear majority – asked for a YES/NO vote to move it to a breakout room. 45 Yes, 47 No – This is the end of the Proposal – FYI – The Literature committee is still looking at this.
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We will now break up into 3 Breakout groups

- a. Breakout room 1 – The ACA Preamble – Proposal 3
 - b. Breakout room 2 – Additional Boundaries – Proposal 8
 - c. Breakout room 3 – Tradition Related Issues - Proposal 6
1. Reminder that floor motions can be submitted via email secretary@adultchildren.org by 6PM Eastern today. Please include information about why it is time sensitive.
 2. Closing of the ABC Session with the Traditional Serenity prayer – Breakout rooms will continue to be setup and run.
 3. 5 Minute Break before The Breakout rooms are ready
 4. Breakout Rooms were created met for 50 Minutes and will report back tomorrow with their findings
 5. After the breakout rooms closed – we came back for the ACA Version of the Serenity Prayer
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Day 2 – Friday April 23th Tape 1

Opening with the ACA Serenity Prayer

Reading of the day's Daily Meditation/Affirmation by Marie from Sweden

Reading of the ACA Commitment to Service – Christy From Texas, Betty from Florida, Alexandra from Sweden, and Laura from IG 610

Technology Reminders from Sharon, the IT Committee Chair

Charlie H Session on volunteer service in ACA

1. Charlie is the WSO Board Chair and Chair of the Literature Committee
2. Reference to the ACA Service Network found in the Delegate Binder pg. 35
3. Note that there are many service opportunities in ACA and we need your help
4. Charlie Shared about his service experience
5. Bill D – Board Treasurer shared about his service experience
6. Carole C – Member Services Chair shared on her story and service experience
7. David McB – Board vice chair – shared on his service experience
8. Greg R – Chair of the Nominating committee – shared on his ACA background and the needs of the Nominating Committee
9. Sharon – IT Committee, shared about her service experience starting with Telephone meetings
10. Jim B – Board Secretary – Shared about the Service Network committee and the opportunities to help create ACA Service Material
11. Majbrit – European Committee Chair - shared about her ACA Service experience with the European Committee – Happy ACA Anniversary today Majbrit!!
12. Fredrik – Incoming European Committee Chair – shared about the growth of the European Committee and the need for Country Service Sponsors and Committee members
13. Sue V – Shared about her ACA background and the Global Members Subcommittee

Special Report and Discussion on the ACA Service Manual – Jim B – Chair of the Service Network Committee

- a. Powerpoint presentation and polls
- b. Shares from Marc from the Netherlands, Justine F, Sarah O
- c. Request for feedback from the ABC Floor – 1 minute shares
- d. Sneak peak at some of the Service Manual Chapters – Listen – Learn – Love

Personal Needs Break

Gentleness Break with Fredrik sharing on Service

Mary Jo shared that she noted that the following countries are represented from her informal review (Sweden, Belgium, Canada, Israel, South Africa, Denmark, Spain, Finland, France, UK, India, Germany, Netherlands, Lithuania, and United States)

Coronavirus discussion - brief Board presentation on issues identified by WSO, followed by delegate discussion and input on fellowship needs.

- a. Charlie H - Quick summary of the initial WSO response and what we can expect going forward. Fellowship input to make the decision to have a virtual ABC and AWC
 - b. Sharon F – Summary of the IT and website changes
 - c. Bill D – Some of the impacts on WSO Finances, Hotel Contract, Book Sales and 7th Tradition Impact
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Day 2 – Friday April 23th Tape 2

Coronavirus discussion continued

1. David McB provided an update on the impact on Signal Hill and Amazon
2. Charlie noted that WSO and others are doing more online workshops

Coronavirus discussion – Comments from delegates – Please check the recording

Charlie H encouraged members to continue this discussion on Slack
45 Minute Meal Break

Day 2 – Friday April 23th Tape 3

Report and actions from breakout room 1 – ACA Preamble

1. Results reported by Josh from IG626 – The group had a number of thoughts and comments but did not feel that they had enough time to wordsmith an updated version of the preamble. They agreed to send their feedback to the Service Network Committee and have them continue to work on this. Christopher has notes from the session. They were sent to the WSO secretary.
 2. A motion was made to formalize the suggestion and to have the ABC vote on it. Motion made by Josh from IG626, and seconded by Justine from IG599. Motion: To send proposal 3, the ACA Preamble back to the Service Network Committee for wordsmithing with our workgroup's thoughts.
 3. Vote was conducted with results – 88% in favor – A minority opinion was requested. Marcus noted that this was not a real group consensus since there was no discussion.
 4. The chairperson noted that there was a point of order that was missed, and we should have had a discussion. We will cancel the vote and go back to discussion.
 5. 10 Minutes of discussion
 - a. Petra from Spain noted that she was part of the breakout room and was not able to add additional comments that she has and asked how can she make them now.
 - b. Christopher noted that he was taking the notes and captured comments from the chat window also. He also provided contact details of all of the people that were in the breakout room to the WSO Secretary who can reach out to people to be part of any future wordsmithing.
 - c. Louis B – Suggested the addressing predatory behavior model be followed and that Town Halls be used to collect fellowship wide feedback on the preamble before it is brought back to the ABC.
 - d. Carole from region 2, noted that a number of people at the ABC expressed in joining the Service Network committee to help work on this
 - e. Marcus from IG 646 from California, He was part of the breakout room and voted against sending back to the Service Network Committee and believes it should go to the Literature committee to get a wider range of input.
 - f. Zoe from California 1311 – Agree that fellowship input is needed for the final revision. Noted that a number of European groups use the wording on the home page of the website.
 - g. Josh from IG626, noted that it was encouraged for interested people to join the SNC to help with the wording, and that he agrees that fellowship input is needed and likes the
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idea to follow the model of the Addressing Predatory behavior town halls and would entertain a friendly amendment.

- h. Kathleen from CA1312 – asked what the town halls were like and suggested that the website make this information easily available.
- 6. A point of information was made to clarify that abstain means that you do not have a preference on the motion, or you cannot vote yes or no.
- 7. The chair apologized for doing the earlier vote prematurely and called a new vote on the same motion: To send proposal 3, the ACA Preamble back to the Service Network Committee for wordsmithing with our workgroup’s thoughts
- 8. Results: 85% in favor – Minority opinion – Neal from TEL272 noted that he wanted to make a friendly amendment to include that a town hall be used to collect fellowship wide input. How can he do that?
- 9. It was announced that the motion passed.
- 10. It was noted that we have a number of attendees from outside the US and they may not be familiar with some our idioms and phrases. Please try to avoid using American English Jargon that may not translate easily to non-English languages.

Report and actions from breakout room on Proposal 8, additional boundary resources

- 1. Jim R from Web 0120 – Summarized the activity of breakout room 2
- 2. A motion was presented by Robear from FL173 – We direct the Literature Committee to create and distribute educational resource(s) that assist adult children with establishing healthy safe boundaries. Motion made by Robear, seconded by Tamara P from MN0056
- 3. There was a discussion about handing the s, or no s, or parenthesis.
- 4. 10 Minutes of discussion
 - a. Kathleen from CA1312 - we did agree on S, there was a discussion about encouraging the material be presen
 - b. Bill D- FL 158 – Proposed a friendly amendment to remove the words and distribute since the literature committee does not handle distribution.
 - c. Robear accepted the friendly amendment, Motion: We direct the Literature Committee to create educational resource(s) that assist adult children with establishing healthy safe boundaries.
 - d. Discussion on the amendment –
 - i. Anita from Belgium 0009 – She does not remember the working group discussing distribution, so she is happy with the amendment.
 - ii. Ann from IG644 in New Jersey – Suggested that the wording “and Distribute” was included to ensure that the material would go the next level and it would be used.
 - iii. Ellis from NJ 134 – Reiterated the concerns raised yesterday that we are producing to many different pieces of literature and asked if we could consider adding wording that this work be combined with other literature.
 - iv. Charlie the Chair of the Literature Committee noted the Literature committee has a number of pieces of Literature that any new work done on boundaries could be included in a number of Literature projects.
 - v. Jim R from Web 0120 – It was interesting to be part of the breakout group and see how differently people that about what the word resource meant. It could be a simple listing of existing resources or a new book or booklet, etc.

- vi. Hellen from CA1385 - Specific information on boundaries is needed, we are not sure what format is needed, but the fellowship has been asking for information on boundaries.
- vii. A vote was called on the amendment to the Motion: We direct the Literature Committee to create educational resource(s) that assist adult children with establishing healthy safe boundaries.
- viii. 85% in Favor of the amendment – we started to do a minority opinion and stopped
- ix. There was clarification on what we just voted on – it was the amendment to the motion
- x. It was decided we would now vote on the amended motion
- xi. 90% in favor of the amended motion
- xii. 2 Minutes for the minority opinion on the amendment
 - 1. None
- xiii. The Amended motion passed.

Report and actions from breakout room on Proposal 6, WSO create a document regarding the experiences, strength, and hope of members who have faced situations in which individuals or groups have not followed the traditions or principles of ACA.

- a. Kelle J summarized the activity of the group in the breakout room.
 - b. Kathy T from CA presented a consensus motion from the group, Motion: Create a subcommittee or group (to be determined) to research and develop solution oriented resources via the traditions for the purpose of addressing safety in meetings for the benefit of the entire fellowship.
 - c. Motion made by Kelle from TEL 0341 and seconded by CA837
 - d. 10 Minutes of discussion
 - i. Guy from RI 0014 – was also in the breakout room and noted there was discussion about this being done virtually and that the information be made available for workshops, and groups to use for presentations.
 - ii. Scott from Texas 0131 – was also in the breakout room and noted that this is important and needs to be kept front and center.
 - iii. Brad MD 0060 – also in the group and was in the minority and wanted to hear from the proposal author and thinks the original proposal was broader and it is now only focused on meeting safety. Wanted it to address all group health issues.
 - iv. Jim from WEB 0120 – is surprised that the motion does not look like the original proposal at all.
 - v. Sue from CA 332 – was in the group and would also expand this to help increase the health of the meeting, not just safety. It could be expanded to include more ideas from the original proposal.
 - vi. Christopher From IG651 – Proposed an amendment to say safety between members (not just members)
 - vii. The parliamentarian was asked to clarify how to handle the amendment – Christopher has asked to make an amendment and it would need a second and then we discuss it...
 - viii. Amended Motion from Christopher: Create a subcommittee or group (to be determined) to research and develop solution-oriented resources via the traditions
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for the purpose of addressing safety in ~~meetings~~ **between members** for the benefit of the entire fellowship. It was seconded by Steven B from CA 218

- ix. 5 Minutes discussion on making the amendment
 - 1. Josh W asked about the process for making amendments to amendments.
 - 2. The chair noted that we used breakout rooms to avoid wordsmithing motions during the full ABC. We will entertain one friendly amendment only.
 - 3. Brad from MD 0060 – The amendment does very little for the motion, we have gotten to far away from the proposal about creating best practices to help groups.
 - 4. Duff – UT 029 – referenced BRB tradition 9, pgs. 533-534 and safety committees. pg 534 states that creating a safety committee is a bad idea.
 - 5. Carole Region 2 – We already have a working group on safety.
 - 6. Toni P IL 193 – I am getting confused and frustrated. I think this group is looking for a place to take grievances when a group is not following traditions.
 - 7. We are voting on the amendment now, replacing **in meetings** with **between members**
 - 8. There is no clear majority – so the amendment fails and we go back to the original motion
 - x. We are not entertaining any additional amendments and go back to discussing the original motion made by the breakout room.
 - xi. Steven from CA 218 – Voted against the original proposal but is in favor of this updated motion created by the breakout room that is solution focused.
 - xii. Joanie from Maine 0040 – Does not see stories being referenced in the motion and thinks this was an important part of the original proposal.
 - xiii. Mikkel from Denmark 004 – Was part of the discussion group, the sharing in the group was very broad and expands to many different levels, and they wanted it to be solution focused to provide tools, there was a concern about expanding the BRB too much.
 - xiv. Marica from IL 0237 – We already have a committee that deals with safety, people can join that committee, this motion is not similar to the original proposal.
 - xv. Mary Jo asked if we have a WSO safety committee. Not officially
 - xvi. Kathleen from CA1312 – concurs with Duff and others, that there is need to have this solution focused on traditions. The people behind this motion are mostly outside the united states who are looking for guidance. We can put something online to facilitate this.
 - xvii. Now voting on the motion - Create a subcommittee or group (to be determined) to research and develop solution oriented resources via the traditions for the purpose of addressing safety in meetings for the benefit of the entire fellowship.
 - xviii. 48% in Favor, 45 Against – The motion does not pass – there is no further action at the ABC for this proposal.
5. Polled delegates to see if we should use the next 30 minutes or so on Questions and Answers – the delegates voted in favor.

General Question and Answer session chaired by Charlie H.

- a. Jeanie FL152 – There is a huge need for outreach, we have been approved by the palm beach country jail and recently had an audience of 42 people that were captivated. Can we have more information about outreach efforts and public services ? Can Bill D provide

- a breakdown of 7th tradition Contribution vs Literature sales? And lastly, it has been very rewarding sponsoring someone from Norway this past year, and asked if we can have our literature in Norwegian or Swedish
- b. Dalia from Israel 0007 – 1) the coronavirus situation and phone meetings – Can these all be made available with international numbers. Only having US numbers is very difficult for other countries. 2) asked if someone could share resources that were mentioned – recovery dot com or something and a large facebook group.
 - c. Bill D replied to Jeanie that 7th Traditions was 11% of our income compared to 89% for literature sales
 - d. Sean from Taiwan 0001 – Literature has an astronomical shipping cost to get them here. Can we print them locally? Charlie H replied that we have some programs that can help and to email litchair@acawso.org as we our expanding or distance delivery model
 - e. David McB replied to Jeannie about the jails and other out reach efforts. Contact David or Rich R. David Noted intherooms.com has a number of ACA meetings each week and zoom does have international numbers.
 - f. Miles – noted that jails will often let soft cover Big Red Books in
 - g. Alex from Tennessee IG 638 – HR/Office Manager question – We are concerned about the responsiveness of the WSO office. We recently changed officers at our intergroup and have been trying for 2 weeks with phone calls and emails to have the WSO office help us change our contacts. Our calls went unanswered. We called Bill D and he was able to correct it in 24 Hours. This is not a good way to work needing to know someone to get things done. What is WSO doing to ensure this does not happen in the future?
 - h. David McB – we had a problem with email accounts and some emails were not being received. The same problem with our phones. This helped is find the problem. It was a onetime occurrence, and it has been corrected.
 - i. Alexandra Sweden 0163 – Liked that we recognized that we need to hear from a wider range of people here and not just the people that click on the computer the quickest. Can we make this part of our modified Roberts rules of order?
 - j. Maria Sweden 023 – Concerned about how we reach out to Newcomers as we have more online meetings. How can we let people know about the orio
 - k. Josh IG 626 – Asked for the board perspective on Meeting Safety, Traditions and Concepts. There are a number of different areas things appear to be happening on this – going back to the Addressing Predatory behavior report.
 - l. Charlie H – Yes there are a number of activities inside and outside the board and we expect this to continue.rewpli
 - m. Marie from Sweden 063 – Thanked everyone and is overwhelmed how much amazing work was done to make this happen. So grateful to be part of ACA.
 - n. Sona from Finland 0053 – Also so grateful – request when developing new literature material that we do not use idioms and phrases that are difficult to translate.
 - o. Sarah IG 002 - Echo the big thank you – question about process – what is the best way to have ideas considered for new Literature, Ballot Proposal or Literature committee request ?
 - p. Charlie H – either way is fine, contacting litchair@acawso.org can be done at anytime. We are in the process of doing online submissions also. The process is not quick as we would like, we need more volunteers and do quarterly meetings. We plan to move toward review editions of literature out quicker and get feedback
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- q. Laura K – IG 610 from San Francisco Bay Area – feedback on reaching out to newcomers during zoom meetings. She has connected with a newcomer in Atlanta. It was as simple as a section in the meeting script that asks for people that need sponsors and that are willing to sponsor.
 - r. Larry from California IG 584 – Public outreach can be done to dually diagnosed treatment centers, quarterly appeals online, Promise 7 meetings, reaching out to newcomers – website is lacking, rotation of leadership, getting some WSO members to speak at our speaker meetings
 - s. Justine IG 599 from PA – Free Conference call has an app and calls can be made without having international calls.
 - t. Toni from IL 193 – Newcomer information is available as Ready Set Go, many sessions are offered on phone and zoom. Please contact me on slack. We will help you anywhere in the world. Look for our fliers the slack and traveler.
 - u. Mikkel from Denmark 0004 – Thank you. Denmark also uses step study groups to help bring people together. He has a format that he can share with you.
 - v. Rick from DC 009 – This is my first time as a delegate – just like my home meetings this has been a refreshing experience with people of integrity, honest and dedicated and a safe place, thank you.
 - w. Any additional questions or comments – please share them on slack or reach out to any of the committee chairs or email contacts listed in the service network section of the delegate binder.
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Day 2 – Friday April 23th Tape 4

Gentleness break with Veronica from Switzerland – EC Treasurer for WSO in Europe

Consideration of Floor Motions – Motions Submitted

Motion: (Brad L MD0060)

I move that a single representative from the group that put forth a ballot on the ABC agenda be given the opportunity to speak to their motion for 2 minutes before the first 10 minute discussion begins.

This is timely because if it had to wait for a ballot in 2021 then it would not be able to be enacted until the 2022 convention.

Reasoning: Hearing from the author often communicates important information that may not be in the written ballot.

Motion: (CO0092 Andy D)

I would like to propose a floor motion: That the literature committee become involved in the intent of Proposals 6, 8 and 9 and issue an opinion as to what their recommendation would be regarding the intent of these 3 proposals and what their opinion would be regarding how to proceed in the bigger picture of literature for ACA. It is clear that the delegates did agree with the intent of these 3 proposals, but did not agree on the best method to proceed with implementation on these 3 proposals (including Proposal 9 where the intent was positive but the process caused the proposal to be killed). This is timely because it will be a better solution to how to proceed with these 3 proposals without having to resolve all issues immediately.

Motion: (Tamara P MN IG 56)

We propose that we direct the literature committee to create and distribute educational resource(s) that assist adult children with establishing healthy and safe boundaries.

Motion: (Josh W IG626)

Motion to create a committee to address fellowship safety for the immediate and continued purpose of providing guidance and resources to meetings transitioning between in-person and virtual meetings and addressing fellowship safety issues within all formats and venues during the current coronavirus pandemic and thereafter.

Background (Reasoning and Time-sensitivity):

There is an immediate need for such an effort, in that -- due to coronavirus and the surge in meetings going online -- safety issues have quickly arisen (and are still "live") from "Zoom-bombing" and other questions and challenges around meeting protocol and safety guidelines when going online.

In the longer term, this committee could then transition to address fellowship safety issues that occur in all formats and venues, but are especially pronounced in online/phone formats, such as disruptive, domineering, and even predatory behavior.

Motion: (Jeannie T FL 152)

I would like to make a motion that World Service create an ACA Safety Document. As a result of my service on the Addressing Predatory Committee and subsequent Town Hall meetings it is clear that a more broad document be approved that encompasses other issues of ACA Community Safety such as aggression, boundaries, slander and promotion, etc. I would like to make a motion that World Service address the need for an ACA Safety Document.

ACA Community Safety Guidelines

Adult Children of Alcoholics (ACA)/Dysfunctional Families is a Twelve Step, Twelve Tradition program of people who grew up in homes where dysfunction took place. The ACA Community strives to offer fellow travelers an opportunity to share their experiences in a safe non-judgmental environment where members explore and grieve their pasts and also discover subsequent patterns of behavior and belief systems. Because of the deep level of self-expression that takes place within our meetings and communities it is important that a compassionate and caring environment be maintained that ensures continued healing for members and also contributes to the hope of carrying ACA's important and extraordinary message to those who still suffer. Because of this, a strong commitment to meeting and community safety is necessary. The issues related to Meeting Safety addressed herein encompass guidelines for the ACA community. All members of ACA understand that our meetings, service structures, and ACA events are comprised of fallible fellow travelers who are on paths of growth and change, and we work within a framework of our common humanity that restrains from judgment and adheres to compassion. "Whatever your problems, we have had them, too." This flyer can be given to members when deemed necessary. Please note that the information provided here are guidelines and each group is autonomous.

By maintaining a proactive approach to safety, the ACA community is less vulnerable to the likelihood of recreating dysfunction, abuse and secrecy, and instead contributes to healing. Experience has also shown that if groups and Inter-groups do not take action regarding safety issues what can result is collusion and private discussion which leads to slander/gossip. Gossip of any kind within the ACA community is discouraged. It is healthier to address issues directly and professionally. Additionally, non profits are not exempt from lawsuits. Personal recovery depends upon ACA unity.

Guidelines For Member Action - If members find themselves uncomfortable regarding the actions of another member (before, during or after the meeting), or at ACA functions, please speak up. These reports will be heard and respected. Not doing so replicates family dysfunction. There are trusted members within most groups. Attendance and discussion at business meetings is the first option. If group members receive a report of potentially predatory behavior or of aggressive or other inappropriate behavior, they are strongly encouraged to treat this as a serious group safety matter. It is important that the family dynamic of secrecy or avoidance not be replicated. Groups are encouraged to seek assistance from their intergroup, region, or the ACA WSO if needed. While this form of direct response may feel uncomfortable, identifying inappropriate behavior is important so that the group may address it, and this preserves a safe, healing environment for all. Anonymity is not a shield from surfacing misconduct. If someone may have broken the law or endangered the safety of another, it does not violate ACA Traditions to contact the proper authorities. It is, in fact, recommended. Also, when it is deemed appropriate - suggestions can be made regarding additional professional help or recommendations to other 12 Step Programs.

victimized often become victimizers themselves and the term perpetrator has relevance. It is important that ACA communities stand strongly against sexual predatory behavior. A checklist is presently being developed within The Literature Committee discussing how to determine personal predatory behavior.

Experience has shown that perpetrators are able to detect and take advantage of those who have not yet learned to trust their instincts nor learned fully how to set healthy boundaries, and this puts members (and especially newcomers) at risk. Additionally, in some cases, it takes time before ACA's are fully aware of what constitutes inappropriate behavior. As healthier relationships are practiced in ACA, members are mindful of their motivation to connect with the other members and especially newcomers. It is important that the members maintain awareness of the possibility of the fellowship being used to manipulatively solicit sexual encounters, romance, psychological dependence, financial gains or to establish any unhealthy dependencies. Members strengthen boundaries as growth is achieved in the program. A World Service Team is presently developing an excellent "Addressing Predatory Behavior" tent card as an additional piece of literature.

The WSO Committee will also be in continued discussion on meeting safety and will continue to establish guidelines on this important subject as fellowship consciousness grows. Within the world structure we are pioneers of new thinking. Your voice is important and proposals for change and growth are always welcome. Know also that there will always be respect for the minority opinion.

Persistence and patience are our landmarks.

We suggest that this document be placed in a prominent place during meetings, so that all members, especially newcomers, have easy access to read it. Adultchildren.org.

Review of floor motions to see if they are time sensitive

- a. Brad L MD0060 - I move that a single representative from the group that put forth a ballot on the ABC agenda be given the opportunity to speak to their motion for 2 minutes before the first 10-minute discussion begins. Vote was 46 to 39 and will not be entertained today. It will be referred to the WSO to look at so it may still be acted upon.
- b. Andy D – CO0092 - That the literature committee become involved in the intent of Proposals 6, 8 and 9 and issue an opinion as to what their recommendation would be regarding the intent of these 3 proposals and what their opinion would be regarding how to proceed in the bigger picture of literature for ACA. This cannot be considered as a floor motion as they can cover existing proposals.
- c. Tamara P MN IG 56 - We propose that we direct the literature committee to create and distribute educational resource(s) that assist adult children with establishing healthy and safe boundaries. This was similar to a proposal on the ballot already and will not be considered as a floor motion
- d. Josh W IG626 - Motion to create a committee to address fellowship safety for the immediate and continued purpose of providing guidance and resources to meetings transitioning between in-person and virtual meetings and addressing fellowship safety issues within all formats and venues during the current coronavirus pandemic and thereafter. Vote to be time sensitive – 89 voted – 62 YES – 27 No – this passes and will be discussed.
- e. Jeannie T FL152 I would like to make a motion that World Service create an ACA Safety Document. As a result of my service on the Addressing Predatory Committee and subsequent Town Hall meetings it is clear that a more broad document be approved that encompasses other issues of ACA Community Safety such as aggression, boundaries, slander and promotion, etc. I would like to make a motion that World Service address the need for an ACA Safety Document. Vote for Time sensitivity – 63 no – 22 Yes. This will be referred to the Board.

Discussion and Vote on Time Sensitive Floor Motion(s) – only 1

1. Josh W IG626, Seconded by Korry CAN0367, Motion to create a committee to address fellowship safety for the immediate and continued purpose of providing guidance and resources to meetings transitioning between in-person and virtual meetings and addressing fellowship safety issues within all formats and venues during the current coronavirus pandemic and thereafter.
 2. 10 Minutes of discussion
 - a. Neal from Tel272 – Supports the motion – Experience on the phone bridge – he gets many questions on how to handle meeting safety. It is important to share best practices
 - b. Carole from Region 2 – Who is going to create the committee – is it a subcommittee? this needs to be specified in the motion – it is to broad right now.
 - c. Robear form FL173 – This will be useful – sharing zoom parameters – different size rooms – there is lots complexity
 - d. Kelle Tel 0341 – asks for clarification of the motion – appears to focus on zoom meetings
 - e. Betty – FL125 – 100% agree – The meetings I go to need an invitation and I know they are safe
-

- f. Lisa NY098 – This appears to be repetitive – It is a groups responsibility to follow the traditions, not sure how another document will help keep us safe
 - g. Korry CA 367 – Keeps thinking of the newcomer – We are a fast growing fellowship with many newcomers, adult children want to do it the right way – how to carry the message to newcomers in zoom meetings.
 - h. Tamara MN 0056 – Does not feel this is something that WSO should follow – this is a problem being addressed by other identifies – The ACA Bill of rights says we do not need to solve all of the problems.
 - i. Christopher IG651 from LI – other programs have already put out other technical suggestions for meetings in the pandemic. We can encourage members to get information on their own –
 - j. Josh IG626 – I made the motion in consultation with others and part of the APB – we considered expanding our scope, logistical considerations of subcommittee or not – When coronavirus hit it seemed to be broader
 - k. Mikkel Denmark 004 – Supportive of this so that all meetings do not need to reinvent the wheel – reminder that Zoom is an outside entity and we consider framing this more generally, and we need to consider anonymity and data privacy.
3. Vote on the floor motion – 67% in favor of the motion – It passes
 4. Minority opinion for 2 minutes
 - a. Silani from MD 040 – There is lots of guidance in the Big Red Book – Some meetings are very structured and do not need this, others without boundaries appear to need it more.
 - b. Vera from NY 084 – not sure why we keep going over this. If a meeting does not have string boundaries, the issue is with the meeting. The meeting and its members need to address it.
 - c. Carole Region 2 - I think this needs to be amended it is to broad – who is going to do this – what committee or working group.
 5. Some people said they changed their vote from Yes to No so a revote was done. 61% in favor so it still passes
 6. The motion passed and will be sent to the board for implementation
 7. Brad presented a Point of Information/Order that his floor motion was not fully presented to be considered time sensitive. It was paraphrased according to Brad.
 - a. Mary Jo read the information from the Floor motion, “This is timely because if it had to wait for a ballot in 2021 then it would not be able to be enacted until the 2022 convention.”
 - b. There was discussion if we needed to revote on the time sensitivity. It was not clear how to proceed.
 - c. A decision was made to stand with the original vote. The floor motion was on the screen for everyone to read. It will also be presented to the board and committees for consideration.

Short Personal Break for 10 Minutes

Playing of the ACA Bill of Rights from the Literature Committee

Ratification of Committee Chairs

Ratification of Committee Chairs has not always been done – but is in the OPPM.

1. Literature – Charlie H
2. Finance – Bill D
3. Distribution Center Oversight – Bill D
4. ABC -AWC – Erin D
5. Ballot Preparation – Mary Jo
6. European Committee –Fredrik
7. Member Services – Carole C
8. Public Services – Miles
9. Hospitals and Institutions – Rich R
10. Information Technology – Sharon F
11. Service Network – Jim B
12. Operating Policy and Procedures Manual – Mary Jo
13. Nominating Committee – Greg R
14. Archives – Marcia J 15. Audit – None
16. Diversity - Jim B
17. Human Resources Ad Hoc – Rich R

There were concerns raised about security about voting, and some confusion around who was in the Public Services, and ABC-AWC Chair positions.

The ABC Chair decided to forego the Committee Chair Ratification at this time.

Board Ratification

- Carole C - Is leaving the board after completing her term of service
- Majbrit - Is leaving the board after completing her term of service
- Charlie H – Standing for another year on the board – Served 3 1/2 years so far - Ratified
- David McB - Standing for another year on the board – Served 3 Years so far - Ratified
- Bill D - Standing for another year on the board – Served 4 Years so far – Ratified
- Jim B - - Standing for another year on the board – Served 3 Years so far - Ratified
- Erin D - Standing for another year on the board – Served 1 Year so far - Ratified
- Miles C - Standing for another year on the board – Served 2 Years so far - Ratified
- Rich R - Standing for another year on the board – Served 1 Year so far - Ratified
- Sharon F – Starting her first full year on the board – Ratified

Closing Discussion

1. Invitation to delegates to stay involved
 2. Survey information shared – please give us feedback so we can improve the process
 3. Invitation to Virtual AWC April 25, 10 am eastern U.S. to April 26, 12 noon eastern U.S.
 4. Thanks to all – Our best attended ABC so far – join us at the Monthly WSO telecon
 5. Miles thanked Mary Jo for chairing, Annie for being Parliamentarian, and Marj as backup secretary
 6. Closing Serenity Prayer in different languages
-

ACA WSO Treasurer's Report to the 2021 Annual Business Conference

Bill D., Treasurer

Hello family, my name is Bill D. and I am an Adult Child. I have had the distinct honor to serve as the Treasurer on your Board of Trustees of the ACA World Service Organization for all but about five months of the last four years. This ABC marks the end of my term limit to serve in this position. Therefore today is the last time I will be giving the ACA WSO Treasurer's report.

I am in awe over where we came from and what we created for WSO's financial future. In addition to submitting this written report to the board and delegates, I will present slides that will better help illustrate the financial position of WSO.

I am pleased to report that WSO has met all our financial obligations in a timely manner again this year. We are continuing to invest in literature development around the world because it is important for the members coming to ACA from so many different countries to have the literature in the language their inner child understands. Having said that, I would like to mention we still rely on our book sales to meet much of our organization's growing needs. While your contributions this past year were the highest ever received in ACA's 43 year history, we also had more expenses to offset that income. WSO is a robust growing organization and as such needs to hire professionals to take on the massive workload the volunteer board members have been providing for years.

The 2020 financial statements are presented herewith for your information. Please bear in mind these are not the audited financial statements and may be subject to revision at a later date by our accountants.

2020 Balance Sheet

- ACA WSO ended the year with Total Cash of \$449,739 which reflects an increase of cash of \$34k from the prior year's ending cash balance of \$415,478.
- Our Inventory Assets are \$220,048 showing an increase of \$63,352 over the prior year. Because sales are so brisk we have had to order larger quantities of books at a time so our inventory assets grow accordingly.
- Combining the Cash and Inventory Assets along with other smaller miscellaneous assets (Prepays and Receivables) for the period gives WSO's Total Current Assets a total of \$693,677 which reflects an increase over last year of \$90k.
- Fixed Assets include office furniture, equipment, and intangible assets such as the website, software, and legal instruments like copyrights and trademarks. WSO's Net Fixed Assets decreased by \$15,535 to \$61,474 due to depreciation recorded during the year.
- Current and Fixed assets added together left WSO with Total Assets of \$755,151. This represents about a 11% increase from the previous year primarily due to increased cash and inventory.
- Our Total Liabilities decreased by \$45,431 compared to the prior year. Accounts Payable was higher in 2020 by \$38,688 due to a payment due on book purchases. The prior year included an \$84k liability representing three years of Sales Tax on book sales where we had a liability but had not paid. During the year we were alerted to a change in the tax law which occurred in 2018, and therefore we entered Voluntary Disclosure Agreements in states where applicable.

All back taxes have been calculated and paid during the year 2020, and therefore the liability is zero at this time.

- Total Liabilities and Equity amount to \$755,151.

2020 Profit & Loss Statement

- Total Income for 2020 before expenses was \$1,285,286.
- This is a 6.8% increase over the previous year's income of \$1,203,805.
- The Cost of Goods Sold (COGS) totaled \$727,843 which was an increase of 67,170 over 2019.
- We had combined payroll & payroll administration expenses of \$239,169 for 6 special workers.
- WSO's total expenses were \$437,146 compared to \$548,433 last year, resulting in a decrease of \$111.2K. This is primarily due to the \$84,000 for the back taxes in expenses last year, and that there was no travel during 2020 due to the pandemic.
- That left our organization with a net income of \$120,297 for the year, which was a huge increase from the net loss of \$5,301 in the prior year.

2020 7th Tradition Contributions

For a 12 Step organization like ACA, money is a spiritual tool. Our 7th Tradition reminds us "We are self-supporting through our own contributions". It is a sign of emotional and spiritual maturity when we as recovering adult children can take care of our world-wide service organization.

As your Treasurer, I can assure you WSO appreciates and puts to good use every dollar it receives from members, groups and intergroups. We could not do the work that we do without that crucial financial support.

WSO income from books and literature accounted for 86% of our total income for the year while the 7th Tradition contributions compromised only 14% of our total income for the year. Hopefully that percentage will increase in the years to come as more members and groups are added. We have implemented an enhanced software which will make it easier to donate, capture bank fees for contribution transactions, and facilitate recurring contributions.

The 7th Tradition Contributions for 2020 were \$184,124. This was a 42% increase over the \$129,603 that WSO received in 2019. The annual 7th Tradition report is included in this report and details the contributions for all 12 months totaled by month.

More information about the 7th Tradition Contributions can be found on the WSO website repository here: <https://acawso.org/category/7th-tradition-contributions/>

In Addition to Chairing the Finance Committee these are the Treasurer Activities and Tasks-Completed in 2020

- Fulfilled the Treasurer's fiduciary responsibilities to the fellowship by accurately reporting all expenses and income for the organization.
- Reviewed and approved requests for all payments from WSO bank accounts.
- Monitored and managed funds in all financial accounts held at Bank of America and Chase, as well as accounts held with PayPal, Amazon, Venmo, Transferwise, and Stripe.

- With the help of the Finance Committee presented a mid-year budget evaluation and variance report for use by the WSO Board during its fall strategic planning meeting.
- With the assistance of our external accountants, financial controller, office staff, and fellow board members, completed an internal project to improve inventory processes and controls over inventory management removing the final material weakness cited in our most recent audit.

Looking to the Future: In closing I would like to thank the members, groups, and other ACA service bodies for your support and trust in allowing me to serve WSO ACA in this very important capacity. I am grateful that we have laid the groundwork to ensure that WSO has the appropriate systems and procedures in place to allow ACA to continue to grow without collapsing our financial accounting systems. I leave the job knowing the accounting system we built is running efficiently and is capable of maintaining WSO's worldwide book publishing and 12 Step fellowship services for several years to come.

In closing I want to acknowledge the people who worked hard behind the scenes to make the tremendous job of WSO Treasurer manageable for me as a volunteer. My fellow board members for your engagement in the financial arena and having the trust that a financial controller was the next right employee to add to the organization. Our accounting services providers who have worked very hard to help us adapt and have kept up with the demanding accounting needs of a rapidly growing organization. WSO is an organization that went from \$265,519 in total assets in 2013 to almost triple that amount at \$755,151 in 2020. An increase of 184% just 7 years later.

Lastly, I want to thank our part-time finance professionals, Lucia S. our recently hired Financial Controller and Gloria D., our bookkeeping special worker. They make the system run smooth and efficient. Lucia joined the WSO staff this year and Gloria has been with WSO for almost 13 years from the days before the organization had more than a small office and was fulfilling literature orders out of someone's garage.

It takes a team and I want you to know you have one of the best teams I have ever worked with. You also have a new treasurer-elect, Justine F., whom I am sure will do a stellar job for WSO and the fellowship. So I will say are there any questions from the board or delegates as your treasurer for the final time and wish only the best for WSO and ACA.

May we all find our Inner Loving Parent through ACA!

In loving service,

Bill D., Florida

Treasurer

Chair, Finance Committee

WSO Website – Repository URL of Treasurer reports

<https://acawso.org/category/treasurer-reports/>

Contact information: treasurer@adultchildren.org

billd.trustee@acawso.org after the ABC

Financial Statements and 7th Tradition Report

BALANCE SHEET

As of December 31, 2020

	<u>Dec 31, 20</u>	<u>Dec 31, 19</u>
ASSETS		
Current Assets		
Checking/Savings		
1000 · Cash & Cash Equivalents	449,738.54	415,478.38
Total Checking/Savings	<u>449,738.54</u>	<u>415,478.38</u>
Accounts Receivable		
1300 · Customer Receivable	788.18	1,285.18
Total Accounts Receivable	<u>788.18</u>	<u>1,285.18</u>
Other Current Assets		
1310 · Other Receivables	253.00	0.00
1318 · AMZ US-Shopp'g cart receivable	0.00	10,498.73
1318.2 · AMZ CA-Shopp'g cart receivable	0.00	243.70
1318.1 · AMZ UK-Shopp'g cart receivable	0.00	372.44
1320 · SHOPIFY-Shopp'g cart receivable	3,293.59	8,305.00
1330 · Interest Receivable	2,520.00	1,459.87
1350 · Prepaid Expenses	37,035.05	28,935.49
1400 · Inventory Asset	200,048.25	136,696.51
Total Other Current Assets	<u>243,149.89</u>	<u>186,511.74</u>
Total Current Assets	<u>693,676.61</u>	<u>603,275.30</u>
Fixed Assets		
1800 · Fixed Assets	61,473.97	77,008.81
Total Fixed Assets	<u>61,473.97</u>	<u>77,008.81</u>
TOTAL ASSETS	<u><u>755,150.58</u></u>	<u><u>680,284.11</u></u>
LIABILITIES & EQUITY		
Liabilities		
Current Liabilities		
Accounts Payable		
2000 · Accounts Payable	44,711.89	6,023.86
Total Accounts Payable	<u>44,711.89</u>	<u>6,023.86</u>
Credit Cards		
2011 · Bank of America-Corp Card #1794	3,859.95	5,802.34
Total Credit Cards	<u>3,859.95</u>	<u>5,802.34</u>
Other Current Liabilities		
2100 · Payroll Liabilities	10,139.79	7,032.56

2120 - Sales Tax Payable	6,308.09	7,211.36
2121 - Accrued Sales Tax Payable- VDAs	0.00	84,000.00
2200 - Accrued Liabilities	<u>5,500.00</u>	<u>5,880.30</u>
Total Other Current Liabilities	<u>21,947.88</u>	<u>104,124.22</u>
Total Current Liabilities	<u>70,519.72</u>	<u>115,950.42</u>
Total Liabilities	70,519.72	115,950.42
Equity		
32000 - Unrestricted Net Assets..	564,333.69	569,634.58
Net Income	<u>120,297.17</u>	<u>-5,300.89</u>
Total Equity	<u>684,630.86</u>	<u>564,333.69</u>
TOTAL LIABILITIES & EQUITY	<u>755,150.58</u>	<u>680,284.11</u>

PROFIT & LOSS

January through December 2020

	<u>Jan - Dec 20</u>	<u>Jan - Dec 19</u>
Ordinary Income/Expense		
Income		
4010 · Shopify Revenue	492,983.62	570,763.70
4030 · Amazon Revenue	554,250.40	448,803.47
4050 · Barnes & Noble Revenue	1,043.58	947.54
4060 · Audible Revenue	24,099.99	23,177.00
4070 · Royalty Contract Revenue	11,785.16	14.00
4080 · 7th Traditions Contributions	184,124.12	129,603.13
4100 · Consignment		789.00
4150 · European Sales		26,652.88
4200 · Other Revenue	16,998.78	3,054.54
Total Income	<u>1,285,285.65</u>	<u>1,203,805.26</u>
Cost of Goods Sold		
Cost		
5000 · Shopify-Cost of Goods Sold	344,898.05	336,591.09
5050 · Amazon COGS	382,944.85	313,141.65
5100 · Consignment COGS		880.91
5560 · European Sales-COGS		10,059.68
Total COGS	<u>727,842.90</u>	<u>660,673.33</u>
Gross Profit	557,442.75	543,131.93
Expense		
Uncategorized Expenses		
6010 · Payroll Expense	120,615.26	118,389.47
6030 · Payroll Taxes	9,690.60	97,610.63
6050 · Travel & Mileage Expense	7,841.37	59,626.07
6054 · Contractors	20,591.33	195.00
6057 · Events	2,758.79	18,100.60
6060 · Conference & Conventions		
6070 · Program Initiatives	3,247.93	9,770.99
6080 · Professional Fees	120,198.58	95,575.32
6090 · Technology IT Support	28,216.43	29,478.67
6100 · License & Permits	101.19	235.00
6110 · Insurance Expense	2,544.39	3,929.75
6120 · Rent Expense	43,287.20	37,034.92
6130 · Utilities Expense	6,062.27	4,967.78
6140 · Office Expense	5,088.82	26,122.74
6150 · Dues and Subscriptions	3,131.02	2,330.22
6160 · Repairs & Maintenance		942.13

6170 · Books & Publication Expense		
6180 · Warehouse Supplies	11,216.80	4,915.65
6190 · Tax Expense	9,971.12	4,959.74
6200 · Bank & Merchant Fees	19,620.39	16,462.96
6210 · Depreciation & Amortization	17,529.00	17,641.00
6400 · Other Expense	764.64	
6500 · Bad Debt Expense		144.18
9999 · Suspense	4,668.45	
Total Expense	<u>437,145.58</u>	<u>548,432.82</u>
Net Ordinary Income	120,297.17	-5,300.89
Other Income/Expense		
Other Expense		
Intergroup Discount Sales		
Total Other Expense		
Net Other Income		
Net Income	<u><u>120,297.17</u></u>	<u><u>-5,300.89*</u></u>

**After deducting approximately \$84,000 for back sales taxes for 2019 and prior that were paid after December 31, 2020.*

BE Ready Set Go								5					5
Belgium Anonymous		10											10
C0384							2						2
CA Anonymous							703			93			796
CA 1322											15		15
CA Anonymous	295	485	1040	480	899	487	35	2272	1672	697	867	1687	10916
CA Zoom									131	3			134
CA012 Torrance, CA			60										60
CA0344								5					5
CA0384							2						2
CA066							100						100
CA1010								5					5
CA1010 San Anselmo, CA					10								10
CA1012												60	60
CA1013								18					18
CA1019									10	39			49
CA1020 Oakland, CA		80	100										180
CA1025							53			53			106
CA1025 Riverside, CA						60							60
CA1030												30	30
CA1031									90				90
CA1040 Mission Viejo, CA			15										15
CA1042												228	228
CA1042-Zoom Riverside, CA						100							100
CA1045 West Los Angeles, CA	25												25
CA1047 Walnut Creek, CA			100	4	2	5							111
CA1057											150		150
CA1064 Fresno, CA				5									5
CA1089												126	126
CA1090								10					10
CA1091 San Francisco							100						100
CA1092												24	24
CA1092 Berkeley, CA	30												30
CA1093 Hollywood, CA					5								5
CA1094 Santa Barbara, CA		148											148
CA1106 North Hollywood, CA			20										20
CA1107								100					100
CA1111									92				92
CA1125 Mission Viejo, CA		28											28
CA1144 Reseda, CA					80								80
CA1146									33				33
CA1148					245						20		265

CA1156											75		75
CA1161							20						20
CA1162						30	1			4	2	62	99
CA1168		165		10									175
CA1169			127	60		20			20				227
CA1170				600		2							602
CA1178 Los Gatos, CA					60								60
CA1185		3	1	5	2	4		6	11		16	15	64
CA1193								1					1
CA1206							10	10		10			30
CA121 Glendale, CA						3							3
CA121-Zoom Glendale, CA					5								5
CA1210			100					50					150
CA1214								52					52
CA1218											25		25
CA1218 Fremont, CA	72		22										94
CA1224 Los Angeles, CA	160												160
CA1231												20	20
CA1246 San Rafael, CA						62							62
CA1254 Sebastopol, CA	200												200
CA1261			1										1
CA1262		3		5	2	4		6	11		16	15	63
CA1263	80						200	10	2	103		105	500
CA1264				175			50				200		425
CA1265			15			100		50					165
CA1267					20						30	30	80
CA1268									33				33
CA1269									33				33
CA1272										25			25
CA1276												7	7
CA1277	150			100									250
CA1281		3	1	5	2	4		6	11		16	15	64
CA1283			36				21		10				67
CA1312										2			2
CA1312 -Telephone Cottonwood, CA			20										20
CA1314											75		75
CA1321										40	4		44
CA1322			4	5		30		60			105		204
CA1324								60					60
CA1325 Sebastopol, CA			316										316
CA1329 Rocklin, CA			300										300
CA1331								50					50

CA1338								265					265
CA1340												60	60
CA1340 Pasadena, CA		81											81
CA1345 San Francisco, CA				12									12
CA1354 San Jose, CA			50										50
CA1358								12				100	112
CA1367								100					100
CA1367 Napa, CA	100												100
CA1371 Scotts Valley, CA	40												40
CA1371 Scotts Valley, CA			120										120
CA1381											9		9
CA1385 Laguna Hills, CA	25												25
CA1385 Zoom Laguna Hills, CA				10									10
CA1386		3	1	5	2	4		6	11		16	15	64
CA1387		3	1	5	2	4			11		16	15	58
CA1388		3	1	5	2	4		6	11		16	15	64
CA1389		3	1	5	2	4		6	11		16	15	64
CA1392		3	1	5	2	4		6	11		16	15	64
CA1400								3					3
CA1402				10			20					28	58
CA1404									69	20	100		189
CA1406								5					5
CA1419 Gualala, CA						45							45
CA142					15		15						30
CA1421							76						76
CA1427		3	1	5	2	4		6	11		16	15	64
CA1428		3	1	5	2	4		6	11		16	15	64
CA1429		3	1	5	3	4		6	11		16	15	64
CA1434										40			40
CA1435				15	15	22	20	40		20	25	21	178
CA1445									35				35
CA1449											101		101
CA1460											40		40
CA164						64				200			264
CA1731												50	50
CA193 Encinitas, CA		85											85
CA218							234	10					244
CA322 Santa Rosa, CA						10							10
CA428												88	88
CA428 Norwalk, CA				112									112
CA612							40	55	97	77	50	42	361
CA612-Zoom Berkeley, CA			30	15	90	20	5						160

CO035										100		100
CO035 Loveland, CO			50									50
CO043 Conifer, CO	146											146
CO045								11			22	33
CO045 Boulder, CO	420		60		15							495
CO046 Denver, CO		274			180							454
CO049									30	30	16	76
CO049 Denver, CO			125									125
CT Anonymous			100		10		25				16	151
CT0124 Norwich, CT	25											25
CT0127										50		50
CT0127 South Windsor, CT	35											35
CT0128											50	50
CT0128 Milford, CT	20											20
CT051								150			80	230
CT051 Marlborough, CT					50							50
CT057 Mystic, CT					40							40
CT083									50			50
CT087 Guilford, CT			80									80
CT095									20			20
CT095 East Lyme, CT					20							20
CT096											5	5
CT096 Westport, CT			150		10							160
CT100 Middletown, CT			30									30
CT119 New Haven, CT					32							32
DC Anonymous		25	156	10		23		87	10		130	441
DC008											120	120
DC008 Washington, DC						90						90
DC009											160	160
DC015									200			200
DE Anonymous		100					30					130
DE TEL0425								20				20
DE0011 Wilmngton, DE		125										125
DE0013									35			35
DE003								100	50	100		250
DE006											250	250
DE10 Wilmington, DE		125										125
DEU0003											289	289
DEU0004 Berlin, Germany					10							10
DEU0006 Munich, Germany		215										215
Dubai Anonymous			20									20
EN0004											10	10
Enfield, NH								50				50

ESP Anonymous								10					10
Finland Anonymous				40									40
FL 148							5						5
FL 158							5						5
FL Anonymous	790	10	331	241	638	65	347	500	135	74	69	1825	5025
FL0230 Palm Beach Gardens, FL	80												80
FL0235								415					415
FL0238 Sarasota, FL					20								20
FL0243									43	3	3	30	79
FL0243						29							29
FL0245								40					40
FL0248 Winter Park, FL	28												28
FL0251									400				400
FL0253							2						2
FL0253 Boca Raton, FL						6							6
FL0256										200			200
FL0256 St Augustine, FL	100												100
FL0261								10					10
FL0262									36	350		14	400
FL0265 Longwood, FL	20												20
FL0267												200	200
FL0273 Nokomis, FL						20							20
FL0285					55			50	200	50		100	455
FL0286 Palm Beach Gardens, FL		25											25
FL0292							24						24
FL0292 Miami, FL					10								10
FL0300									50			100	150
FL0302 Gulfport, FL					25								25
FL0305 North Fort Myers, FL					20								20
FL0323 Santa Rosa Beach, CA		50											50
FL0325								100					100
FL134								9					9
FL140						42		15	70				127
FL148				30	5	116			114	5	5	99	374
FL152 North Palm Beach, FL				10	20								30
FL157 Fort Myers, FL	100												100
FL158				6	5	20	1		29	8	8	4	81
FL159 North Palm Beach, FL						20							20
FL164 North Palm Beach, FL					20								20
FL167				129						80			209
FL170	105				20						50		175

IA033										273	20	100	393
IA033 Davenport, IA					1390								1390
ID Anonymous		20	30	25		25	25	30		20	25	28	228
ID037 Boise, ID			50										50
IG 625										100			100
IG 626									379				379
IG 654									500				500
IG Subcommittee						10							10
IG002 New York City, NY					2902								2902
IG009 Mesa, AZ	600												600
IG12 Redford, MI				50	50						1500		1600
IG2									50				50
IG44				300						300		100	700
IG558 Toronto, Canada					425								425
IG56												500	500
IG584												150	150
IG589									1				1
IG599				25			10						35
IG600	2000						15						2015
IG604										500			500
IG605											1		1
IG610					10						1000	25	1035
IG613	619											188	806
IG626											435		435
IG630											500		500
IG637								46					46
IG640 Sacramento, CA					30								30
IG644	340						300						640
IG645 Moscow, Russia				12		28							40
IG648 Walnut Creek, CA	30		120		500								650
IG652												3	3
IG654 Monterey Bay, CA				500									500
IG655 St Pete Beach, FL			37										37
IG685 Orem, UT				2000									2000
IG70											50		50
IG70 Schaumburg, IL						1							1
IL Anonymous	40		30	12	30	155	195	80	30	20	45	110	747
IL00237										213			213
IL005							45					5	50
IL0229		880										500	1380
IL0233 La Grange, IL	154												154
IL0262							20						20
IL0269									12				12

MA0086 Greenfield, MA		37											37
MA0088 Nantucket, MA					15								15
MA0098 Walpole, MA		25											25
MA0102									5				5
MA028				100	15	100		125			225		565
MA030		90				120					40		250
MA035									100				100
MA036					10		10	75				130	225
MA045 Boston, MA		50											50
MA047					2		15	25				42	84
MA048	40						10						50
MA049							10						10
MA057					5	80	50	95	25		135	94	484
MA061	88			64				10					162
MA062 Eastham, MA		80											80
MA063										20			20
Mauritius Anonymous						15							15
MD Anonymous	106	17	17	13	85	31	20	120	22	45	10	333	819
MD0072 Edgewater, MD			8										8
MD018												18	18
MD026				20					10				30
MD034								168		5			173
MD040 Kensington, MD	13	20											33
MD043										10			10
MD050										21			21
MD051 Frederick, MD					27								27
MD053								20	30				50
MD053 Greenbelt, MD					25	25							50
MD0533										25			25
ME Anonymous						15	6		50		1000		1071
ME0027								100	5				105
ME0032 Belfast, ME		20											20
ME0039	200				20	100				100			420
ME022	20		40				40			40			140
Mexico Anonymous						10							10
MI Anonymous	324	3		45	860	370	30		93	5	178	632	2540
MI0171									101	50	25	15	191
MI0171 Benzonia, MI			19										19
MI0173												7	7
MI0173 Ann Arbor, MI		50											50
MI061 Westland, MI				120									120
MI115 Traverse City, MI	92												92
MN Anonymous	100			76	23	16	86	81	16	40	46	252	736

NV041											133		133
NV041 Hendersonville, NV		150											150
NY Anonymous	20	20	67	65	203	90	104	163	146	330	307	130	1645
NY0140 East Aurora, NY	50												50
NY0145	120		145								4		269
NY0146						20			10				30
NY0147 Hamburg, NY				75									75
NY0152 Liverpool, NY			25										25
NY0153 Baldwin, NY		100											100
NY0157 Kingston, NY		26											26
NY0166 New York, NY	341												341
NY0173 Baldwin, NY		100											100
NY0176 Brooklyn, NY					25	80							105
NY0185										40			40
NY0194							50						50
NY0199 Hamburg, NY					35								35
NY0200									47				47
NY0200 Bronxville, NY					34								34
NY0201 Wading River, NY	40												40
NY0217										42			42
NY0223												80	80
NY0321												521	521
NY070							39						39
NY071 Bridgehampton, NY		100											100
NY079												200	200
NY080 Goshen, NY		50											50
NY082										50			50
NY083									75				75
NY083 New York, NY			100										100
NY085									50				50
NY087 Hicksville, NY			75										75
NY093 Staten Island, NY			45		25								70
NY099												50	50
NY108 Brooklyn, NY	40												40
NY109		185	110				156			15	15		481
NY118 New York, NY		176		141			25						342
NY126 Bay Shore		40											40
NY129												144	144
NY131 Manhattan, NY	50		50										100
NY135										120			120
NY135 Brooklyn, NY	179												179
NZ Anonymous							138		266				404
OH Anonymous	1000	20	20	200		268	40	133	10	320		140	2151

TEL Anonymous							20					20
TEL00379											7	7
TEL0109						100	27			43	502	672
TEL0109 Beltsville, MD			10									10
TEL0109 Lilburn, GA					20							20
TEL0109 Linden, CA			20									20
TEL0109 Valdez, AK					10							10
TEL012								2				2
TEL027									2			2
TEL029							2	2	2	3	2	11
TEL029 Aurora, CO				6	3							9
TEL0312								2				2
TEL0321					5		22		3	3	2	35
TEL0328 Aurora, CO					5							5
TEL0341						70				100	100	270
TEL0341 McLean, VA			50									50
TEL0341 Mesa, AZ			2									2
TEL0341 Miami Shores, FL			20									20
TEL0344		1					2	2		3	2	10
TEL0344 Aurora, CO				5								5
TEL0344 Beltsville, MD			10									10
TEL0344 Chicago, IL		10										10
TEL0344 Idylwild, CA					20							20
TEL0344 Lilburn, GA					20							20
TEL0344 Porland, OR				2								2
TEL0344 Valdez, AK					10							10
TEL0352 Brisbane, Australia			9	13								22
TEL0352 New South Wales, Australia	10											10
Tel0352 Sydney, Australia		10										10
TEL0353								2			5	7
TEL0353 Charlton, NY		3										3
TEL0353 Mesa, AZ			2									2
TEL0353 Virginia Beach, VA			100		25							125
TEL0360 Tampa, FL					10							10
TEL0363						10			11			21
TEL0363 Memphis, TN			20	5								25
TEL0364						1				3	14	18
TEL0364 Bridge City, TX			300	100								400
TEL0366							2					2
TEL0370						10				70		80
TEL0375								1			15	16
TEL0378							5		75			80

TEL0378 Edmonton, Canada						75						75	
TEL0378 Spring, TX			10									10	
TEL0379								10			25	35	
TEL0379 Glendale, CA					20							20	
TEL0381 Mesa, AZ				5								5	
TEL0384							28	16			69	55	168
TEL0384 Beltsville, MD				10								10	
TEL0384 Lilburn, GA						20						20	
TEL0384 Mesa, AZ				2								2	
TEL0384 Valdez, AK						10						10	
TEL0395							75	15	67	75	5	50	287
TEL0395 Arlington, VA				51								51	
TEL0395 Aurora, CO						5						5	
TEL0395 McLean, VA				50								50	
TEL0395 Staten Island, NY					15	15	15					45	
TEL0396							105					105	
TEL0398											100	100	
TEL0398 Corvallis, OR				10								10	
TEL0398 Venice, FL				10	10							20	
TEL040								50	10	54	150	264	
TEL040 Aurora, CO						2						2	
TEL040 Blue Springs, MO				35								35	
TEL040 Staten Island, NY								10				10	
TEL040 Urbana, IL						5						5	
TEL040 Wixom, MI	20											20	
TEL0400				1								1	
TEL0402							400	65	800	400	403	405	2473
TEL0402 Aurora, CO						5						5	
TEL0402 Borger, TX				340								340	
TEL0402 Chicago, IL				10								10	
TEL0402 Urbana, IL						6						6	
TEL0403										3		3	
TEL0405 Thornton, CO				2								2	
TEL0406								10	10		65	85	
TEL0406 Staten Island, NY					10	10	5					25	
TEL0411								40	64	38		192	334
TEL0412 Dublin, CA				5								5	
TEL0412 Groveltown, GA				5	10							15	
TEL0412 New York, NY				3								3	
TEL0427											50	50	
TEL0427 Aurora, CO						5						5	
TEL0427 Tamarac, FL						5						5	
TEL0428 Winnebago, IL						20						20	

TEL0439								6				6	
Tel044 Staten Island, NY			15	15	15	15						60	
TEL044 Urbana, IL						4						4	
TEL045 Aurora, CO					5	2						7	
TEL045 Urbana, IL						4						4	
TEL046									10			10	
TEL046 Urbana, IL						4						4	
TEL047										10		10	
TEL047 Urbana, IL						4						4	
TEL048 Aurora, CO						2						2	
TEL048 Urbana, IL						4						4	
TEL049									50			50	
TEL049 Aurora, CO					5							5	
TEL049 Urbana, IL						4						4	
TEL077											5	5	
TEL077 Aurora CO						2						2	
TEL107								10				10	
TEL109									2			2	
TEL118								2			19	21	
TEL150										30		30	
TEL150 Maple Shade, NJ			10									10	
TEL150 Urbana, IL						6						6	
TEL157							126					126	
TEL169								2				2	
TEL169 Silverdale, WA		20		25								45	
TEL173 Thornton, CO				2								2	
TEL176		2					15	15	101	47	98	17	295
TEL176 Arrowsic, ME					30							30	
TEL176 Aurora, CO					3	2						5	
TEL176 Berwyn, IL	10		10	10								30	
TEL176 Bridge City, TX				100								100	
TEL176 Mentor, OH			100									100	
TEL176 Mesa, AZ			10	40								50	
TEL176 Monroe, CT	2											2	
TEL176 Staten Island, NY			15	15	15	15	15					75	
TEL176 Tamarac, FL				10	5	10						25	
TEL272				5			61	22	5	4	96	119	312
TEL272 Albuquerque, NM		10										10	
TEL272 Garland, TX						120						120	
TEL272 Irvine, CA	10											10	
TEL272 Kapa'a Hawaii			18									18	
TEL272 McLean, VA				25								25	
TEL272 Mesa, AZ			6	5								11	

TEL272 Santa Monica, CA				20									20
TEL272 Thornton, CO					20								20
TEL272 Visalia, CA				5	40								45
Telephone							135		60	40	70	60	365
Telephone Aurora, CO		20	26	8									54
Telephone Borger, TX					800								800
Telephone Bronx, NY			1										1
Telephone Chattanooga, TN	10												10
Telephone Chelsea, MI		20											20
Telephone Fillmore, CA				100									100
Telephone Fly Creek, NY			10										10
Telephone Huntingdon Valley, PA					200								200
Telephone Indianapolis, IN	100												100
Telephone Laundry List 4x4 Winnebago, IL			20										20
Telephone Maumee, OH				25									25
Telephone Milton, MA	10												10
Telephone Monhegan, ME				110									110
Telephone Nashua, NH				200									200
Telephone Olympia, WA			10										10
Telephone Plainfield, IN						5							5
Telephone Saint Paul, MN					2								2
Telephone San Francisco, CA					5								5
Telephone Sweden							55						55
Telephone Urbana, IL				3									3
Telephone Winnebago, IL	20	20		20									60
Telephone Winnegabo, IL						20							20
Telephone Woodland, CA				20	20	40							80
Telephone Woodside, CA	50												50
Telephone, Geyserville, CA		10											10
TN Anonymous	20	265		130	20	4	30	400	223		51	585	1728
TN Zoom									56				56
TN0073										35			35
TN0075										164			164
TN0075 Nashville, TN	100				379								479
TN0084 Nashville, TN		116											116
TN0094											40		40
TN0100 Nashville, TN	57												57
TN036 Franklin, TN	100												100
TN055 Memphis, TN				200									200
TN102								10					10
TX 0226							10						10
TX Anonymous	250	50		1132	50	16	82	50		10	95	190	1925

TX Zoom								10				10	
TX0149 Georgetown, TX	120											120	
TX0151									94			94	
TX0151 Houston, TX	158											158	
TX0162 Kerrville, TX				52								52	
TX0164										2		2	
TX0172							143					143	
TX0177 Fort Worth, TX			41									41	
TX0186 Fort Worth, TX			41									41	
TX0193						30		100				130	
TX0194								50			60	110	
TX0194 Spring, TX					100							100	
TX0196 Fort Worth, TX			41									41	
TX0204 Stephenville, TX					50							50	
TX0210 Round Rock, TX	26	2	11									39	
TX0214 Denton, TX						15						15	
TX0219 San Antonio, TX	40											40	
TX0224 Fort Worth, TX			41									41	
TX0226						30		20	15	5	30	100	
TX0229 Fort Worth, TX			41									41	
TX092 Houston, TX	51		100									151	
TX096									15	30		45	
TX096 Nassau Bay						4						4	
TX096 Nassau Bay, TX			21									21	
TX098 Fort Worth, TX			41									41	
TX104						230	10					240	
TX104 San Antonio, TX						5						5	
TX111							20					20	
TX111 Houston, TX					20							20	
TX120							10					10	
TX146 Austin, TX					1750							1750	
UK Anonymous			10		76	45	55		60	157	152	284	839
UK Skype				1		1	2	1	2	3	3	5	18
UK0109								10					10
UKI0098										38			38
US Anonymous					100					30			130
UT Anonymous		10		10		35	16		27			10	108
UT0030 Bountiful, UT	148												148
UT0038		647							389		170		1206
UT0043 Park City, UT	174												174
UT028											51		51
UT029	11		9				54			22			96
VA Anonymous							210						210

VA Anonymous	250		150	204	60	100	100	100	33	190	159	461	1807
VA0115 Lynchburg, VA				20									20
VA0127										210			210
VA0131		45				75		121			1		242
VA0139	20			10							31		61
VA0141								39					39
VA0142 Staunton, VA				44									44
VA0153 Floyd, VA						20							20
VA092 Falls Church, VA					16	53							69
VA102 Falls Church, VA				15									15
VA107												100	100
VT Anonymous												10	10
VT004 Brattleboro, VT	25												25
WA Anonymous							40						40
WA Anonymous	37	10		570			5	10	62	16	5015	560	6285
WA0184								25					25
WA0187 Bellevue, WA				96									96
WA0190 Olympia, WA				1									1
WA0200 Langley, WA						40							40
WA0201							230			42			272
WA0201 Bothell, WA					74								74
WA0207							20	145	15	45	60	70	355
WA0211								100		40			140
WA0211 Olympia, WA	100												100
WA0214 Shoreline, WA							388						388
WA0217 Spokane, WA	100												100
WA114												100	100
WA160 Seattle, WA		150											150
WA172 Bellingham, WA			445										445
WA176 Tacoma, WA	10												10
WB0140							3						3
WB0193							60						60
WEB0033 Tampa, FL				3									3
WEB0064												3000	3000
WEB0067 Leeds, UK				20									20
WEB0068 Seoul, Korea	10												10
WEB0078								3	3	3	4		13
WEB0080							1	3	3	3	4		14
WEB0090											3		3
WEB0091							20						20
WEB0093 New Zealand				20									20
WEB0101								15					15
WEB0104 Carrollton, TX						5							5

WEB0111											7	7	
WEB0111 Greensboro, NC					1							1	
WEB0111 Ocala, FL					10							10	
WEB0111 Sherman Oaks, CA				15								15	
WEB0112								15	25			40	
WEB01151							30					30	
WEB0120							30	100	300	300	300	650	1680
WEB0121										20		20	
WEB0123 Derby, GB							1					1	
WEB0125							10					10	
WEB0128								2			135	137	
WEB0128 Longmont, CO					20							20	
WEB0128 Montpelier, VT					4							4	
WEB0133										10	10	20	
WEB0136							15		15	15	30	75	
WEB0136 Italy					20							20	
WEB0137 Tamarac, FL					5							5	
WEB0140							15			350	228	593	
WEB0140 Fairborn, OH							5					5	
WEB0140 Great Britain, UK					1							1	
WEB0140 Gulfport, FL					25							25	
WEB0140 South Jordan, UT					10							10	
WEB0148										3		3	
WEB0150								53				53	
WEB0151							1	16		5		22	
WEB0152											145	145	
WEB0153 Carrollton, TX							5					5	
WEB0153 Mesa, AZ							10					10	
WEB0160								2				2	
WEB0164							7		16		11	15	49
WEB0175											50	50	
WEB0181										120		120	
WEB0181 Minneapolis, MN							5					5	
WEB0185								1				1	
WEB0188											160	160	
WEB0189 Carrollton, TX							5					5	
WEB0189 Queens, NY							12					12	
WEB0193								156				156	
WEB0202											100	100	
WEB0203								37				37	
WEB0207									3		10	13	
WEB0215 Concord, CA							5					5	
WEB0219									20			20	

WEB0223								2					2
WEB0225							5			25			30
WEB0230										10	10	3	23
WEB0253										10	35	26	71
WEB0259									100				100
WEB0270										3		57	60
WEB0271											10		10
WEB0284									25				25
WEB0291											20		20
WEB0294									6	5	15		26
WEB0305												16	16
WEB0326												9	9
WEB0341												30	30
WEB0345												1	1
WEB0350												10	10
WEB0358												28	28
WEB0394												99	99
WEB120								300					300
WEB140								300				100	400
WI Anonymous				110	20	6	3	45	60	275	165	100	784
WI0138 Milwaukee, WI					40								40
WI061								90					90
WI067											75		75
WI067 Madison, WI		25				60							85
WI076 Madison, WI			200										200
WI083												253	253
WI090 Wauwatosa, WI		80											80
WI093 Green Bay, WI		100											100
WI105								35					35
WI110												300	300
WY Anonymous		10											10
ZAM001								50				50	100
Zelle Transfer						71							71
Zoom											3		3
Zoom CA												60	60
Zoom Florida											50		50
Zoom MN												20	20
Zoom Mtgs								20					20
Zoom NV										150		30	180
Zoom-NV										40		200	240
Zoom-PA												10	10
Zooming Towards Recovery								125					125
Grand Total	16451	10166	8292	12804	18168	7377	10964	13573	12384	20889	22959	30097	184124

1. Sales Tax Project

Due to a change in tax laws that stemmed from a June 2018 Supreme Court decision, WSO became liable for collecting and remitting sales taxes on purchases made by residents in states that it had been previously exempt from sales tax. WSO was not informed about this liability until we changed accountants in June of 2019.

The project involved going to each state in the U.S. where a tax liability existed, filing for amnesty on penalties, and file returns for the prior years. An outside vendor quoted the project cost at about \$95,000. Rather than pay a vendor, the Finance Committee recommended WSO do the project in-house. The project commenced in November 2019. We established a Sales Tax Workgroup within the Committee, and met sometimes three times per week, as well as worked offline independently to complete all required tasks.

Because states' regulations vary from state to state, there is not a single determination that answers requirements or laws for all states, therefore making the project more complex. The first step was to become familiar with laws pertaining to economic nexus and determine whether there was economic nexus in a particular state. To do so, we needed to obtain sales data for 3 years from both our distribution center as well as Amazon sales nationwide and apply the economic nexus rules to determine if we had exposure in that state.

If economic nexus was present, a Voluntary Disclosure Agreement needed to be filed and signed by each state. This served as a request to abate the penalty, thus reducing our exposure to only the back-taxes and interest. We utilized a Multi-state amnesty program, as well as filed with states on an individual basis where the multi-state program was not available.

The next step was to register our business and obtain a Sales Tax ID number in each state where we were required to file. All pertinent data regarding WSO was disclosed, such as Federal ID number, dates of incorporation, dates filing for exemption, contact information, etc. Of course, there was always additional information needed, slowing down the process. Another challenge was that since some of the state departments were on lockdown due to Covid-19, responses from the states were delayed. Upon completion of the registration process, sales data and tax liability information was submitted to each state, via spreadsheets or on actual tax return forms, depending on the state requirements.

We filed 24 Voluntary Disclosure Agreements, including the payment of back taxes and Interest for 3 years. We were previously filing in 2 states. We found that 21 states were below the economic thresholds, and 4 states were tax exempt. The total amount of back taxes and interest paid was approximated \$94,000. We paid a special worker \$7,700, therefore saving WSO \$87,000 in consulting fees. The project was completed for the most part in October 2020.

2. Sales Tax Software Implementation

As the Sales Tax Workgroup and Finance Committee worked through the tedium of reporting to 26 states, it became apparent that we would require software to automate the process. After looking at several companies, it became apparent that TaxJar would be the most cost effective as well as suit our needs.

In June 2020, the Committee began the onboarding and implementation of the Sales Tax automation software approved by the board. Part of the process involved the communication through accurate interface of the existing software used by WSO. Once implemented, TaxJar greatly improved the accuracy of Sales tax reporting while reducing the time it takes to file the returns. It also eliminates the accountant's time and fees to manually file returns. All states that require Sales Tax filings are on TaxJar's autofile program.

3. Inventory Management Project

It had been noted in prior years' audits that the lack of an efficient inventory management system in our Signal Hill office has caused our accountants not to be able to accurately place a valuation on the inventory and has contributed to several out-of-stock situations in the past.

Last year the Finance Committee in conjunction with the DCOC (Distribution Center Oversight Committee), Signal Hill staff, and with the help of our CPA firm, identified what was needed to correct the material weakness, and to recommend internal control procedures going forward.

The first step was to work on an Inventory reconciliation by removing unneeded items from QB. The committee devised an Inventory SKU Addition/Removal Form to eliminate out of sync items in our sales and accounting systems, as well as facilitate the addition of new SKU's into all software as new products are introduced. After the SKU's were cleaned up, a roll forward reconciliation was done to sync the inventory in the warehouses with the virtual warehouses in QuickBooks.

Another measure was to upgrade Webgility software with the latest 8.0 version, which appears to have eliminated discrepancies in downloads of sales from Amazon.

At the completion of the project, the accountants have delivered documented internal controls procedures required to maintain the inventory accurately. This included the processes of purchases and receiving correctly into the QB system. Roles and tasks performed by the office and receiving areas, as well as the accounting and bookkeeping duties were defined.

Each month, as part of the monthly close, the physical quantities are compared with the inventory in recorded QuickBooks. Since the completion of the project, it has been noted that any differences between the physical counts and the data automatically maintained in the accounting software have been immaterial.

4. Hiring a Financial Controller

As WSO is growing, the volume and complexity of the work is increasing as well, as noted by the outside accounting firm, the Treasurer, and other volunteers. Hiring an in-house controller, would result in savings of monthly accounting costs billed by the outside accounting firm, as well as provide for the additional financial requirements by WSO. The committee worked on creating a job description for a Part-time Financial Controller. This was forwarded to the Board. The position was posted online for presentation at the September Teleconference. Lucia S, a CPA who has volunteered for about 4 years on various WSO business related committees was hired for the position. She brings to WSO previous experience as a manager and controller for a public company in the retail industry that she held for 22 years.

5. Development of the Annual Budget

Midyear 2020 budget adjustments were recommended by O&S. The ABC AWC Income and Expense Budget items were removed from the remaining 6 months since the events were not held due to Covid-19. This resulted in about \$5,500 decrease to budgeted net income. Other adjustments were in the Travel and Lodging areas of the budget. Overall adjustments increased the budgeted net income by \$34.5k.

Starting in October, the finance committee reached out to other Committees and the Signal Hill Office for Budget requests. The controller prepared a 2021 Budget for the main operations of WSO. Presentation and overall calculations were reviewed by the Finance Committee. A 2021 operating budget was presented to the board and was approved in late January 2021.

6. 7th Tradition Software Plugin

The IT committee was consulted to find a better method to create recurring contributions, as well as explore upgrades to assist with the current bookkeeping for processes for contributions.

After research on several program options, the IT committee, recommended a Word Press Plug-in software called GIVEWP. Brad L from the IT Committee initially presented a demo on the software features including the ability to have recurring contributions, a searchable link to the meeting list database, fee recovery, standalone reporting, multiple payment gateway and customizable fields.

The Finance Committee and Brad met as often as necessary regarding customization and the end user experience. Training sessions were conducted for accounting personnel for recommendations and use of the software and reports.

The plugin will greatly improve the user experience when making contributions. It is scheduled to go-live in April 2021.

7. Where the Money Goes Analysis

The committee continues to work on a trifold version of the "Where the Money Goes" flyer. The focus is on possible revisions regarding Intergroup and Regions.

The committee feels that Regions do not have the overhead WSO has, and WSO has a greater need of the 30% of meeting and Intergroup excess funds. A survey of other major 12 step fellowships suggested contribution percentages was performed with the results adding to the case to adopt the recommended motion. The committee has prepared a table called "***Current 12 Step Organizations Contribution Percentages***" and placed it in the next section of this report. It has also performed a detailed analysis of financial information allocating WSO overhead costs between book publishing vs fellowship expenses. This analysis illustrates that WSO relies on book sales to operate instead of being self-supporting through contributions.

The finance committee hosted a special meeting with the board to discuss the proposed revised contribution percentage recommendations. The committee was asked by members of the fellowship for an opportunity to discuss the proposed changes and offered an additional

dedicated Finance Committee meeting in October for the fellowship to present their view on that topic.

MOTION - The committee puts forward a motion to the Board and ABC to approve a suggested allocation of a meeting's surplus funds be 60% to local IG, 30% to WSO, and 10% to Region. If the funds are coming from an IG, the suggested allocation would be 60% to WSO and 40% to the Region. By adoption of this motion the following motion would be rescinded: "2019_1109_06: 7th Tradition Allocations"

8. Monthly Review of Financial Statements

On a monthly basis, prior to the monthly Board Teleconference, the Finance Committee reviews and approves the previous month's financial statements along with the accountants before they are made available for posting on the website for the fellowship to access. We are now posting a balance sheet, profit & loss statement, actual to budget comparison and the list of all 7th Tradition contributions received during each month as part of our monthly financial package.

9. Free Literature Authorization Form

Completed the revised Free Literature Authorization Form. Sent to the board for review and adoption.

10. Cost Allocation Plan

A Cost Allocation plan was completed by the committee, reviewed by the accountants, approved by the Board, and adopted. Adopting this will allow for more accurate reporting of our program vs G&A expenses on our 990 return and other reports.

11. Agreed Upon Procedures Proposal

Rather than have an outside accounting firm engage in an Audit or Review of the Financial Statements, which can be very costly, it was decided that we consider an Agreed Upon Procedures engagement, which would home in on specific areas of concern, as determined by the board. At the board's request the committee developed an RFP for the Agreed Upon Procedures engagement and sent it out to 7 Signal Hill CPA firms. The committee reviewed the responses including the bids. Costs were higher than anticipated, so the committee and the board discussed ways to reduce costs by eliminating some of the proposed procedures. It was decided that an Audit, Review, or Reviewed Upon Procedures engagement was not necessary to justify the costs at this time.

12. Prudent Reserve Development

The committee is working on a Prudent Reserve proposal that will work for our growing organization. The policies of other fellowships have been documented, with similar calculations applied to WSO. The challenge is that other fellowships have been in existence for longer periods of time, and therefore were able to accumulate more resources. Discussion is ongoing.

13. Meeting Contributions to WSO

The committee is looking at what fellowships' maximum annual contributions are. Currently the maximum amount that ACA can accept from a member or group is \$7,500.

14. International Literature Scholarship Fund

WSO has recognized that countries around the world are reaching out for the ACA message and in need of ACA literature. However, literature can be unaffordable due to the price of literature in their local currency, the exchange rate for their currency against the dollar, the high cost of shipping, and other financial constraints. For some of these countries, the majority of the populations are living below the poverty line, and there is a high level of unemployment. There are 2 Ballot Proposals that may be on the ABC agenda, that address a need for an International Literature Fund. The committee worked to add a statement to the ballot proposals in support of this. If the voting is favorable, the committee would work to adopt an International Literature Fund and would make this option available for contributions on the GIVEWP website.

15. Credit Card Expense Form

The committee adopted a Credit Card Expense Form for logging credit card purchases made by WSO card holders so that the proper accounting code can be assigned to the expenses more efficiently. The policy for using it was also created. This was sent to the DCOC Committee for review with the office staff before going to the board, prior to board approval.

16. OPPM Recommendations

The committee is often called upon to review items in the OPPM. Some of the areas reviewed are as follows:

- Exec Committee approval for non-recurring expenditures of up to \$2k.
- Operations Mgr approval to purchase budgeted operating expenditures up to \$2k.
- Operations Mgr approval may purchase emergency operation expenditures up to \$1k.
- Review recommendations to the Travel Policy, details too numerous to list here. Underwent review several times. A WSO Pre-Travel Authorization Form was devised.

17. Form 990 Review

Reviewed and signed off on the 2020 990 Federal Income Tax return as ready to file.

18. 7th Tradition Classification on Financial Statements

In prior years some of the 7th Tradition Contributions were included in a separate line item under Shopify. It was agreed that for the year 2020, these amounts be reclassified to the General Line item, so that the Financials would show all 7th Tradition Contribution on one line, and therefore easier to view.

19. Assistance with Employee Handbook

The Finance Committee weighed in on the new Employee Handbook, with the assistance of the outside CPA firm. It was determined that the original language for awarding Vacation PTO was inconsistent as far as granting benefits on a calendar year vs anniversary year basis. The Finance Committee met with the HR committee, and recommendations for changes were made and implemented.

20. Venmo Account

A Venmo account was opened in April to make it easier to send money to WSO. This generated \$3,740 in additional contributions over those 9 months.

21. VAT Services

The Treasurer worked with Amazon in Europe to develop a plan to consolidate the VAT services for the UK and Germany with 5 other countries. The plan was approved by the Board. Forms were filled out; their service took effect June 1st and will be free for one year.

22. Russian Fellowship inquiry

A question was raised by the European Committee regarding the Russian Fellowship, asking if they could cease paying royalties for a period of time, to have the funds to create their own non-profit organization in Russia. The committee agreed that to subsidize a legal entity would be against the Traditions and recommended that the Russian fellowship continue to pay its Royalty obligations and be responsible for their own legal expenses.

Supporting charts, graphs and reports, as needed

Chart supporting Item #7 above "Where the Money Goes"

Current 12 Step Organizations Donation Percentages						
Fellowship	Intergroup	District	Area or Region	World Service	Other	Total
ACA	60		30	10		100
AA	50	10	10	30		100
AA no IG		40	30	30		100
AI Anon	No Percentages - Leave to Each Group to Decide					
NA	50		25	25		100
OA	60	10		30		100
DA	50			50		100
DA if Area	45		10	45		100
CODA	45			30	25	100
CA		70		30		100
Average	50	33	19	34		
Analysis:						
For Fellowships that have an IG 50% is the average percentage they recommend						
For Fellowships that do not have an IG 50% (AI Anon, CA) the average percentage to Districts is higher						
All Fellowships recommend a higher percentage or equal for the WSO as that of Areas or Regions						
Conclusion:						
It is well documented that WSOs have a higher operating expenses than Regions and therefore would receive a larger percentage of contributions.						
Finance Committee Recommendation:						
That the Fund Flow Model currently in the BRB on page BRB page 609 be re-adopted and if a Region exists, the Region would receive 10% and WSO receive 30% of group and IG contributions.						

Goals for the year ahead

- Develop a true cost of goods per product for Shopify and Amazon to calculate the net profitability, as a guide for the future direction for the growing sales of literature worldwide.
- Document the process and procedures for collecting printing royalties. This will grow in importance with the growth of international printing.
- Complete an Accounting Manual to document all accounting and office procedures. This is important to maintain consistent operations regardless of turnover of employees and finance committee members.
- Review of current accounting software and make recommendations for possible upgrades.
- Review the need for performing a financial audit for 2021 and make a recommendation to the board.

The Literature Committee Report

Statement or Description of Purpose

The Literature Committee supports global ACA recovery by making program principles accessible to adult children, in ways that are affordable and available in all languages. Specific missions include developing new literature, assisting national translation committees, and supporting delivery of literature in diverse settings.

Chair / Vice Chair (First name, Last Initial; State or Country)

Chair: Charlie H.; Vice Chair: David McB. (David McB. was nominated to become Literature Committee chair upon ratification at the 2021 ABC.

Members (First name, Last Initial; State or Country)

Literature Executive Committee:

Charlie H., Virginia USA
 David McB., Florida USA
 Christine B., Connecticut USA
 Greg R., Texas USA
 Dalia B., Israel
 Suzi B., California USA

Other Senior Volunteers:

Adelina F., Toronto, Canada
 Barb N., Connecticut
 Justine F.,
 Bonnie M., Massachusetts USA
 Hasse O., Denmark
 Helen W., California USA
 Louis B., Florida USA
 Mardi M., Montana USA
 Ralph B., Iowa USA
 Toni P., Illinois USA

WSO Website - Repository URL of meeting minutes / reports

<https://acawso.org/category/literature-committee/>

Committee Contact information

literature@acawso.org, or litchair@acawso.org

A list of the Committee activities of 2020

Completed manuscript of Loving Parent Guidebook (expected publication/release June 2021)
 Completed new trifold for therapists (available xxxx)
 Finalized new policy on evaluation, fellowship review, and ABC Conference approval of new literature (OPPM, xxxx)

Continued progress on three new projects: Getting Started (introductory text for ACA newcomers, scheduled for manuscript completion in 2021); Ready Set Go!! (introductory workshop/meeting guide); and a booklet on working with others in recovery.

Began a “reboot” of ComLine, with a goal of creating an interactive online forum for sharing fellowship experience, strength, and hope. Scheduled to launch in spring/summer 2021

Completed reorganization of Literature Executive Committee

Launched new volunteer evaluation process to assess all new literature before publication

Formed a new translation subcommittee to guide translation efforts and policy

Supported new International Literature Distribution study group in improved methods of getting literature to fellowships in all areas of the planet.

Revised BRB book cover in alignment with plans announced at 2020 ABC

Supporting charts, graphs and reports, as needed

1. Loving Parent Guidebook cover;
2. 2. Information for Health Professionals trifold

Goals for the year ahead

Support launch of Loving Parent Guidebook

Complete Getting Started manuscript and publish before 2022 ABC

Complete Ready Set Go!! manuscript and publish

Complete and release manuscript on Working With Others in Recovery

Launch online ComLine

Update translation policies and web resources page

Reopen WSO manuscript submission page

Complete redesigns of ACA book covers to align ACA logo and organizational name in a consistent way

The Loving Parent Guidebook

*The Solution is to become
your own loving parent*



©2021 Adult Children of Alcoholics®/Dysfunctional Families World Services Organization, Inc.
This publication is under fellowship review. Fellowship comments are invited.

TESTIMONIALS

“I’ve used ACA personally and my life-long symptoms of anxiety and depression are now reduced.” Gary S., M.D.

*“I wish I found this program 10 years ago.”
Krista K., ACA Member*

“I prescribe ACA to all my patients with anxiety and depression.” Satish M., M.D.

ACA AND THERAPY (ACA Big Red Book)

- “Therapy with an ACA informed counselor can be a gateway to unparalleled levels of recovery.”
- “Informed counseling is a must for clarity and progress.”
- “We encourage informed counseling to help the adult child accomplish the greatest level of emotional healing.”

□Source: *Adult Children of Alcoholics. 2006.*

TO GET STARTED...

To find a meeting go to **“Find a Meeting”** on our website at: <https://adultchildren.org/meeting-search/>

To order the Big Red Book of ACA email your request to: hichair@adultchildren.org

**For More Information:
www.adultchildren.org**

ACA: 14 TRAITS OF AN ADULT CHILD

1. We became isolated and afraid of people and authority figures.
2. We became approval seekers and lost our identity in the process.
3. We are frightened by angry people and any personal criticism.
4. We either become alcoholics, marry them or both, or find another compulsive personality such as a workaholic to fulfill our sick abandonment needs.
5. We live life from the viewpoint of victims and we are attracted by that weakness in our love and friendship relationships.
6. We have an overdeveloped sense of responsibility and it is easier for us to be concerned with others rather than ourselves; this enables us not to look too closely at our own faults, etc.
7. We get guilt feelings when we stand up for ourselves instead of giving in to others.
8. We became addicted to excitement.
9. We confuse love and pity and tend to “love” people we can “pity” and “rescue.”
10. We have “stuffed” our feelings from our traumatic childhoods and have lost the ability to feel or express our feelings because it hurts so much (Denial).
11. We judge ourselves harshly and have a very low sense of self-esteem.
12. We are dependent personalities who are terrified of abandonment and will do anything to hold on to a relationship in order not to experience painful abandonment feelings, which we received from living with sick people who were never there emotionally for us.
13. Alcoholism is a family disease; and we became para-alcoholics and took on the characteristics of that disease even though we did not pick up the drink.
14. Para-alcoholics are reactors rather than actors.

*Information for
Health Professionals*

**Adult Children of
Alcoholics®/
Dysfunctional Families**



Help for your patient with

Anxiety, Depression, PTSD and Other Effects of Childhood Trauma

This ACA WSO publication is under fellowship review, with a goal of eventual Conference approval. Fellowship comments are invited.

To submit feedback, please visit
<http://litreview.adultchildren.org>

ISN'T ACA JUST ANOTHER 12 STEP PROGRAM?

ACA can be an adjunctive treatment and support system for many medical and mental health issues. ACA is unlike other 12 Step programs in that members are encouraged to look at dysfunction and traumas from childhood.

ACA has a premise that we were born whole and became fragmented due to family dysfunction and trauma. This dysfunction (abuse, neglect, addiction) is encoded into our bodies and mind as the false self – traumatic memories and flawed thinking.

ABOUT ACA

- **Primary Purpose:** Carry the message of recovery to all who suffer from being raised in an alcoholic or dysfunctional environment.

- **Primary Benefit:** ACA Recovery work helps your patients address the effects of family dysfunction and reclaim their wholeness and true self.
- **Requirements for Membership:** A desire to recover from the effects of family dysfunction.
- 3,000 meeting locations worldwide.

WHAT WE DO IN ACA MEETINGS

- We share what is happening in our lives, and how we are dealing with these issues in our recovery program. (i.e., share our experience, strength, and hope).
- We build a personal support network.
- We practice our recovery by supporting each other and being of service.

ACA OFFERS PARTICIPANTS...

1. Group meetings available worldwide, in person, by telephone and online.
2. The only requirement is a desire to heal from family dysfunction.
3. Supplementary to and not a replacement for professional counseling.
4. Members help each other heal in body, mind and spirit.
5. ACA has no dues or fees.
6. Meetings provide a welcome environment to participants from diverse backgrounds.
7. Maintenance of anonymity.

YOUR ROLE AS A PRACTITIONER...

1. Encourage your patients to join a supportive environment to supplement your ongoing clinical care.

2. Suggest patients try the program for at least six visits.

PROMISES OF THE PROGRAM

1. We will discover our real identities by loving and accepting ourselves.
2. Our self-esteem will increase as we give ourselves approval on a daily basis.
3. Fear of authority figures and the need to “people-please” will leave us.
4. Our ability to share intimacy will grow inside us.
5. As we face our abandonment issues, we will be attracted by strengths and become more tolerant of weaknesses.
6. We will enjoy feeling stable, peaceful, and financially secure.
7. We will learn how to play and have fun in our lives.
8. We will choose to love people who can love and be responsible for themselves.
9. Healthy boundaries and limits will become easier for us to set.
10. Fears of failure and success will leave us, as we intuitively make healthier choices.
11. With help from our ACA support group, we will slowly release our dysfunctional behaviors.
12. Gradually, with our Higher Power’s help, we will learn to expect the best and get it.

The Representation, Equity and Accessibility Committee Report

Statement or Description of Purpose

Our purpose is to identify and address barriers to participation and spreading the ACA message, in order to actively foster an environment of representation, equity, and accessibility. (March 2021)

Chair / Vice Chair (First name, Last Initial; State or Country)

Co-Chairs: Alaska Y, CA; Jill H, OR

Members (First name, Last Initial; State or Country)

Kayl, OR	Anette, UK;	John W, AZ	Thaddeus, FL	Alexandra, Sweden
Kathleen S, CA		Ward S	Sharon F, <i>Board Liaison</i>	

WSO Website - Repository URL of meeting minutes / reports

[ACAWSO.org/category/representation-equity-accessibility](https://acaawso.org/category/representation-equity-accessibility)

Committee Contact information

represent@acaawso.org

A list of the Committee activities of 2020

- ★ The committee reached out to members through various means including posting in The Traveler, the ACA WSO website, and in the #diversity_open channel in Slack.
- ★ Started having regular meetings. The committee meets every first and third Friday of each month. Zoom meeting info posted in Slack and on Committee Calendar.
- ★ The committee began building its organizational structure and developing processes that allow members to work together in a safe, fair and equitable manner, and allow all voices to be heard.
- ★ The committee has engaged in robust dialogue about the concepts of diversity, inclusion, accessibility, representation, and equity through the mediums of committee meetings, committee Slack channels, and in shared documents. The dialogue has included the diversity of aspects of human identity (e.g. race and ethnicity; sex; gender identity; sexual orientation; physical, emotional, and/or developmental (dis)ability; spiritual or religious beliefs; socio-economic status; national origin/immigrant status/refugee status; family structure; age; first language; criminal/prison record; and being a minority within a family or neighborhood), and ideas for how to increase representation (of identities that are currently underrepresented within ACA) across the different elements of the ACA structure (e.g. the ACA website, literature, WSO structure, WSO board and committees, intergroups, meetings, communications (The Traveler, ComLINE), and the REA committee itself).
- ★ A committee Chair (Julianne V) and Vice Chair (Jill H) were nominated to serve through December 2020.
- ★ Created the committee's purpose statement (has since been revised in 2021): *To foster an environment where all adult children are represented and can feel safe and welcome.*
- ★ Developed a *Strategies and Initiatives* working document to keep track of ideas for committee actions.

-
- ★ Created a Recommendations for Representative Language document to 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.
 - ★ Created the Ethnic and Racial Equity Empowerment Team
 - ★ Created the Membership Survey Working Group
 - ★ Provided monthly reports to the Board. Presented reports at the WSO Board monthly teleconference, and posted to the committee category page.

Goals for the year ahead

- ★ Collect feedback from membership about diversity, representation, equity, inclusion, and accessibility to help guide future committee actions (e.g. surveys, workshops and/or town halls).
- ★ Develop Representative Language Guidelines for ACA, informed by feedback from the membership. To be shared with the Literature Committee and other relevant WSO committees.
- ★ Develop operational processes and procedures so that REA can support the Working Groups and Empowerment Teams to serve and fulfill REA's Purpose Statement:
 - ◆ To identify and address barriers to participation and spreading the ACA message, in order to actively foster an environment of representation, equity, and accessibility.

The Global Subcommittee *(of the Member Services Committee)* Report

Statement or Description of Purpose

Provide support to Fellowships outside of the United States, Canada and Europe in their efforts to be self-supporting as they grow; facilitating universal inclusiveness, accessibility and affordability of literature and ACA recovery resources as part of Tradition 5, carrying the ACA message. We honour Tradition 4 for all the countries we support, each group is autonomous

Partner within WSO ACA and our Fellowships around the world to unify our ACA recovery resources.

Chair / Vice Chair (First name, Last Initial; State or Country)

Chair:	Sue V		Canada
Vice Chair:	Dalia B	(Mar - Apr)	Israel
	Marion M	(May -)	South Africa
	Sunil A	(Apr 2021 -)	India
Secretary:	Cloee	(Mar - Mar)	Canada
	Carmen M	(Apr - Jul)	Mexico
	Colette D	(Sep - Oct)	USA
	Karen T	(Mar 2021 -)	South Africa
Admin:	Vacant		

Members (First name, Last Initial; State or Country)

Our Country Coordinators and Service Project Coordinators are supported by local and international volunteers (full list attached)

Country Coordinators

Australia	Lawrence & Monique H
Brazil	Elloá G
India	Sunil A
Israel	Dalia B
Japan	Sophia
Kenya	Benadettah N
Mexico	Carmen B
South Africa	Marion M
South Korea	Chris
Taiwan	Sean
Vietnam	Nadja

Service Project Coordinators

ACA Recovery Support	Sheila A (Canada)
Events	Liz C (USA) & Susan C (USA)
Hospitals & Institutions	Satish M (Canada)
International Studies	Monique (Australia)
Literature Distribution	Sue V (Canada) & Marion M (South Africa)
Literature Translations	Dalia B (Israel)
RSG Workshops	Adelina F (Canada), David S & Kayla C (USA)
Volunteers	Joe H (USA)

WSO Website - Repository URL of meeting minutes / reports

<https://acawso.org/category/global-members/>

Committee Contact information

globalmembers@adultchildren.org

A list of the Committee activities of 2020

2020 AWC Workshops

We were part of the initial virtual AWC and presented 3 workshops:

ESH Meeting Groups Carrying the Message - Presented by Dalia B (Israel), Marion M (South Africa) & Sunil A (India).

Global ACA Without Borders - Presented by Anju (USA/India), Joe H (USA), Sarah O (USA), Satish M (Canada/India), Sean H (Taiwan) & Sunil A (India).

Global Members Sharing - Presented by Amita (India), Marc P (South Africa), Mazal (Israel) & Sanita (India)

We created the ACA translated 'heart' prayer slide for our workshop scripts and it has now been adopted throughout the fellowship.

We were inundated during the 2020 ABC & AWC with volunteers.

Emerging Regions:

Far East: Our coordinator continued to connect with countries in this region and we are in discussions with ACA members in China.

Global Communication:

We were part of the Comline team looking at revitalizing the ACA Comline newsletter.

Global Members Support Sponsorship (ACA Recovery Support):

Our new International Sponsorship/ACA Recovery Support group started in 2020 and we now have about 12 members around the world looking at how to increase accessibility to ACA recovery support to the countries Global is supporting.

Global Meetings Support:

We continued to support our meeting groups with advice, guidance, materials and other resources when needed.

Global & International Studies:

Global RSG Workshops: We launched RSG Weekend sessions in South Africa in August 2020 and then in India at the end of January 2021 with international support from Canada, USA and South Africa.

International RSG Studies: We have also launched International RSG Studies that run for 6 weeks in the AEDT/AEST time zone, which commenced in January 2021.

International Studies: We have established an international support group to increase accessibility to studies at a better time for those outside USA / Canada. RSG, 12 Steps and Laundry Lists studies are being made available throughout 2021.

Global Volunteers:

We launched a new form for Global Member volunteer requests. We are using this form in 2021 to better support our volunteer team. We are very grateful for the many volunteers who have stepped up into service!!

International Literature Distribution:

We worked with WSO on both immediate and long-term solutions for South Africa, India, Japan and Australia.

International Translations:

Worked with the new WSO Translations group on creating new processes and procedures, in support of Israel for Hebrew, Japan for Japanese, Portuguese for Brazil and French for Quebec, Canada and subsequently the Democratic Republic of Congo.

A list of the Committee activities of 2020 continued

International Partnerships:

The EC and Global members groups continued to attend each other's meetings to share their collective experience, strength and hope (ESH).

Supporting charts, graphs and reports, as needed

Our Project Tree 2020 reflects the focus of each project and who coordinated it





2020 Global Members Subcommittee (Part of Member Services)

The organizational structure evolved naturally with one country joining at a time and expressing their needs. It will continue to evolve as more countries join, particularly in the Eastern Hemisphere. We listen to our members in each country with what they need for support and/or connection with WSO and the world- wide fellowship. We then coordinate and/or develop the support needed. Each Global working group and/or Project Coordinator is aligned with a WSO committee if there is a volunteer and if the time zone is compatible otherwise the chair/vice chair contacts the WSO committee on an ad hoc basis.

Service Positions:

Chair: Sue V (Canada)

Vice-Chair: Marion (South Africa)

Secretary & Executive Assistant: vacant

Country Coordinators: see list

Project Coordinators: see list

Country Coordinators:

Australia: Monique H
Bangladesh: Sunil A
Brazil: Elloá G
China: in process
India: Sunil A
Israel: Dalia B
Japan: Sophia
Kenya: Benadettah
Mexico: Carmen M
New Zealand: Monique M
South Africa: Marion M
South Korea: Chris
Taiwan: Sean H
UAE: in process
Vietnam: Nadja

Country Service Teams:

Australia: Monique H, Trish
India: Sunil A
Israel: Dalia B
Japan: Sophia, Sean H, Eriko
South Africa: Marion M
South Korea: Chris

Emerging Regions Team:

Australasia: Monique H (Australia)
Far East: Sean H (Taiwan)
Africa: Marion M (South Africa)

International Partnership Team:

EC/Global Coordinator: Dalia B
(Israel/Global), Fredrik H (Sweden/EC)

Volunteers Support Team:

John O (USA)
Colette D (USA)
Ulla (Europe)
Sue S (Europe)

Additional Resource Members:

Amy (Israel)
Laura L (USA) *Previous Global Coordinator*
Marc G (Europe)
Sarah O (USA) *Previous Chair Member Services*

Project Coordinators:

Members Support:
Sue V (Canada) & Country Coordinators

Meetings Support:
Sue V (Canada) & Country Coordinators

Service Structure Network Coordinator:
Mazal (Israel)

Global ACA Teen Support:
Sunil A (India) & Mazal (Israel)

Emerging Regions:
Sue V (Canada) & Country / Area
Coordinators

International Studies:
Monique H (Australia)

IT Tech Coordinator:
Joe H (USA) & Joe A (USA)

Sponsorship & Volunteer Coordinator:
Sheila A (Canada)

2021 ABC & AWC Coordinator:
Liz C (USA) & Susan C (USA)

*Communications Coordinator (Comline,
the Traveler and Slack):*
Joe H (USA)

International Partnership:
Sue V (Canada)

Literature Translation:
Dalia B (Israel)

Literature Distribution:
Marion M (South Africa)

Literature Development:
Marion M (South Africa)

Global Events Coordinator:
Liz C (USA) & Susan C (USA)

Hospitals & Institutions:
Satish M (Canada)

Public Outreach:
Vacant

Global Volunteers:

(Country & International)

Adelina (Canada)
Akshaya (USA)
Alka (Noida, India)
Amita (Noida, India)
Anju (USA)
Ankita (Delhi, India)
Ashish (Delhi, India)
Cheryl F (Canada)
Chitra (Noida, India)
Danielle (Australia)
Dave S (USA)
George (Australia)
Karen T (JBay, South Africa)
Kayla C (USA)
Keneilwe (Joburg, South Africa)
Kinch (Canada)
Lawrence (Sydney, Australia)
Linda G (Mexico)
Markus (Europe)
Monica (Canada)
Nanaki (Delhi, India)
Puja (Noida, India)
Sanhita (Calcutta, India)
Shishir (Delhi, India)
Subhash (Noida, India)
Vaishnavi (Delhi, India)
Wilma (PE, South Africa)

Total Global Volunteers

Canada	7
Europe	4
USA	11
Global	35
Total	57 December 2020

Detailed descriptions, as needed

Global had a phenomenal 2020 despite the COVID-19 pandemic that forced us all to turn to virtual meetings when face to face meetings were prohibited. The success of our year was bolstered by having a virtual ABC and AWC. This allowed so many of our members who would never have been able to attend the event, generally held in North America, to attend in 2020. This was a life changing event for each and every Global member who attended.

We have seen our membership and service volunteer numbers climb significantly during the year.

Our service structure is multi-layered, we have needed to organize ourselves into different branches to address all the different and often complex challenges we have been confronted with (see charts attached).

Goals for the year ahead

1. Working with each emerging country to achieve more accessible and affordable literature, as part of Tradition 5.
2. Working with the newly established Literature Publishing Committee to further develop standard processes and procedures for literature publishing and distribution in emerging countries.
3. Creating increased inclusiveness and accessibility to ACA recovery resources through meeting support, studies, service committees, workshops etc.
4. Supporting translations and equitable access to the WSO ACA Fellowship and organization.
5. Partnering with Europe and North America in unifying our WSO ACA resources for our world-wide Fellowship.

The European Committee Report

Statement or Description of Purpose

The European Committee works in accordance with ACA's recovery principles and WSO's business and committee structure, to unify and carry the message to the fellowships of the European countries

The European Committee (EC) functions as a group of trusted servants elected by its members. The officers carry out the jobs and goals set by the European Committee. The EC is a standing committee of the World Service Organization of Adult Children of Alcoholics (WSO).

Chair / Vice Chair (First name, Last Initial; State or Country)

Chair – Fredrik H Sweden

Vice Chair – Hasse O Denmark

Members (First name, Last Initial; State or Country)

Fredrik H (Sweden)

Hasse O (Denmark)

Irma R (UK)

Marjo (Finland)

Markus S (Swe)

(Has left the Committee recently)

WSO Website - Repository URL of meeting minutes / reports

WSO Repository: <https://acawso.org/category/european-connection/>

European Committee website: <https://acawsoec.org/>

Committee Contact information

Chair: Fredrik (Sweden): ec-chair@acawso.org

Webmaster: Marjo (Finland): ec-webservant@acawso.org

Vice-webmaster: Markus S. (Sweden): ec-viceweb@acawso.org

Service Sponsor Coordinator: Irma R. (UK) ec-ssc@acawso.org

Literature Chair: Hasse O. (Denmark) ec-litchair@acawso.org

Vice-chair: Hasse O (Denmark)

Members and Public Service: Markus S. (Sweden): ec-mps@acawso.org

A list of the Committee activities of 2020

We have had open monthly meetings on the first Saturday of each month at 14:00 CET.

It was cancelled one month because of the European Annual Event.

We have also had Working Sessions 2nd and 4th Wednesday of the month at 20:00 CET.

Detailed descriptions, as needed

The past year has been full of trials but still somehow an opening for new opportunities.

During the first part of the year, we worked hard on the goals that were set up last year.

These we have worked through.

- Qualifications for European Committee officers
- Division of tasks and existing accomplishments, previously handled by one person, into different positions which would need to be created.
- Creation of a European Committee Procedures Manual (Partially done)
- Creation of a new email system including an extensive new list of email addresses

-
- New updates for our existing European Committee website
 - Creation of a new header for the European Committee website

At the same time as this was happening, in March came what has affected us all a lot in the time since then, Covid, which made AWC a virtual AWC.

EC quickly became part of the team that worked with AWC and with producing speakers from all parts of the world.

Thanks to all the people making ABC/AWC possible and that includes of course all participants! It was a tremendous global effort making this possible! A magical moment in ACA history!

The EC were responsible for 4 timeslots during the AWC, and fellowships as Russia, UK, Spain and German speakers announced their interest.

Dress rehearsals with the 4 fellowships were also accomplished before the AWC to make sure the fellowships were fully informed of the process. The EC helped out with technical hosting/support on some of the meetings during AWC

During ABC, Majbrit resigned as Chair and I, Fredrik, became the new Chair in EC. We were now 6 officers in the committee, instead of the previous 1 to 2, which was needed.

Sharon was now the new Board Liaison to the EC.

In June, when Fredrik became a Trustee in the WSO Board, Sharon stepped down as the Liaison. During the year, we had planned to participate in several national events such as Germany and Finland, but all but one was cancelled. We participated through Markus and Hasse in the Polish national event.

Read more about it under the literature report and more.

The EC sent out an invitation for submission of interest to co-host the Annual European Meeting. We received a very well written proposal from the Greeks, and decided to accept their offer. We had our first working meeting with the Greek host committee on Feb 27.

We tried as long as we could to wait for Covid to let go of the world. Unfortunately, this did not happen, and we quickly had to decide in August that the European Committee, together with the Fellowships in Europe, would organize Europe's first virtual event for the entire European Fellowship.

We have also explored the best solution for distribution of both translated as well as English written literature here in Europe. As you know, literature is very expensive for the fellowships now and we want to find the most efficient way to give all groups in Europe access to it.

Since July the EC have been part of the Literature Distribution Committee which finally was made a Publishing Committee 2 weeks prior to the ABC.

We really believe that this will give the European Fellowships better conditions to order literature more easily and at a lower price. But it is still a work in progress at an early stage.

The European Annual Event:

In the event program we wanted to see a mix of international speakers and workshop leaders in order to bring together not only the ACA fellows and fellowships from Europe but also from around the world.

Before the event, we had about 10 meetings. That included putting the program together, vetting speakers, finding volunteers to lead the meetings and do the readings.

Also, we decided that the European Committee will have an extended working-session during the weekend of the event. It took place in Malmö, Sweden, and the officers who were able to travel was on location.

We arranged 7 meetings with a total of 12 speakers and workshop leaders, plus volunteers to open and close meetings from all over Europe and the World.

The Annual Event took place virtually on Saturday 3rd October between 10am and 9pm.

The event program included the topics like service, sponsorship and traditions.

The European Committee members gathered in Malmö to make sure the event ran smoothly and for the opportunity to attend the working session in person on Sunday 4th October.

We actively encouraged people from around Europe to take part in the event by attending, speaking, leading a workshop or doing service. Participants from more than 10 countries were involved in making this event happen and we estimate that fellows from at least another 15 countries have attended it.

Some of the countries that participated in the event were:

Poland, Denmark, the Netherlands, Italy, Sweden, Finland, Lithuania, the UK, Greece, Estonia, Romania, France and of course, the United States and Canada. The European fellowship is not alone, we are part of the ACA world community.

According to the Zoom stats, there were over 500 unique listeners who joined the event at some point during the day. We think that there were more than the stats suggest because some fellows had gathered to listen to the speakers and workshops. Although there is still room for improvement, we are very delighted with the result and we believe that it brought the European fellowship even closer together.

All meetings have been recorded and are available on our website for free download.

Region:

In July the European Committee began discussing the possibility of starting a region in Europe and that was a topic at the European Event.

After that we have had about 4 meetings on the subject and also decided that the region is a topic at every monthly meeting.

In order to form a region in Europe, the ACA fellowships from across Europe need to have a desire to move from a committee to a region.

Now we have a working group of approximately 10 people from around Europe who will be working with this. Everyone is welcome to attend these meetings.

The EC have also been a part in pushing for non-English speaking countries to be able to receive the proposals for ABC if they wish to translate them into their own languages. When WSO analysis is ready they can translate these as well. This process allows all countries 2 months to translate before sending them to the groups at the same time as WSO sends out the proposals.

Reports from officers in the EC

Service sponsor Coordinator (Irma R UK Lithuania)

There has been a demand for the assistance and guidance including creating an intergroup, translations and structure relating matters, from the European fellowship. We have received queries from Spain, Romania, Poland, Greece and Germany. In 2020 we have worked on various strategies trying to expand the European Committee and create a network of ACA service sponsors.

This included sending emails to the intergroups and our subscribers, announcing it at the events and monthly meetings as well as talking to the individuals that would be suitable for the service role. Encouraging service at the European level remains one of our main goals in the year 2021.

MPS: (Markus S Sweden)

During 2020 the MPS-activities consisted of working together with WSO's H&I-committee for the upcoming trifold "Information for Health Professionals". Furthermore the MPS-service included a visit to the Danish convention and IG-meeting in February 2020 to inform about the EC and connect with ACA-members and gather their ESH regarding their service structure that during a period consisted of a local H&I-committee.

In september, myself and litchair, Hasse O. visited the Polish convention where we conducted a workshop about service structure and MPS-matters and gained good insights of the Polish fellowship as well as establishing important connections with their fellowship and Intergroup.

Furthermore the European convention in October was a good opportunity to carry out the members part of the MPS-related service.

Since mid-October the MPS-position has been vacant. In accordance with our fifth tradition I'm hoping that, in addition to EC, more European fellowships and Intergroups will focus on the outreach part of the service. With the upcoming folder "Information for Health Professionals" I believe WSO need to have a global perspective and the fellowships notified regarding both translations and coordination of local distribution as we move forward.

EC Literature: (Hasse O Denmark)

The literature field is growing in Europe as more and more countries are translating and publishing literature. While the pandemic has been putting a stop to many activities; volunteer translators and literature committees all over the European countries have been working on ACA literature in local languages.

This year we look forward to publishing Big Red Books in Lithuania and Poland who are in the final stages of translation. Italy has just finished their Italian BRB and YWB and are currently working with the WSO on lay-out and publishing details. Last year the EC visited the polish intergroup, and it was both a surprise and a great joy to be welcomed by an established fellowship with around one hundred weekly meetings.

A few years ago, we started printing European literature locally. And as I speak, or at least here in April, the Danish and Finnish BRB's will be reprinted in the Baltic and delivered directly to the fellowships.

Whether it is reprints or first editions published, the ambition of the European Committee is to be the first point of contact in the WSO. We share the experience with translation and publishing from more established ACA countries and try to assist intergroups, individual translators and committees wherever they are in the process. This can serve as a practical guide in best practices when creating a translation or literature committee and provide information on how to use the ACA logo or fellowship approval when working with the national fellowships.

Our experience is that wherever new literature is published the ACA experience in that country starts to grow and develop. Thanks to the volunteers translating and working with the WSO all over Europe the spots with no ACA literature in Europe are decreasing in number and ACA recovery is getting a foothold in new places on the continent.

Some of the projects finished this year together with the special worker.

Finnish NCB (1st print run)
Swedish YWB (2nd print run)
Danish BRB (3rd print run)
Ukraine YWB and BRB (1st print run in Ukraine from the Russian source files)
Greek YWB and BRB (1st print run)

I will end this report with a huge thanks to all the people who have been working together and with the European Committee. Without all these people EC wouldnt be here.

Unfortunately, the Secretary, the Treasurer and MPS chair stepped down from service during the year.

We are always looking for people to serve in the EC. Don't hesitate to contact us for a call or a meeting.

Our monthly meetings, the first Saturday of every month at 2 pm, are becoming more and more well-attended. There are now up to 20 participants at these monthly meetings, which makes us very happy in EC. We are here to help the European Fellowships.

Countries that have participated in our monthly meetings are listed here, we have been in contact with all in one way or another and supported these Fellowships in their journey towards carrying out its message to the adult children who still suffers.

Finland, Germany, Sweden, Denmark, Romania, Slovenia, Italy, Spain, Greece, Russia, Norway, Lithuania, Estonia, Belarus, the Netherlands, Ukraine and more.

With profound and sincere respect for all the people who have done service together with us!
Fredrik, Chair of the EC

Goals for the year ahead

- Support the development of a European Region to carry the ACA message to the adult children who still suffer.
- Join as many national events as possible during the year to strengthen the ACA community and increase the number of members doing service in Europe.
- Work towards an easier way to translate and print both translated as well as English literature.
- Get an overview of the European Fellowships, both groups and IGs, and do a survey about fellowship needs.

The Service Network Committee Report

Statement or Description of Purpose

The Service Network Committee helps support the growth of the ACA Service Network. It is exciting to see groups come together to form Intergroups, and for Regions start to form. This committee is working on a service manual to share experience strength and hope from ACA members and groups world wide.

Chair / Vice Chair (First name, Last Initial; State or Country)

Jim B. (Florida)

Members (First name, Last Initial; State or Country)

Alaska (California)	Karin S (Illinois)	David B (Alabama)	Kelle J (Florida)
Sarah O (New Jersey)	Justine F (Pennsylvania)	Christopher J (New York)	Kristy
Anne M	Marc (Netherlands)		

WSO Website - Repository URL of meeting minutes / reports

<https://acawso.org/category/service-network-committee/>

Committee Contact information

Jim B.: svc@acawso.org

WSO Slack Channel: # svc_network_comm

Monthly Meeting: 1st and 3rd Tuesday at 7 p.m. Eastern Time

Zoom: <https://us02web.zoom.us/j/87649139853>

A list of the Committee activities of 2020

- Worked on updates to the ACA Preamble following the 2020 ABC and created 3 slightly different drafts
- Held town hall reviews of 3 drafts of the ACA Preamble
- Provided the ACA Preamble drafts to the Literature committee to review and move forward with
- Created an introduction section to the ACA Service Manual - Service from a space of Love.
- Held Town Hall reviews of the Introduction section and incorporated Member feedback
- Moved the Service Manual Editing and Review work to ZOHO Projects and Docs
- Reviewed the Service Manual Draft and identified a number of areas that need attention due to the changing nature of the fellowship. These include changes to Service Positions with more Virtual, Online meetings. And issues around handling the Treasurer role with virtual roles.
- Ran numerous articles in the Traveler asking for fellowship Experience, Strength and Hope, and for new committee members to get involved.

-
- The Concepts Study Group finished its first round through the Concepts and proceeded to develop a brief introduction to the Concepts section of the Service Manual.
 - The Concepts Study Group has started a regular monthly meeting in 2021 discussing the concept of the month.

Goals for the year ahead

- Continue to issue drafts of the Service Manual
- Encourage and support sharing experiences with the Traditions and Concepts related to service.
- Support Regional Development in ACA
- Support the Concept Study Group and encourage new writings on the ACA 12 Concepts.

The Information Technology (IT) Committee Report

Statement or Description of Purpose

The Information Technology Committee supports a number of websites, including adultchildren.org, shop.adultchildren.org, acawso.org, acawsoec.com, and acaworldconvention.org. We also provide technical guidance for the shopping cart, teleconferencing and other technical tools to support the work of other committees, special workers, and the Board of Trustees.

Chair / Vice Chair (First name, Last Initial; State or Country)

Past Chair – Sharon F - MO, USA through March 10,2021

Chair – Brad L – MD, USA

Vice Chair - Vacant

Members (First name, Last Initial; State or Country)

<u>IT Committee</u>	<u>Website Redesign Subcommittee</u>
Brad L – MD, USA	Brad L – MD, USA
Mary Jo – IL, USA	Mary Jo – IL, USA
Jim B – FL, USA	Jim B – FL, USA
Cheryl F -Ontario, Canada	Kathy T - CA, USA
Joe H - LA, USA	Danielle J - PA, USA

WSO Website - Repository URL of meeting minutes / reports

<https://acawso.org/category/information-technology/>

Committee Contact information

itchair@acawso.org

A list of the Committee activities of 2020

Support given to other WSO Committees

- Began the IT Committee Liaison strategy for better coordination and support for committees and to better serve the needs of the fellowship.
- Added 3 additional zoom accounts allowing less committees to be assigned to each account
- Updated Zoom Guidelines for Committees, created Zoom Security and Zoom Bombing Protocols to help committees and events host safe meetings.
- Created [Online planning Event guide](#) and request [form for WSO Partnered Online Events](#) (10+ events so far)

ABC/AWC Support

- Provided upfront and realtime support for the ABC & AWC, ensuring that all technology was available and functional

General Technology Support

- Created an online [Committee Portal](#) to provide IT Onboarding for new Committee Chairs, centralized location for WSO IT (Guides, Forms, etc) and Resources for training for GSuite for Committee Collaboration
- WSO IT User Access Policy for the OPPM
- Created a Nondisclosure Agreement for volunteers, special workers and vendors who have access to confidential information via WSO websites or other systems.
- Emails – completed migration from GoDaddy to Gmail
- Improved cost efficiencies by review and removing unused softwares
- Changed WSO IT Budgeting to coordinate all of WSO technology expenses to reduce duplication and maintain account of all WSO paid technology subscriptions
- Created \$7 for 7th image for the Traveler and Adultchildren.org website
- Worked with DCOC and Finance Committees with Inventory Accounting project with Webgility and Quickbooks

AdultChildren.org Redesign Project

- Created new header logo options for consistent ACA branding - Board approved - moved to redesign effort
- Began testing plugin for 7th Tradition Contributions with recurring contributions, contribution history search, and to donate to targeted fund
- Content audit of the entire site to provide suggestions and guidance for pages for the new site

Meeting list updates

- Meeting list automatically presents meeting times in the users own time zone
- Added buttons for meeting information and meeting contact
- Search by State and Type for meeting list
- Administrative Panel Enhancements (backend)
- Added more statistics reporting options
- Developed update and procedures guide
- Conducted meeting database administrative trainings
- With over 1200 meetings that hadn't been updated within the previous 12 months, the committee requested that Intergroups, Regions and other committees be given meeting administrative access so they have the ability to update their affiliated meetings. (pilot program with global members, full deployment expected in 2021)

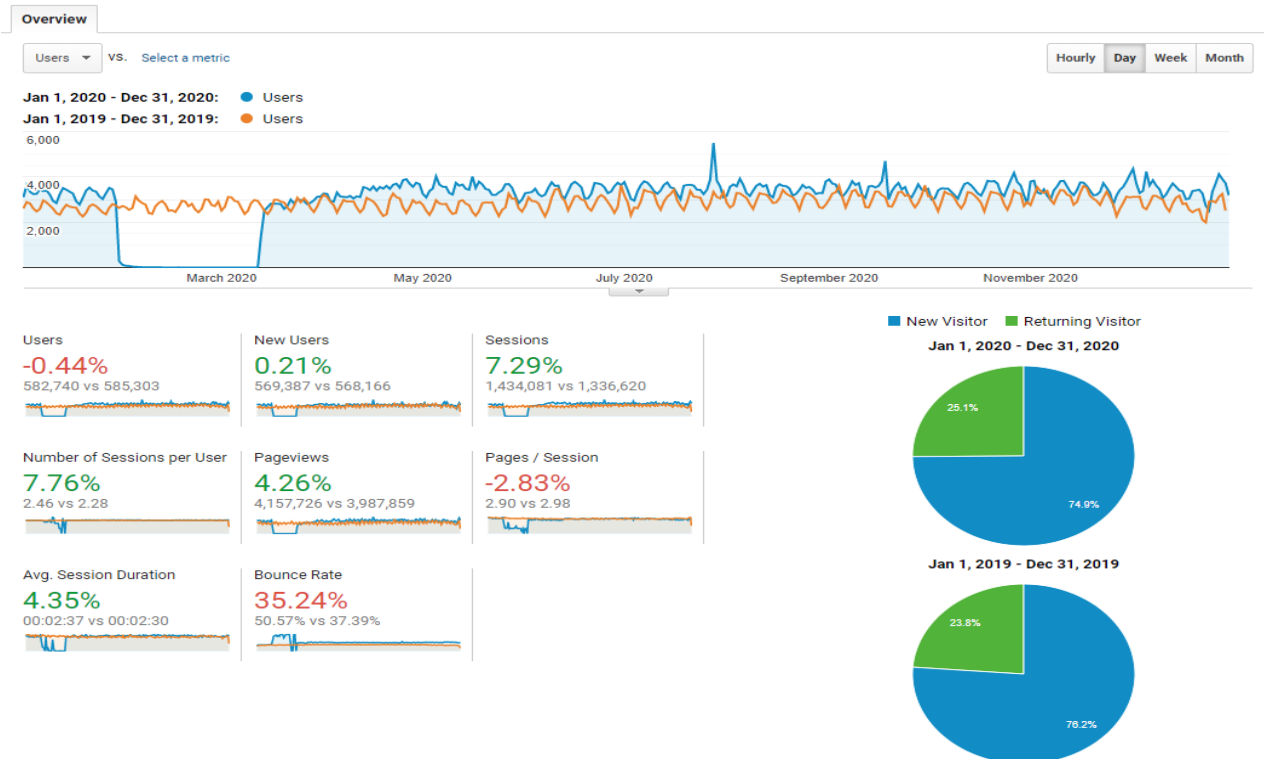
Supporting charts, graphs and reports, as needed






























see below

Goals for the year ahead

1. Complete redesign and deployment of a modern adultchildren.org website
 - a. Content Update Project - Update, add, and remove content with input from WSO committees.
 - b. Hire a web designer or design firm
 - i. Implement modern attractive design
 - ii. Utilize content update project material
 - iii. Optimize site for faster response
 - iv. Improve accessibility
 - c. Research faster hosting options and move all live ACA websites to that faster host
2. Meeting list update project
 - a. Get input from the fellowship
 - b. Improve meeting search filters (e.g search by language used)
 - c. Improve aesthetics of the meeting search and results
 - d. Leverage paid professionals where appropriate
3. Review options and develop a plan for updating the acawso.org site

Adultchildren.org Analytics 2020 vs 2019



Country	Users	% Users
1.  United States		
Jan 1, 2020 - Dec 31, 2020	464,181	 79.99%
Jan 1, 2019 - Dec 31, 2019	490,154	 83.32%
% Change	-5.30%	-4.00%
2.  United Kingdom		
Jan 1, 2020 - Dec 31, 2020	30,172	 5.20%
Jan 1, 2019 - Dec 31, 2019	23,583	 4.01%
% Change	27.94%	29.69%
3.  Canada		
Jan 1, 2020 - Dec 31, 2020	22,591	 3.89%
Jan 1, 2019 - Dec 31, 2019	20,576	 3.50%
% Change	9.79%	11.30%
4.  Australia		
Jan 1, 2020 - Dec 31, 2020	12,016	 2.07%
Jan 1, 2019 - Dec 31, 2019	9,215	 1.57%
% Change	30.40%	32.18%
5.  Sweden		
Jan 1, 2020 - Dec 31, 2020	4,503	 0.78%
Jan 1, 2019 - Dec 31, 2019	3,030	 0.52%
% Change	48.61%	50.65%
6.  Germany		
Jan 1, 2020 - Dec 31, 2020	3,819	 0.66%
Jan 1, 2019 - Dec 31, 2019	3,628	 0.62%
% Change	5.26%	6.71%
7.  Netherlands		
Jan 1, 2020 - Dec 31, 2020	3,119	 0.54%
Jan 1, 2019 - Dec 31, 2019	2,281	 0.39%
% Change	36.74%	38.61%
8.  India		
Jan 1, 2020 - Dec 31, 2020	2,605	 0.45%
Jan 1, 2019 - Dec 31, 2019	2,002	 0.34%
% Change	30.12%	31.90%
9.  Ireland		
Jan 1, 2020 - Dec 31, 2020	2,412	 0.42%
Jan 1, 2019 - Dec 31, 2019	2,159	 0.37%
% Change	11.72%	13.25%
10. (not set)		
Jan 1, 2020 - Dec 31, 2020	2,198	 0.38%
Jan 1, 2019 - Dec 31, 2019	472	 0.08%
% Change	365.68%	372.06%

Page	Pageviews	% Pageviews
1. /quick-search/?onlinebt=Click+Here		
Jan 1, 2020 - Dec 31, 2020	531,869	12.79%
Jan 1, 2019 - Dec 31, 2019	54,863	1.38%
% Change	869.45%	829.84%
2. /		
Jan 1, 2020 - Dec 31, 2020	428,135	10.30%
Jan 1, 2019 - Dec 31, 2019	484,154	12.14%
% Change	-11.57%	-15.18%
3. /meeting-search/		
Jan 1, 2020 - Dec 31, 2020	394,102	9.48%
Jan 1, 2019 - Dec 31, 2019	503,795	12.63%
% Change	-21.77%	-24.97%
4. /quick-search/?telephonebt=Click+Here		
Jan 1, 2020 - Dec 31, 2020	308,341	7.42%
Jan 1, 2019 - Dec 31, 2019	225,198	5.65%
% Change	36.92%	31.33%
5. /meditation/		
Jan 1, 2020 - Dec 31, 2020	303,607	7.30%
Jan 1, 2019 - Dec 31, 2019	230,216	5.77%
% Change	31.88%	26.49%
6. /mtsearch		
Jan 1, 2020 - Dec 31, 2020	201,819	4.85%
Jan 1, 2019 - Dec 31, 2019	47,871	1.20%
% Change	321.59%	304.36%
7. /literature/laundry-list/		
Jan 1, 2020 - Dec 31, 2020	199,472	4.80%
Jan 1, 2019 - Dec 31, 2019	314,698	7.89%
% Change	-36.61%	-39.20%
8. /resources/find-a-meeting/		
Jan 1, 2020 - Dec 31, 2020	166,314	4.00%
Jan 1, 2019 - Dec 31, 2019	217,984	5.47%
% Change	-23.70%	-26.82%
9. /find-a-meeting-contact/		
Jan 1, 2020 - Dec 31, 2020	124,841	3.00%
Jan 1, 2019 - Dec 31, 2019	198	0.00%
% Change	62,951.01%	60,375.01%
10. /quick-search/		
Jan 1, 2020 - Dec 31, 2020	86,966	2.09%
Jan 1, 2019 - Dec 31, 2019	8,528	0.21%
% Change	919.77%	878.11%

Goal 1: Gather and process documents and recordings.

Objective 1: Scan all documents in our possession.

Objective 2: Sort and process all documents and recordings in our possession.

Objective 3: Continue search for missing documents and recordings.

Goal 2: Gather and Process Oral Histories

Objective 1: Make a list of those we wish to interview.

Objective 2: Do preliminary interviews of as many people on the list as possible.

Goal 3: Make archival materials available to the fellowship.

Objective 1: Choose a platform for an ACA Fellowship Library.

Objective 2: Catalog materials in a way that makes them easy to find.

Objective 3: Create materials to help Regions, Intergroups and Meetings archive their historical documents.

The OPPM Committee Report

Statement or Description of Purpose

The OPPM (Operating Policy and Procedures Manual) is the primary WSO policy document in alignment with Board motions for the Board and its Committees. 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.

Note: We have submitted the following revision and are awaiting Board approval: The OPPM (Operating Policy and Procedures Manual) is the primary WSO policy document for the Board and its Committees. In partnership with the Board, the OPPM Committee reviews 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.

Chair / Vice Chair (First name, Last Initial; State or Country)

Chair, MaryJo L., Illinois
Vice Chair, Kelle J., Florida

Members (First name, Last Initial; State or Country)

Josh W., Committee Secretary, Washington, D.C.	Erin D., Pennsylvania, Board Co-Liaison
Jasmina T., New York	Charlie H. (Virginia), Board Co-Liaison

Officer Nominations for 2021-2022 Chair / Vice Chair (First name, Last Initial; State or Country)

Chair, Kelle J., Florida
Vice Chair, Jasmina T., New York

WSO Website - Repository URL of meeting minutes / reports

<https://acawso.org/category/oppm/>
Meetings: Twice per month on the 2nd and 4th Thursdays

Committee Contact information

Committee e-mail address: oppm@adultchildren.org
Open Slack Channel: #oppm_your_questions

A list of the Committee activities of 2020

Worked on prioritization of project plan

Incorporated various motions passed by the Board that included additions of, or revisions to the following sections:

- Section X. Committees
- Section XII. ACA WSO Literature
- Section XIX. ABC and AWC
- Section XX. Ballot Preparation Committee (BPC)
- Section XXI. Information Technology
- Appendix I. Right to Petition (additional changes in progress)
- Appendix II. Region Certification Process
- Appendix IX. Travel Policy and Section IV. Fiscal Policy – worked with Finance Cmte (passed in 2021)
- Appendix X. Modified Roberts Rules (Addition of and subsequent revision)
- Appendix XI. Board Norms of Conduct

Goals for the year ahead

- Clarify process for how updates are made
 - Work with the Service Norms Sub-Committee of the MSSC to help define a policy that helps ensure accountability of WSO (the Board and Committees) to the Fellowship
 - Continue working on changes to Section X. Committees
-

The ABC/AWC Committee Report

Statement or Description of Purpose

The ABC Committee exists to coordinate the efforts of planning the Annual Business Conference and the ACA World Convention.

Chair / Vice Chair (First name, Last Initial; State or Country)

Chair David McB Vice Chair vacant

Members (First name, Last Initial; State or Country)

Jim B <i>Secretary</i>	Brad L <i>Tech chair</i>	Karin S <i>ABC Chair</i>	Jim R <i>Binder</i>
Erin D	Fredrik H	Greg R	Josh W
Justine F	Liz C	Mary Jo L	Mindy L
Sharon F	Sue V.		

WSO Website - Repository URL of meeting minutes / reports

<https://acawso.org/category/abc-committee/>

Committee Contact information

A list of the Committee activities of 2020

I accepted the responsibility as chair in October. The board made a decision to cancel the in person ABC AWC for 2021 due to the ongoing pandemic. We were faced with a contract with the hotel that was a modification of the canceled 2020 event. The hotel held our non-refundable deposit and the contract included additional obligations and substantial penalties. After consulting with a lawyer, we hired the firm to evaluate our position.

Working with Julie Kaye from Helms Briscoe we successfully converted that deposit and liability to a very positive board retreat and possible regional event in the fall of 2021. The same law firm advised us on our 2022 ABCAWC contract and working with Julie Kaye we signed a positive contract for 2022 in San Francisco.

Faced with another virtual event for 2021 the committee rose to the challenge and has done our best to plan this year's event.

We hope everyone has a wonderful event!

Namaste,
David McB Chair

Subcommittee name

Delegate Training Subcommittee

Statement or Description of Purpose

Our goal is to educate Delegates about their responsibilities regarding the Annual Business Conference (ABC).

Chair / Vice Chair (First name, Last Initial; State or Country)

Cheryl F., Toronto, Ontario, Canada

Members (First name, Last Initial; State or Country)

Mary Jo L., Illinois

Carole C., California

Toni P, Illinois

WSO Website - Repository URL of meeting minutes / reports

<https://acawso.org/category/delegate-training/>

Committee Contact information

dtsc@acawso.org.

A list of the Committee activities of 2020

1. Created & managed the distribution and analysis of the Post ABC Surveys
2. Managed the DTSC Service Website, clean up and updated documents and information
3. Published an ACA ABC Delegate Handbook
4. Created, scheduled, and delivered the Delegate Training Sessions for the 2021 ABC
5. Cleaned up the DTSC Recordings in Dropbox
6. Collaborated on a Traditions Workshop

Goals for the year ahead

1. Create & deliver a workshop on each of the Traditions
2. Revise the ACA ABC Delegate Handbook
3. Create a workshop on healthy business meetings

In preparing the Ballot, we worked with the Board to be extra mindful of the wording of the WSO Analysis, trying to ensure the comments were neutral, minimizing any expressions that might sway opinions.

New this year was the creation of Proposal Workshops to help groups develop clearer and more persuasive Proposals. These workshops and follow-up conversations also provided opportunities to: 1) Inform groups of WSO plans and actions that are already being taken – thus decreasing the need for a Proposal, and 2) Help groups with ideas that would better be directed to WSO committees for possible action.

Also new this year were the Town Halls. Each of the 3 online sessions spotlighted from 5 to 7 Ballot Proposals. The submitting Groups were invited to offer a 3-minute summary of their Proposal, after which they answered questions from the audience. Best of all, the Town Halls were recorded and offered on our Committee's WSO website page so that Groups around the globe, at any time, could listen to the sessions and be better informed while voting on the Proposals.

Given the success of the above initiatives, their practice shall be continued and built upon.

Goals for the year ahead

- Leverage technology to make it easier for the Fellowship to vote and for ease of vote tallying at the end of the Ballot process.
- Improve publicity and awareness of Proposal Development Workshops and Town Halls.
- Improve effectiveness of the Proposal Development Workshops.
- Improve visibility of access to the Ballot.
- Better incorporate into our review of Proposals any possibility of combining similar proposals, or redirecting them to the right Committee or vehicle if they do not actually meet the standards of a Proposal.

The Ad hoc Committee on Meeting and Service Safety Report

Statement or Description of Purpose

To address safety issues related to virtual meeting environments during the coronavirus pandemic, and develop a long-term strategy and potential resources to help the ACA fellowship effectively address other chronic safety issues.

Floor Motion from the 2020 ABC:

Motion to create a committee to address fellowship safety for the immediate and continued purpose of providing guidance and resources to meetings transitioning between in-person and virtual meetings and addressing fellowship safety issues within all formats and venues during the current coronavirus pandemic and thereafter.

Chair / Vice Chair (First name, Last Initial; State or Country)

Chair: Erin D, PA

Vice Chair: Rich R, NM

Members (First name, Last Initial; State or Country)

Kathy T, CA (Secretary)	Alaska, CA	Dove H, AZ	Greg M, MT
Heila J, CO	Jeff J, DC	Josh W, DC	Julianne V, IN
Karin S, IL	Kelle J, FL	Neil H, FL	Nicholas W K, NC
Rebecca C, NC			

WSO Website - Repository URL of meeting minutes / reports

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

Committee Contact information

Meeting-safety@adultchildren.org

A list of the Committee activities of 2020

The MSSC began evaluating problematic issues with virtual meetings as they transitioned from face-to-face meetings by survey and a town hall. Three subcommittees were later formed to address the specific safety issues within all formats and venues. The main MSSC is where subcommittee members meet monthly to discuss and determine which issues may best be served in which subcommittee, where overlapping issues arise and how subcommittees may work together, and to present the work being done in the subcommittees. For this reason, the majority of MSSC members work across the three MSSC subcommittees.

Subcommittee name

Addressing Predatory Behavior Subcommittee

Statement or Description of Purpose

1. To provide education and resources for members, groups, intergroups, and newcomers to address predatory behaviors within the fellowship.
2. To create safe spaces for open discussions about predatory behavior in the fellowship.

Chair / Vice Chair (First name, Last Initial; State or Country)

Co chairs: Greg M, MT and Neil H, FL

Members (First name, Last Initial; State or Country)

Heila J, CO(Secretary)

WSO Website - Repository URL of meeting minutes / reports

acawso.org/category/apb/

Committee Contact information

Currently at: Meeting-safety@adultchildren.org to connect with Subcommittee co-chairs

A list of the Committee activities of 2020

- Working to create a Self-Check Inventory (SCI) related to APB for an individual member as well as a group SCI.
- Awaiting 2021 ABC approval of the Addressing Predatory Behavior Tent Card Draft which is currently out for fellowship review.

Subcommittee name

Online/Virtual and Phone Meeting Subcommittee

Statement or Description of Purpose

To address safety issues related to virtual meeting environments during the coronavirus pandemic, and develop a long-term strategy and potential resources.

Chair / Vice Chair (First name, Last Initial; State or Country)

Co-chairs: Neil H FL, Nicholas W K NC

Members (First name, Last Initial; State or Country)

WSO Website - Repository URL of meeting minutes / reports

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

Committee Contact information

Currently at: Meeting-safety@adultchildren.org to connect with Subcommittee co-chairs

A list of the Committee activities of 2020

- Fellowship survey of troublesome virtual meeting issues identified the top three issues as: domineering behavior, distracting behavior, and management of Zoom accounts.
- A Town Hall was held to solicit input on troublesome virtual meeting issues.
- Currently creating a series of interactive workshops with breakout groups to address the survey issues, beginning with domineering behavior.
- Revised the "Zoom Guide Suggestions for Committees" to "Zoom Guide Suggestions for Meetings" for placement in Best Practices, Member Toolbox at adultchildren.org
- A Safety Policy and Moderator Guidelines document currently in use for phone meetings is being assessed for adaptation and suggested use in Zoom meetings.

Subcommittee name

Service Norms Subcommittee

Statement or Description of Purpose

Purpose Statement [rev. 03.20.2021]: The subcommittee aims to develop and promote norms and best practices to cultivate unity, safety, and healthy communication at all levels of service, including strategies for conflict resolution.

Chair / Vice Chair (First name, Last Initial; State or Country)

Co-chairs: Karin S, IL and Rich R, NM

Members (First name, Last Initial; State or Country)**WSO Website - Repository URL of meeting minutes / reports**

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

Committee Contact information

Currently at: Meeting-safety@adultchildren.org to connect with Subcommittee co-chairs

A list of the Committee activities of 2020

- Created a registered service-related online meeting with Q and A to model healthy service through its business meeting and service topics:

Commitment to Service

WSO Meeting ID: WEB0393

Wednesdays, 12:30 pm EDT

<https://us02web.zoom.us/j/88122824695?pwd=NlFQeXB2N3FqMklZdnI0NHRRVnRnQT09>

- ZOOM ID: 881 2282 4695 Meeting password: 120140
 - Meeting email address: commitmenttoserviceaca@gmail.com
- Created **The Recovery Lounge**
Meets on the first Saturday and third Monday for WSO Slack volunteers to get to know each other, with fun activities and 12 Step recovery topics.
 - Reviewing the Board Norms document for Service Norms suggested use across the fellowship.

Goals for the year ahead**MSSC:**

- Consider producing one booklet or a technology-based collection with index for Frequently Asked Questions and/or collaborate with SNC to develop a chapter in the Service Manual to encompass all the MSSC is doing.
- Continue discussion about IT project on Redesign of the primary website (Our Secretary is the liaison with IT Website Redesign group)

Addressing Predatory Behavior Subcommittee:

- Self-Check Inventory for the “victim” part of a predatory dynamic as well as the “victimizer” part of this dynamic.

Service Norms Subcommittee:

- Continue to review the existing Board Norms and Dispute Resolution documents developed at the Board level with the intention of adaptation and modification for use across the fellowship. Explore the addition of email and Slack communications not previously addressed in the Board document.
- Creation of a Slack Etiquette/Boundaries document.

Online/Virtual and phone meeting Subcommittee:

- Develop and explore the possibility of a ‘How to know if you are at a safe meeting?’ “safety checklist” that would be available on the Search for Meetings Page on the website.
- Zoom Safety Fire Drill workshop.

The Distribution Center Oversight Committee (DCOC) Report

Statement or Description of Purpose

As provided for in the WSO Operating Policies and Procedures Manual (OPPM) “The purpose of the Oversight Committee is to maintain contact with the office management to ensure that all operations are running smoothly, that policies are being followed, and that the Staff has the resources they need to do their jobs.” It also monitors the business operations of the WSO and acts as a resource to the Board for office related functions.

Chair / Vice Chair (First name, Last Initial; State or Country)

Bill D., Chair, Florida / Rich R., Vice Chair, New Mexico

Members (First name, Last Initial; State or Country)

Jim B., Florida	WSO Staff who regularly attend:
Sharon F., Missouri	Nick C, California
David M., Florida	Lucia S., Florida
Sue V., Canada	Keara S., California

WSO Website - Repository URL of meeting minutes / reports

<https://acawso.org/category/dist-ctr-oversight/>

Committee Contact information

Meets: Bi-weekly on 2nd and 4th Wednesdays of each month at 4pm Eastern
 Zoom Meeting Information: <https://zoom.us/j/396656263> , please email for PW
 Email Contact: dcoc@acawso.org
 Slack Channel: [wso_dcoc_and_office](#)

A list of the Committee activities of 2020

1. Perform monthly review of inventory with the office and approve transfers
2. Review literature order quotes and send motions to the board for approval
3. Prepared annual report for the 2020 ABC
4. Initiated an Inventory Management Consulting Project to address material weakness per audit
5. Solicited, vetted and recommended a HR Consulting firm to the board
6. Secured German VAT Tax registration
7. Assisted IT Committee with IT Access Procedures
8. Investigated the need for more warehouse space and sought alternative spaces
9. Created and implemented an inventory Add/ Remove Form and policy
10. Learned of a need for nation-wide sales tax compliance and worked to initiate a project with the Finance Committee
11. Worked with staff to cleanup and remove outdated Amazon SKUs
12. Arranged for a temp bookkeeper while our regular bookkeeper was out on extended leave
13. Worked with an Amazon consultant to perform an assessment of our account
14. Worked briefly with a volunteer Business IT professional to begin looking at WSO IT needs
15. Vetted and engaged a business organizational consultant to perform an assessment
16. Discussed and approved the subsidization of literature in countries with emerging fellowships
17. Initiated a discussion about revising the text on the cover of the BRB
18. Updated sales tax exempt customers in WSO shopping cart

Detailed descriptions, as needed

1. As the board's representatives the committee monitored and discussed the monthly inventory counts. Reviewed and approved order quantities and inventory transfers with the office staff.
 2. The WSO inventory process had been identified during a previous financial audit as an area the organization lacked the oversight to pass the audit. The committee initiated a plan to identify specific weaknesses and develop strong procedures through an Inventory Management Consulting Project. The committee reported to the board that an organization wide policy was needed that involved the office staff, the oversight committee, finance committee and the external accountants. The board approved the project and an overhaul of the inventory accounting process was begun. At the end of the project the system was efficiently processing sales transactions through from the sales platforms to the accounting software. Policies for handling, inventory were strengthened with formal procedures being adopted that created checks and balances in the system.
 3. Solicited, vetted and recommended a Human Resources (HR) Consulting firm to the board – with the complicated employment laws and the various states WSO had employees in it became apparent WSO needed to strengthen its limited policies and develop a regulatory compliant employee manual. The committee began the task of identifying the needs and detailing them in a request for proposals that was sent to various HR Consulting companies in the Los Angeles County area. The committee vetted the respondents and selected a firm to recommend to the board. After the firm was selected an ad hoc committee was created to solely focus on the HR area of WSO and work with the consultants to create an employee manual with recommended and required policies included.
 4. Investigated the need for more warehouse space and sought alternative spaces – WSO's lease was set to expire in April 2020 and new owners had acquired the building. The new owners planned to increase the rent by about 40%. Due to about 20 percent year over year growth in literature sales WSO was already approaching maximum capacity at its current office / warehouse space. The committee recommended to the board that WSO consider moving to a larger space. The committee began reaching out to brokers for information about office / warehouse spaces within a 10 to 15 mile radius of the existing office/warehouse. Long term needs were identified, inspections were made, and WSO was in the middle of securing a new office location when the Covid 19 pandemic hit the US. With the immediate drop off in face to face meetings, the sales of literature plummeted. With all of the negative media coverage WSO decided not to pursue the move at that time and instead negotiated a 2 year extension of its current lease with only a 9% increase and 3 free months of rent. That lease will expire in 2022 and a new lease is being considered for another year or two until we see if the sales return to pre-Covid levels when the world opens back up for face to face meetings.
 5. Vetted and engaged a business organizational consultant to perform an assessment – WSO's lack of a chief executive leaves most of the high level management decisions to the board. As a result the various committees have a stake in the decision making process that spans from fellowship services into the intricacies of managing a publishing business. Some of the committee long felt a revision to the structure of WSO was needed to more efficiently manage the demands of an international publishing business and went to the board with a plan to utilize an organizational management consultant to assist us with the evaluation. The board backed the idea and firms with expertise in business and non-profit management were solicited. The committee recommended a firm and after being interviewed by the board the firm was began to interview all of the board members, staff and other key people in the organization to determine the needs before proposing a solution to fill them.
-

After a few months a proposed structure was presented to the board. The board has begun looking at ways to implement needed change by realigning committees. More will be discussed at its strategic planning meetings, but it is apparent the current structure has been outgrown and does not serve WSO as well as it once did.

Goals for the year ahead

The work of the committee meets an important need for WSO, but with the focus on revising the organizational structure to accommodate the worldwide growth in the fellowship the future role of the committee is uncertain. The tasks it is charged with will still need to be done, but they may be done by another committee in the future. At this time the general goals are:

1. Ensure WSO gets the most efficient use from its office/warehouse facilities
2. Provide fiduciary oversight to the literature and product sales and inventory process
3. Identify logistical obstacles to providing world wide access to our literature and products
4. Continue to identify organizational weaknesses and apprise the board of the same
5. Evaluate the need for larger office/warehouse space
6. Work with other committees, including a future publishing committee, to coordinate activities needed for exponential world-wide growth

The WSO Office Report

Statement / Description of Purpose

Acquisition and Divesture of inventories for Distribution Worldwide. Distribute Program Materials to Amazon FBA,(Fulfilled By Amazon), Amazon store fronts include USA, UK, Canada, Mexico, Italy, France, Spain, Poland, Netherlands, Sweden, Germany, Brazil. Maintain WSO meeting list updates, New Meetings, and Inquiries. Administer HR policy and procedure Store and protect archive materials, serve as live contact for members.

Operations Manager

Nick Calandrino, Signal Hill, California USA

Special Workers:

Gloria Delgado - California
Keara Schneyder – California
Jose Vazquez – California
Eleni Mesmusci – New York

WSO Website -

<https://acawso.org/category/wso-office>

Contact ;

om@acawso.org – meetings@acawso.com

A list of DC activities in 2020

- Perform monthly Physical inventory.
- Work with DCOC to maintain inventory levels and reorder of materials.
- Kept continuity in output within a 24 to 48 hour turn around during pandemic.
- Maintained strict adherence to CDC rules regarding COVID – 19 protocols including work from home and sterilization of the WSO workplace.
- As rioting erupted in the Signal Hill/ Long beach areas the DC team continued distribution.
- Worked with HR chair in creating the WSO employee Manual. This effort took 5 months of weekly meetings to achieve. The Employee is a living document open to updates.
- Worked with agents and realtors while traveling to and inspecting possible properties for higher capacity DC HUB buildings.
- Removed outdated Amazon FBA SKUs from system relieving redundancy of inventory.
- Member Meetings over the last year have grown by about 547 registered meetings, 703 of the 3084 active listings are Web meetings and 182 are Telephone meetings.
- Worked on updating meeting list and eliminated inactive meetings systematically.
- Monitor the voice messages that come from the Vonage voice mail system and dispatch accordingly.
- Manage Customer Service/ Returns, Damages, Lost shipments, order placement.
- Process Intergroup Orders, compile, and package assemblies (Tri-Fold Assortments, Literature Sets, New Meeting Packets, and Meeting Starter Kits). printing and stocking of international literature.

-
- Maintain Purchase Order records, a Purchase Order Binder, and hard copy and electronic filing system.
 - Compile and generate inventory and sales reports and excel spreadsheets as requested by the operations manager.
 - Worked with the literature committee chair to set up the first edition of the “Loving Parents Guidebook”.
 - Attend zoom Strategy meetings with WSO board.
 - Host Weekly meeting with Staff and attend monthly HR employee meeting with HR Chair.
 - OPS manager has been certified by the DOT for Reasonable suspicion drug training.
 - Shipped Books from Signal Hill to the following locations. **Australia, Canada, Chile, Denmark, United Arab Emirates, Greece, Ireland, Israel, Italy, New Zealand, Switzerland, Japan, Brazil, Sweden, United Kingdom, Argentina, Netherlands, Spain, South Africa, India as well as the USA.**
 - Attended meetings weekly or Biweekly with DCOC, OMOOC, HR Ad hoc Committee. International Literature committee, employee meeting, Finance Committee and monthly Telecon.

Goals for the year ahead

Departmental Goals Include:

- A Higher degree of output and the ability to handle more shipments per day in a shorter time.
- Assist in reaching out globally by registering new territories in Amazon. Starting with Japan, Australia, and India.
- Become more static in communication with the trustees/ board/ committees.

The Human Resources Ad hoc Committee Report

Statement or Description of Purpose

To create an HR handbook for ACAWSO that any future board can use to help support/manage our paid employees.

Chair / Vice Chair (First name, Last Initial; State or Country)

Chair – Rich R

Members (First name, Last Initial; State or Country)

The HR ad hoc Committee consists of board members and fellowship members.

WSO Website - Repository URL of meeting minutes / reports

Committee Contact information

If you're interested in HR and would like to join our meetings please contact hr@acawso.org.

We meet on the second and fourth Tuesdays of the month at 4 p.m. Eastern.

<https://us02web.zoom.us/j/84889018373>

A list of the Committee activities of 2020

The board approved the HR ad hoc Committee in March 2020. This Committee ends in April 2021. Rich R. was elected as chair, Miles C. elected as vice chair. I am sad to report that Miles C. died on 12/3/20. He was a good friend and I will miss him.

Paychex is the HR company we are using to establish our ACA HR handbook. We meet weekly with our contact person at Paychex. These meetings started March 26th of 2020. They ended on Dec. 9th 2020 for the actual HR Handbook. We still meet once a month for questions.

The ACAWSO HR Handbook was adopted unanimously at the board meeting on 12/3/20. The HR Handbook has been sent to all employees and board of trustees.

Goals for the year ahead

Currently we are working on "areas of responsibility" and a motion to the board for this committee to become a full time committee.

The Member Services Committee Report

Statement or Description of Purpose

We are a diverse group of members who are enthusiastic about opening up communication and ending isolation for all ACA members and meetings in the world.

Chair / Vice Chair (First name, Last Initial; State or Country)

Chair Carole C.; California Vice Chair vacant

Members (First name, Last Initial; State or Country)

Sarah S.;	Laura L.; California	Marc G.; Netherlands	Matt K.; Wisconsin
Sue V.; Canada	Rich R.; New Mexico	Tamara P.;	Miles C.; Canada deceased
Sarah O.;	Arjan;	Markus S.;	Joe H.;
Justine F.; PA			

WSO Website - Repository URL of meeting minutes / reports

<https://acawso.org/category/member-services/>

Committee Contact information

mscchair@adultchildren.org;

Monthly Business meeting 1st Wednesday, 2 p.m. ET / 1800 GMT Zoom ID 843 9481 6277 Passcode: 93420

Slack Channels: #msc_committee_

A list of the Committee activities of 2020

1. Supported the H&I and PS committees by sharing our monthly meetings with them as they organized.
2. To ease the stress our ACA fellowship is experiencing due to the coronavirus pandemic, we researched ways for our membership to continue having their meetings virtually and assist them with updating their listing.
3. Discussed the necessity of keeping our repository updated for our membership.
4. Discussed scenarios for the Virtual AWC and our participation in it.
5. We posted COVID guidelines and self-care information.
6. Attended to or contributed to the 2020 AWC workshops.
7. Assisted face to face meeting in moving to virtual meetings.
8. Discussed the need to be globally inclusive, i.e., use the month of the year instead of the season in global meetings.
9. Worked to improve communication between the membership, MSC and its subcommittees to clarify when member emails and messages are answered and the content is shared so we know the what, when, and if of the requests.
10. Worked on focusing on communications between our MSC subcommittees, other WSO committees, and the Board of Trustees to support and assist in developing and keeping up with meetings, Intergrups, and Regions around the world.*

Detailed descriptions, as needed

*We believe that working together builds unity and that unity and communication within our ACA program are vital for the healthy growth of ACA.

Subcommittee name**Intergroup Subcommittee***Statement or Description of Purpose*

The Intergroups Subcommittee was formed to give assistance, support, and guidance to new, forming, and existing Intergroups with planning, organization, and questions about protocol. It communicates news and concerns of the ACA Intergroups to the Region and World Service boards. A priority for the Intergroups Subcommittee is to connect forming, new and existing Intergroups with each other to share their Experience, Strength, and Hope. We are helping them share best practices among themselves.

Chair / Vice Chair (First name, Last Initial; State or Country)

Tamara P., Vacant

Members (First name, Last Initial; State or Country)

Carole C., California Rosalie M., Washington Josh W., DC

WSO Website - Repository URL of meeting minutes / reports

<https://acawso.org/category/intergroups/>

Committee Contact information

Intergrgroups@adultchildren.org

Meets monthly on 4th Saturday at noon-1:30 ET on Zoon: <https://us02web.zoom.us/j/89226988250>

A list of the Committee activities of 2020

1. Analysis of Needs Assessment survey.
2. Edit guide to Starting an Intergroup.
3. Submitted Intergroup section of Service Manual to Service Network committee.

Subcommittee name**Members Subcommittee***Statement or Description of Purpose*

The Members Subcommittee focuses on connecting and supporting meetings and members, thereby helping WSO meet the needs of the fellowship in North America.

Chair / Vice Chair (First name, Last Initial; State or Country)

Chair – Vacant Vice Chair – Vacant

Members (First name, Last Initial; State or Country)

Carole C.; California Sarah O., New Jersey

WSO Website - Repository URL of meeting minutes / reports

<https://acawso.org/category/member-outreach/>

Committee Contact information

members@adultchildren.org and Slack channel #msc_members_subcm.

A list of the Committee activities of 2020

See Members Services Committee activities

Subcommittee name**Regions Subcommittee***Statement or Description of Purpose*

The Regions Subcommittee was formed to give assistance and guidance to all ACA Regions. It supports and assists new and existing Regions, and Regions in the process of forming, with planning, organization, and questions about protocol. It communicates news and concerns between Regions and the World Service Board.

Chair / Vice Chair (First name, Last Initial; State or Country)

Chair vacant; Emeritus Chair Laura L.; California Vice Chair Justine F.; PA

Members (First name, Last Initial; State or Country)

Varya I; Russian Region.	Matt K.; Wisconsin. Midwest USA Regional area.	Josh W.; DC; North East US Region (#5) USA.	Carole C.; California; Greater Western USA Region (#2).
John N.; Detroit Metro; Michigan.			

WSO Website - Repository URL of meeting minutes / reports

<https://acawso.org/category/regions/>

Committee Contact information

regions@acawso.org;

WSO Slack Channel: msc_regions_subcmte_forum

Business meeting 4th Saturday monthly 3 p.m. ET (1900 GMT) Zoom: 891 2591 3070

A list of the Committee activities of 2020

Finalized region registration application packet
Facilitated the application of the Northeast Region

Subcommittee name**The Traveler Newsletter***Statement or Description of Purpose*

The Traveler Newsletter is an email publication, scheduled to be released at the beginning of each month, which highlights ACA service announcements, news and recovery events.

Chair / Vice Chair (First name, Last Initial; State or Country)

Editor: Eleni M.

WSO Website - Repository URL of meeting minutes / reports

<https://acawso.org/category/the-traveler-newsletter/>

Committee Contact information

<https://acawso.org/events/>

A list of the Committee activities of 2020

Assemble and publish the monthly newsletter

Subcommittee name

Young Adults and Teens Subcommittee

Statement or Description of Purpose

We help to bridge the gap for ACA teens and young adults as they move through school to adult/college/work life.

*Chair / Vice Chair (First name, Last Initial; State or Country)**Members (First name, Last Initial; State or Country)*

Marc G.; Netherlands	Toni P.	Mikkel L.; Denmark	Rich R.; New Mexico
Korry; England	Jan R.	Terry M.	Tamara P.
Laura L., California	Sarah O.		

WSO Website - Repository URL of meeting minutes / reports

<https://acawso.org/category/young-adults/>

Committee Contact information

youngadults.teens@adultchildren.org

Slack channel: #msc_teen_nd_yng_adlt_sbcmte

A list of the Committee activities of 2020

- Met monthly Third Wednesday monthly 19:00 (7p.m.) UTC. 2:00 pm Eastern Time (ET): <https://zoom.us/j/446358110>
- Worked and communicated with each other between meetings to generate Teen and Young Adult ACA Literature.
- Answered questions from ACAs with existing Teen and/or Young Adult ACA meetings.
- Assisted ACA members with the formation and listing of new ACA Teen and/or Young Adult meetings.
- Gathered information from ACA members around the world about existing or forming ACA Teen and/or Young Adult meetings.
- Changed the focus of the monthly meeting to discuss and work on specific goals.

Member Services Committee – Goals for the Year Ahead

- Give new energy and leadership to the Regions and Teen/Young Adult subcommittees.
- Establish faster and more meaningful communication between the ACA membership and the ACA WSO.
- Discuss and develop workshop ideas and plan for MSC to host them quarterly.

The Public Services Committee Report

Statement or Description of Purpose

The primary purpose of Public Services is to disseminate information to people who are not members of ACA. To provide public outreach carrying the ACA message to institutions (health; doctor's office, ambulatory sites, therapy/rehabilitation--educational, professional community, libraries) and corporations including wellness programs, conferences.

Chair / Vice Chair (First name, Last Initial; State or Country)

Jim B. (Florida)

Members (First name, Last Initial; State or Country)

Gary S (California) Mindy (California) Denise (California) Rich R (New Mexico)

WSO Website - Repository URL of meeting minutes / reports

<https://acawso.org/category/public-information/>

Committee Contact information

Jim B.: PSCChair@acawso.org

WSO Slack Channel: # Public_services_cmtee

Monthly Meeting: Every other Wednesday at 6 p.m. Eastern Time

Zoom: <https://zoom.us/j/85925059401>

A list of the Committee activities of 2020

- Review Existing ACA Public Information Literature and plan making updates
- Plan activities that can be accomplished within the restrictions of COVID
- Publicize the availability of the Public Service Announcement Recordings that are available for members to use. <https://acawso.org/2018/03/02/aca-psas-available-for-download-in-mp3-format/>
- Work on a mission statement that provides a clear message of what the committee's purpose is and the activities that ACA members can do to make ACA Public Information available.

Subcommittee name

Hospitals and Institutions Subcommittee

Statement or Description of Purpose

Chair / Vice Chair (First name, Last Initial; State or Country)

Chair – Rich R

Members (First name, Last Initial; State or Country)

Miles C (<i>Rest in Peace</i>)	Gary S	Satish	Markus
Jeanne L	Katherine M	Tricia B	Jim B
Denise	Mindy		

WSO Website - Repository URL of meeting minutes / reports

<https://acawso.org/category/h-and-i-committee/>

Committee Contact information

hichair@adultchildren.org

A list of the Committee activities of 2020

H+I sent out 703 orders for free literature in 2021.

H+I has joined the Public Service Committee meeting which is on the 2nd and 4th Wednesday at 630pm eastern. Please join us there!

And the long awaited trifold "ACA info for Health Professionals" has been released! This is in the fellowship review mode, but you can print this file at your local printers and then distribute it to your local health professionals.

https://adultchildren.org/wp-content/uploads/Literature/Info_For_Health_Professionals_Review.pdf

Goals for the year ahead

- Create a clear, concise mission statement for the Committee
- Review, update, and distribute ACA literature to various communities that may not know about ACA
- Cooperate with other WSO Committee and with ACA Regions, Intergroups, and Meetings to provide Public Information tools for them to use to carry the ACA Message
- Support in person and virtual events to share ACA information with the Public. Events such as Health Fairs and Conventions for other 12 Step Programs.

The Nominating Committee Report

Statement or Description of Purpose

To identify and nominate the best candidates for the ACA Board of Trustees.

Chair / Vice Chair (First name, Last Initial; State or Country)

Greg R., Chair, Texas

Denise R., Alaska/New Mexico

Members (First name, Last Initial; State or Country)

Jody O'C., Texas

Barbara B., California

WSO Website - Repository URL of meeting minutes / reports

<https://acawso.org/category/nominating-committee>

Committee Contact information

Greg R, chairnomcom@acawso.org

A list of the Committee activities of 2020

Communicated with members of the fellowship to cultivate Nominating Committee and Trustee applicants

Issued a special edition of the Traveler to advertise for Board applicants

Nominated 5 candidates to the Board, including one Regional nominee: interviewed applicants and 27 references in the vetting process

Revised the Board of Trustee Application; formalized a process for vetting and nominating candidates

Vetted and welcomed two new members to the Nominating Committee

Goals for the year ahead

Vet and welcome remaining members to the Nominating Committee

Work with the Board to clarify the nominating process in the OPPM: roles and responsibilities to streamline the work

Increase communications with Fellowship to encourage applications for the Board

Nominate four new Board members during the year by the 2022 ABC

Keep abreast of developments with Regions Subcommittee/Member Services Committee and Service Network Committee as it pertains to vetting additional Regional Trustees

The Executive Committee Report

Statement or Description of Purpose

- Overall strategy for ACAWSO
- Agenda for board working sessions
- Planning for retreats and conventions

Chair / Vice Chair/Treasurer/Secretary (First name, Last Initial; State or Country)

Charles H	<i>Chair</i>	Bill D	<i>Treasurer</i>
David McB	<i>Vice Chair</i>	Jim B	<i>Secretary</i>

WSO Website - Repository URL of meeting minutes / reports

<https://acawso.org/category/executive-committee/>

Committee Contact information

A list of the Committee activities of 2020

This has been a busy year for ACAWSO. We accept that we are the committee of the overwhelmed. All of the work that the executive committee does is reflected in the board overall actions. The committee also approves book reorders that are substantially the same as previous orders. The committee also considers sensitive issues involving conflicts and personnel.

Detailed descriptions, as needed

It has been an honor to serve these last two years as vice chair and will continue to serve ACA in all areas. Sharon F. is stepping into the position and brings additional strengths and clarity!

Namaste,
David McB
Vice-Chair



Ballot Proposals

ACA World Service Organization, Inc.
2021 Annual Business Conference Binder

The Proposal Process

Somewhat uniquely among 12 Step recovery programs, ACA WSO repeatedly asks its fellowship for suggestions for improvement, which the Board considers for implementation. These recommendations address matters of concern to the entire organization and are brought before the Board through a standardized process. While the process is continually being evaluated and revised, some standards will likely remain in place.

The fellowship is canvassed for ideas and suggestions that are presented to the Ballot Prep Committee, in the form of a Proposal. The proposals are then presented to the groups, Intergroups, and Regions, worldwide, as a Ballot, in an effort to answer a single question for each proposal – “Does this Proposal merit discussion at the upcoming Annual Business Conference?”

When the ballot votes are totaled, the proposals that are placed on the agenda of the Business Conference are those that garner a 60% affirmative vote (not including the votes of ‘no opinion’). The outcome at the Conference could be a motion, carried, that may be acted upon by the Board. Or the debate may determine that there is no support for the proposal.

The Group Conscience

Throughout the entire process the Group Conscience is the authority. Clearly, at the ABC, it is the discussion and final decision of the whole delegation, the Group, that determines the outcome of a proposal. But right from its inception, it is the group that informs the process.

Each proposal is intended to be the product of a group position. It is the group meeting, or the Intergroup or Region that puts forth a proposal. When the ballots are presented for a vote, it is the group, intergroup or region, which renders a consensus vote, yes or no.

Nowhere in the process is it intended that an individual opinion or suggestion be blindly adopted as the point of view of the group.

The Process

There is a repeated back-and-forth between the groups and the Ballot Prep Committee, throughout this annual process.

To begin, the Committee puts out a call for proposals, explaining the procedure. This occurs in June, by email to registered groups and Intergroups. Announcements are also placed on our various websites and in ACA publications. The announcement informs the groups that the maximum length of a proposal submission will be 300 words, and will include:

- the proposal itself
- background information in support of the proposal

The announcement also explains that, "We recognize that our program operates within the Spirit of the Twelve Steps and Twelve Traditions and that we must exercise judicious behavior in being of service to our fellowship. We encourage all submissions to strive to embrace the needs of our fellowship as a whole."

In August 2020, for the first time, the Ballot Prep Committee initiated instructional workshops to assist groups directly in fashioning focused and compelling proposals. This service will be offered again this year.

The proposals have to be submitted to the Ballot Process Committee, by the end of October.

The Committee then confirms and clarifies the proposal submissions. On occasion, the subject of the proposal is already being addressed by WSO, and that fact is brought to the attention of the submitting group, suggesting perhaps that they withdraw their proposal. Or perhaps the wording or intent is unclear. The Committee sorts through these issues. The ballots are then made available for translation into different languages – not by the Ballot Prep Committee, but by interested ACA members and groups around the world. After this, the Ballots are sent out to the groups, Intergroups, and Regions, worldwide, for a group conscience consideration and a vote.

The Ballots are offered to groups for discussion, on or about January 15th. This year, in another first, the Ballot Prep Committee organized Town Hall Meetings where representatives from the submitting groups explained their proposals in person and were available to answer questions. During 3 townhalls, at the end of January and into February, all 18 proposals were addressed. Audio recordings of the Town Hall proceedings were placed on a WSO website as a reference for proposal discussions.

Ballots may be cast beginning in mid-February and the voting concludes at the end of March. The votes are then verified, tabulated, and the results are published online, at acawso.org. Those proposals that are to be on the ABC agenda are published here, in the Binder.

2021 ABC Ballot Results for Adult Children of Alcoholics

All 18 Proposals will be on the 2021 ABC Agenda

275 Eligible Ballots were submitted within the March 31st timeframe.

Vote Totals from Countries around The World

Australia - 7	Germany - 1	Poland - 4	United States - 197
Belgium - 1	Japan - 1	Russia - 2	Wales - 1
Canada - 13	Mexico - 1	Scotland - 2	Zambia - 1
England - 17	Netherlands - 2	South Africa - 7	
Finland - 2	New Zealand - 1	Sweden - 3	Online - 6
France - 1	Norway - 1	United Arab Emirates - 1	Phone - 3

BALLOT ITEMS THAT MAY BE RESOLVED BY RECENT BOARD ACTIONS

<i>Proposal / Issue</i>	<i>Board Motions that may impact/resolve</i>
<p>2021 – 2</p> <p>We propose that WSO add page numbers to the Kindle edition of the Big Red Book that correspond to the pages in the print edition.</p>	<p><u>Motion</u> (Charlie, Sharon Seconded): To revise or develop Amazon Kindle editions of ACA literature so that they correspond to the same page in hard copy publications.</p> <p><u>Results</u>: All in Favor</p> <p><u>Background</u>: This would enact ABC Ballot Measure #2, which calls for this paging system in the BRB, and apply it to Amazon Kindle editions of all ACA literature. This paging system will make it easier for meeting attendees to find the same place in literature regardless of which format they are using. WSO is working with professional help to accomplish this within the challenges of the software.</p> <p><u>Passed at</u>: Board Working Session meeting on 4/1/21 <u>Documentation Link</u>: https://acawso.org/2021/04/08/april-10-2021-aca-wso-teleconference-agenda/</p>
<p>2021 – 11</p> <p>We propose that WSO consider setting up an ACA International Literature Scholarship fund for members who cannot afford ACA literature due to the price of the literature in their local currency, the exchange rate for their currency against the dollar, or due to their individual financial constraints.</p> <p>2021 – 16</p> <p>We propose that WSO create an International Literature Scholarship Fund to help offset literature costs for meetings in emerging countries.</p>	<p><u>Motion</u> (Charlie, Sharon Seconded): To establish an International Literature Scholarship Fund, to which members may make dedicated contributions.</p> <p><u>Results</u>: All in Favor</p> <p><u>Background</u>: The availability of affordable ACA literature is essential to helping new fellowships get launched. But as ACA continues to grow globally, many countries struggle to purchase affordable literature, especially when they are first getting established and local delivery channels and/or printing solutions have not been developed. The International Literature Scholarship Fund would enable ACA members to directly support new international fellowships, by donating money to support literature purchases.</p> <p><u>Passed at</u>: Board Working Session meeting on 4/1/21 <u>Documentation Link</u>: https://acawso.org/2021/04/08/april-10-2021-aca-wso-teleconference-agenda/</p>

<i>Proposal / Issue</i>	<i>Board Motions that may impact/resolve</i>
<p>2021 – 17</p> <p>We propose that the Annual Business Conference (ABC) grant a representative from the proposing group of each ballot item (on the agenda) 3 minutes to speak to its meaning, intent, and importance. This would occur after the initial reading of the item but before general comments begin.</p>	<p><u>Motion</u> (Charlie, Sharon Seconded): To amend the ABC ballot process so that a measure’s sponsoring group is given up to 3 minutes to introduce a ballot measure before delegates begin group conscience discussion.</p> <p><u>Results</u>: All in Favor</p> <p><u>Background</u>: At present, the only explanation of ballot measures is the written forms that sponsors fill out for the fellowship ballot voting process. Starting ballot discussions with a brief introduction by sponsors could give delegates greater context about a measure’s intended purpose, and the problem it seeks to address, before group discussion begins.</p> <p>Passed at: Board Working Session meeting on 4/1/21 Documentation Link: https://acawso.org/2021/04/08/april-10-2021-aca-wso-teleconference-agenda/</p>
<p>2021 – 18</p> <p>We propose that the Annual Business Conference (ABC) and the ACA World Convention (AWC) should occur annually with live online access to the International fellowship. This proposal should be included in the Operating Procedures & Planning Manual (OPPM).</p>	<p><u>Motion</u> (Charlie, Sharon Seconded): To amend the OPPM to clarify that virtual Annual World Convention programming will be made available in conjunction with any live, in-person AWCs. This would include opening and closing ceremonies, major in-person talks, and a mix of in-person programming and offsite workshops to reflect the fellowship’s international fellowship and character.</p> <p><u>Results</u>: All in Favor</p> <p><u>Background</u>: As a result of Covid-19, the 2020 and 2021 AWCs have been entirely virtual. The benefits have been significant: More ACA members can participate if travel costs are not required; AWC participation appears to be jump-starting international fellowships; and both international and North American members reported an increased sense of global fellowship after the 2020 AWC. This also puts the AWC on a par with the Annual Business Conference, by making virtual participation available. For logistical reasons, in-person and virtual program may differ in specific respects but will address the same overall recovery themes.</p> <p>Passed at: Board Working Session meeting on 4/1/21 Documentation Link: https://acawso.org/2021/04/08/april-10-2021-aca-wso-teleconference-agenda/</p>

205	Yes	79%	Proposal 2021 – 1	1
55	No	21%		
15	No Opinion			
			Submitted on 10-8-20 by CA1089 from Sebastopol, CA	

Issue: We propose that in future printings of Chapter 19 in the BRB, the second personal share under TRADITION THREE (p. 503) either be deleted entirely, or be edited to remove any reference to the speaker's dislike of gay people.

Background: In the second personal share on page 503 of the BRB, the speaker declares that, as a newcomer, "I disliked gays...ACA should not allow them to be part of our regular ACA meetings." In an attempt at humor, the speaker adds, "[a]fter all, we should only have respectable dysfunctional people at the meetings." The apparent point of the share is that, thanks to Tradition Three, the newcomer eventually discovers that "gays at the meetings... [are] generally likable people." This supposedly inspiring story of a bigot becoming slightly less dismissive of gay people is actually alienating and hurtful to many Lesbian, Gay, Bisexual, Transgender, and Queer (LGBTQ) ACAs. Cracking a joke about considering gay people not "respectable" evokes the very real (and not at all funny) rejection and violence that many LGBTQ people have experienced not only in the larger society, but also at the hands of the very families of origin we came to ACA to heal from. Abuse and rejection of LGBTQ youth are leading causes of LGBTQ homelessness, murder, and suicide. This supposedly light-hearted share would obviously be inappropriate if it described someone hilariously discovering that, to their surprise, Black or Jewish ACAs are "generally likable people." It is especially inappropriate as an illustration of a Tradition that is supposed to make all ACAs feel welcome. We ask that the share be either removed from the BRB or edited to refer only to the specific individuals the speaker disliked, rather than to an entire oppressed minority group.

WSO Analysis: WSO has a Representation, Equity and Accessibility Ad Hoc Committee (formerly known as Diversity, Inclusion and Accessibility). The Literature Committee has invited members of this committee to participate in WSO's literature review process. The Literature Committee also will review the paragraph cited in this ballot measure and consider whether it should remain in the BRB.

Comments:

- a) It is important that we do as much as we can to embrace our LGBTIQ+ members and make them feel a part of our fellowship.
- b) It would be more helpful if the Literature Committee considered whether the story remains in the BRB before presenting as a proposal to fellowship. The Ballot Prep would better serve the fellowship diverting all literature proposals to the Literature Committee to see if the request is viable before asking the fellowship to vote.
- c) The literature committee is already working on this.
- d) We are pleased that the issue is in the process of being addressed.
- e) Our group rather wants the personal share to be deleted than edited.
- f) This issue is to be removed and it is offensive.
- g) personal stories of growth should not be sterilized.
- h) It is a share which belongs to the one who shared. Keep it simple. No need to analyse...
- i) A committee is already formed to address this. Meetings already have the option to skip any part of the approved material if their group conscience so leads.
- j) This is an important issue that deserves to be resolved by ACAs who identify as LGBTIQ+ -- it is up to them to decide, if this is offensive, whether to take out this part of the BRB. We hope that the discussion at the ABC will allow for their voice to be heard and action to follow. We are also aware that the personal stories in the BRB are individuals' shares and many of them are triggering / offensive to minority populations and other ACAs. This

could set a precedent to delete stories of individual journeys in the program and we might be left with no shares in the BRB. But this issue is too important to overlook at the ABC.

- k) With more consultation.
- l) we feel that this is of concern but are also aware that the diversity committee is bringing these issues up and it will be addressed moving forward.
- m) It is important that the BRB include examples of personal transformations that occur in the Recovery process such as this one.
- n) Group conscience decided the author changed his stance at the end of the share, does not need to be changed.
- o) We are the only LGBTQ+ Group in the UK. Our group voted by 100% for this motion.
- p) We voted to remove this story rather than adapt it as it serves no use in book as person does not say they turned it round, only that gays are ok sometimes.
- q) Literature committee is working on this.

234	Yes	87%	Proposal 2021 – 2	Submitted on 10-8-20 by MD0060 from Arnold, MD	2
34	No	13%			
7	No Opinion				

Issue: We propose that WSO add page numbers to the Kindle edition of the Big Red Book that correspond to the pages in the print edition.

Background: Currently the Kindle version of the BRB does not have visible page numbers. Consequently, those who use the Kindle version in meetings struggle to find the correct place to join in the group's readings. Other Kindle books have successfully matched page numbers to their corresponding print editions. Should this pass, we have ACA volunteers who have agreed to help with this page number project.

WSO Analysis: WSO is researching the options for doing this and plans a new version of the Kindle BRB. More information will be available by the 2021 ABC.

Comments:

- a) WSO is already researching this. Existing versions should be updated when the new comes out.
- b) We would like the people who have current kindle versions to be able to get an updated version without having to pay again.
- c) We are pleased that the issue is in the process of being addressed.
- d) This is a great option.
- e) A fellowship vote on this at the ABC, we hope, will put this project at the forefront of the WSO literature projects - many of our meeting members need this change.
- f) Bring it to literature committee.
- g) Let the WSO continue to handle it.
- h) Only if it is technically possible.
- i) Please ensure the literature committee reports on this.
- j) It would be easy and helpful.
- k) This is already being worked on based on townhall meeting review.
- l) We have attendees who read the BRB on Kindle – it is worth finding a way to make it easier for them to access meeting readings. Kindle has a feature called “real page numbers,” not supported on all Kindles but it – or possibly “location” – would be a step forward. Both can be accessed by Kindle’s “go to” feature.
- m) Great idea!

193	Yes	75%	Proposal 2021 – 3	Submitted on 10-8-20 by IG626 from Bethesda, MD	3
66	No	25%			
16	No Opinion				

Issue: We propose that Adult Children of Alcoholics (ACA) officially change its name to Adult Children of Alcoholics and Dysfunctional Families (ACADF).

Background: Except in official name, we are already Adult Children of Alcoholics and Dysfunctional families. It says it on the website and the Big Red Book. Yet, because it is not reflected in our name, we have a special section of each meeting where it is made explicit to newcomers that they are welcome even if they did not have alcoholic parents. But many adult children never make it to their first meeting and never visit our website, because they disqualify themselves by simply saying "I am not the adult child of an alcoholic, so I don't belong there." We know it is extremely difficult to change something as foundational as a name. But is holding on to an outdated name worth missing even one adult child who might find recovery? We personally know of many adult children who disqualified themselves for years before realizing they were welcome in our fellowship. This unintentional exclusion is exactly what we are trying to prevent in Tradition 5, "Each group has but one primary purpose – to carry its message to the adult child who still suffers." The costs of this change will only be a onetime expense for ACA. And our fellowship has matured to the point where it is financially capable of taking this important step. As adult children we know what it is like to live in shame and abandonment; let's not have even one more adult child think they are not welcome in our fellowship by changing our name to what we are, Adult Children of Alcoholics and Dysfunctional Families (ACADF).

WSO Analysis: WSO has included dysfunctional families in our literature for at least a couple of decades. In 2020 a motion was passed to place Adult Children of Alcoholics/Dysfunctional Families more consistently on all literature. Officially changing the name would require revising ACA's legal documents of incorporation in the state of California. Legal costs for doing this are undetermined.

Comments:

- a) The name should be changed to Adult Children Anonymous - this will eliminate "alcoholics" which excludes some people; it will keep the ACA logo; and be consistent with other 12-step programs in which the last word in the name is anonymous.
- b) Our group is confident that within WSO there is an intent to include "and Dysfunctional Families" wherever possible in our literature.
- c) ACA does not need to formally change the legal name of our fellowship at this time.
- d) One member stated that the name should be Adult Children of Dysfunctional Families because it includes everyone who is affected by dysfunction.
- e) Group members suggested the name Adult Children of Dysfunctional Families.
- f) This issue keeps coming back; we feel it has merit to discuss it once and for all.
- g) dysfunction covers it all.
- h) Combine with #5
- i) Again, keep it simple. Administration is not our first aim.
- j) Raise awareness of the Laundry List Traits
- k) Our view: There is a misunderstanding. It takes time to change the official name. It costs money to change the official name.
Opinion of our group ⇒ We think that it is better to call ourselves "ACADF" at the discretion of each group (each individual).
- l) Many of us would not have even found ACA or had the courage to walk into a meeting unless we figured out the "Dysfunctional Families" part of the equation.

- m) We would suggest having a volunteer from that group look into legal costs for doing this - revising ACA's legal documents of incorporation. We cannot give this proposal merit, without further information about financial costs.
- n) Our group feels that the singularity of growing up with an addicted parent is foundation and would be diminished by changing our name. We also have concerns about the legal costs/implications. It is also noted that none of us know what Al-Anon stands for and yet folks seem to know what goes on there.
- o) Since proposals to change ACA's name keep coming up year after year, we suggest that an ad hoc committee be formed of interested members, to investigate the specifics of what would be involved in changing ACA's name (e.g., copyright, legal costs etc.). The committee could then report to the fellowship with their findings. This would allow an informed decision.
- p) Combine with Proposal 5?
- q) We strongly support the change of name adding DF
- r) The French name of our fraternity is EADA which stands for Enfants-Adultes de familles Dysfonctionnelles ou Alcooliques (Adult Children of Dysfunctional or Alcoholic Family). It already includes this modification.
- s) Our preference is with a slash like ACA/DF as in proposal 5. And the half of us was for leaving out the alcoholic, so only Dysfunctional Families as in Adult Children of Dysfunctional Families.
- t) Perhaps explore a DBA instead of changing everything
- u) We felt name should not be changed as it can be found on other literature and website so can avoid cost and complications.
- v) Have someone in IT to work on google search that would lead any adult child to ACA.
- w) Suggestion that Proposals 3 and 5 be combined into one item.
- x) As long as the literature & website include the name ACADF we do not feel the official name of incorporation is particularly important.

158	Yes	66%	Proposal 2021 – 4	4
81	No	34%		
36	No Opinion			
			Submitted on 10-8-20 by CA1089 from Sebastopol, CA	

Issue: We propose that WSO assemble a committee—comprised (wholly or in part) by transgender, nonbinary, gender-fluid, and/or other gender-non-conforming ACAs—to determine whether and how to make future printings of the BRB more gender-inclusive.

Background: The BRB contains hundreds of binary-gendered references to ACA members, family members, the Inner Child, the Inner Loving Parent, and Higher Power that have been experienced as painful, alienating, and exclusionary by some gender-non-conforming ACAs. Passages referring to the Inner Child as “he or she” or to siblings as “brothers and sisters,” for example, make some non-binary and gender-fluid ACAs feel invisible. A committee of ACAs who have felt harmed or excluded by the gendered language in the BRB would be best suited to propose more gender-neutral and gender-inclusive language to help make all ACAs feel welcome and seen

WSO Analysis: WSO has a Diversity, Inclusion and Accessibility Ad Hoc Committee. The Literature Committee has invited members of this committee to be part of the formal review process for all WSO literature. During its October 2020 quarterly call, the Literature Committee initiated discussions of a dedicated review of Diversity issues in ACA literature, including issues related to gender identity. A similar analysis is underway regarding spiritual concepts and terminology.

Comments:

- a) Already do this!
- b) The WSO analysis lacked the cost factor, timeframe to complete work and possible need for special worker(s) to accommodate this proposal which does not allow for an informed decision on the reality of WSO/Literature Committee taking on this task.
- c) Already have them on the committee
- d) Our group understands there is a committee in place that is addressing these issues.
- e) Should be written- how to make future printings of BRB, more gender inclusive. Form a committee and include Intergroups and all who want to participate. Consider Diversity and inclusion concerns.
- f) The function of this proposed committee is already included in the current committee structure and process.
- g) Group members suggested the name Adult Children of Dysfunctional Families.
- h) We are pleased that the issue is in the process of being addressed.
- i) All-inclusive is what we strive for. all genders
- j) group does support a set # of transgender, etc., be on the literature committee if they are deciding what goes or stays.
- k) Voices of dissent very concerned about Trad 1 "unity", 4. "autonomy", 10 "outside issues". Others voiced it should be run through current committee, and is setting up discord within the fellowship without clear purpose, boundaries and WSO oversight. Dragging ACA into vitriolic politics.
- l) There is already a subcommittee.
- m) A committee is already formed to address this.
- n) we voted no because this is already being addressed. We agree with the proposal.
- o) We wish the group would be majority non-traditional gender but not exclusive.
- p) Rather than discussing or voting on this at the ABC, we recommend that this be done right away: WSO can invite the members from this group as soon as possible to participate in an ACA literature committee "task force" focusing specifically on issues related to gender identity. The task force would be comprised wholly or in part by transgender, non-binary, gender-fluid, and/or other gender non-conforming ACAs. We believe that the Board of Trustees / Literature Committee can simply invite them and make this happen without a discussion at

the ABC, and we ***strongly*** urge the Board to do so. This sounds urgent and could be addressed in practical ways, and the new task force could be announced and celebrated at the ABC.

- q) The Group Conscience objects to this proposal due to lack of clear boundaries and clarity in purpose; that Tradition 1 needs to be extensively considered, and any work in this area be done via the existing Literature Committee.
- r) The members feel this is an important issue that needs to be addressed. There is concern that while working to make LGBTQ+ members not feel excluded that the heterosexual members may be made to feel excluded inadvertently. EX: "Passages referring to the Inner Child as "he or she" or to siblings as "brothers and sisters," for example, make some non-binary and gender-fluid ACAs feel invisible." We feel a common ground needs to be found where all members are made to feel comfortable. It was questioned if "he or she" and "brothers and sisters" would be removed altogether or there would be both identifiers provided. For example, he/they or she/they etc.
- s) Announce that those concerned join CREA.
- t) We are the only LGBTQ+ Group in the UK. Our group voted by 100% for this motion.
- u) We do NOT want gender words changed as still want to be able to use mother/father, brother/sister to describe relationships.
- v) Per WSO analysis this is already being addressed.
- w) We are aware that members of the group were invited to join the DIAC but this item should be raised to at least let the fellowship know that it is being taken seriously and volunteers are needed for this work.
- x) Our group agrees that this issue is important and the input of these individuals is valuable, but the issue seems to already be under review by other working groups. We would not want to see multiple groups duplicating efforts.
- y) Group Conscience is that the existing committees should be utilised; that the proposal will create barriers to entry, and it does not promote unity.

189	Yes	74%	Proposal 2021 – 5	Submitted on 10-25-20 by IG630 from Culver City, CA	5
66	No	26%			
20	No Opinion				

Issue: We propose that WSO use the acronym ACA/DF in order to include people whose parents are not alcoholics.

Background: Many members especially newcomers are confused because they do not have alcoholic parents. They are part of dysfunctional families. By including the initials DF in the acronym we can encourage more people to heal from their childhood trauma. and have a better understanding of the fellowship. The new acronym will be aligned with the broad message of healing in the literature. WSO Analysis: To make this change, WSO would need to change ACA to ACA/DF in the literature and on the websites.

WSO Analysis: To make this change, WSO would need to change ACA to ACA/DF in the literature and on the websites.

Comments:

- a) The name should be changed to Adult Children Anonymous - this will eliminate "alcoholics" which excludes some people; it will keep the ACA logo; and be consistent with other 12-step programs in which the last word in the name is anonymous.
- b) Consider Diversity and inclusion concerns.
- c) Group members suggested keep acronym ACA as Adult Children Anonymous
- d) This proposal keeps coming back every year and we feel it has merit to address it once and for all.
- e) combine with #3
- f) Looking for a middle ground.
- g) Our view: There is a misunderstanding. It takes time to change the official name. It costs money to change the official name.
Opinion of our group ⇒ We think that it is better to call ourselves "ACADF" at the discretion of each group (each individual).
- h) We would like to see what financial analysis has been done and if none, request that it be done before making a final decision.
- i) Combine with Proposal 3?
- j) We strongly support this addition.
- k) The Proposition 3 proposes the initialism ACADF, but our IG preferred ACA/DF.
- l) With a slash is our preference in relation to proposal 3. The half of us goes further and leave alcoholic out as Adult Children of Dysfunctional Families.
- m) LitCom report? Thought we are already doing this.
- n) We want literature and website to be ACA/df but not change big red book.
- o) Combine with proposal #3
- p) Adult Children Anonymous is a better solution.
- q) Suggestion that Proposals 3 and 5 are combined into one item of discussion.

204	Yes	80%	Proposal 2021 – 6	Submitted on 10-29-20 by NY109 from Brooklyn, NY	6
50	No	20%			
21	No Opinion				

Issue: We propose that the ACA WSO Literature Committee begin planning a 20th Anniversary revised edition of the Big Red Book, with new testimonials and updated content, to be more inclusive of all experiences of gender, sexuality, ethnicity, religion/spirituality, and a broader range of socio-economic and cultural backgrounds.

Background: The experiences described in the BRB reflect a predominantly white, North American, and heterosexual worldview. This is understandable, given the size of the fellowship and its limited geographical range at the time the literature was developed in the early 2000s. Still, the absence of diversity of testimonials from ACAs presents an unintentional act of exclusion, one that limits the health and the growth of today's global fellowship. As the core piece of literature within ACA, we propose that WSO undertake to publish a newly revised edition, soliciting testimonials from a larger pool of Adult Children, and revising the content to better reflect its members' experiences.

WSO Analysis: The 10th anniversary edition essentially followed the original text, with minor changes. This proposal suggests a more significant rewrite, which would require substantial additional editorial planning. Along with Proposal #8, which also requests revisions to existing literature, this proposal has been referred to the Literature Committee to initiate a more detailed analysis.

Comments:

- a) Only support this if financially feasible
- b) Great idea! If this proposal was already forwarded to the Literature Committee, why is this proposal on the ballot?
- c) No need to discuss since it has already been referred to Lit Com for analysis.
- d) Our group understands that WSO has inclusion in mind for literature in development and new literature going forward.
- e) Consider Diversity and inclusion concerns.
- f) Need a cost analysis from the literature committee on the cost. A group member asked why is it on the ballot?
- g) We are pleased that the issue is in the process of being addressed.
- h) All inclusive
- i) There is already a subcommittee.
- j) We cannot expect to be all things to all people or take away every possible trigger.
- k) Perhaps consider for Silver (25th) Anniversary Edition. It seems too early to be adding this to the workload.
- l) we voted no because this has already been referred to the literature committee.
- m) If it is not too much trouble, please consider it.
- n) We agree with the concerns of this proposal; it would be wonderful to have a Big Red Book with a real set of diverse ACA experiences that reflect our current and future fellowship. However, we are aware of the lack of people power and the amount of time this would entail with 3 literature books in the pipeline since 2016. This would be a phenomenal project for a 30 or 50 year anniversary edition :-D This group could be invited to volunteer on the Literature Committee to produce a booklet of stories, and/or propose literature to their intergroup. Finally, the BRB is one tool of the program; we remind this group and other ACA members that fellow travelers have shares too, and they can be diverse. . .
- o) We support this if the Literature Committee finds it feasible.
- p) we feel that this topic is being addressed and will happen over time.
- q) We felt it would be too much work involved and like to keep the BRB to original script.
- r) Combine with proposal #8

162	Yes	66%	Proposal 2021 – 7	Submitted on 10-30-20 by IG659 from Johannesburg, South Africa	7
84	No	34%			
29	No Opinion				

Issue: We propose that WSO produce a version of the BRB and other literature where the level of language is aimed at junior high-school level rather than university-grade English, so that the content is more easily understandable to people for whom English is a second language, rather than their mother tongue.

Background: In South Africa, we have 11 official languages. But English is used as the language for government documents, which is the common second language for the majority. Many, many people in other countries all around the world also speak English as a second language – it has become the international second language for most thanks to computer technology, but vocabulary is inevitably limited for the majority of these people. Examples are words like ‘indictment’; ‘evangelize’; ‘predicament’; etc. We believe that that literature that uses a much simpler version of English will make a huge difference in more effectively achieving the intention of Tradition 5, not just in South Africa, but throughout the world. This is not intended to replace translations, but to provide an introductory means of “carrying the message” for the many countries around the world where the fellowship is not yet big enough to justify a translation. English is commonly the means by which the first exposure to ACA is achieved, it is the “starter kit” language which in time allows the fellowship to establish enough to grow to the level of mother tongue translations. This proposal would obviously apply to the intended “small” BRB, but is not limited to just this, it is intended to apply to Step workbooks and all ACA literature.

WSO Analysis: Since 2017, the Literature Committee has specified that new literature should be easy to translate and not require advanced reading skills. The evaluation criteria are available at <https://acawso.org/literature-evaluation-criteria/>. This proposal suggests a comprehensive revision of existing literature, which would require substantial volunteer resources. This proposal has been referred to the Literature Committee to initiate a more detailed analysis.

Comments:

- a) It would be better to translate the BRB into other languages than to change the language.
- b) This proposal is on the ballot prematurely. Especially when the Literature Committee has the proposal and an analysis has not been completed.
- c) Group felt that this could go straight to the literature committee.
- d) Group member asked for a cost analysis from the literature committee on the cost. Another group member asked why is it on the ballot?
- e) We are pleased that the issue was referred to the Literature Committee for analysis
- f) Yes, make all language easily understood.
- g) looked up: average literacy rate in U.S. is 7th-8th grade. Labor force was grade school level-should consider making 12 x 12 directed to those populations.
- h) There is too much richness in the language that is in the BRB. In the non-English translations, there can be variations as necessary to allow for the local needs.
- i) we voted no because this has been referred to the literature committee. we agree with the proposal.
- j) Would like to wait and see please.
- k) We recommend that the Literature Committee have a biannual business conference to take fellowship proposals on next steps for literature projects, and intake volunteers, and present their current projects - rather

than an open house, this would funnel all of the WSO ballot proposals related to literature straight to the Literature Committee, and bring in volunteers who could work directly on the Committee.

- l) Bring to literature committee.
- m) We found this proposal confusing and unclear, but it nonetheless sparked enough debate and raised enough issues that we felt it worthy of being part of the agenda.
- n) Please note: as a meeting leader of over 10 years' standing, I feel that attempting to dumb down our program is a bad idea. Instead, let's earmark funds to pay for native language translations of the BRB.
- o) We recommend that the Literature Committee develop a glossary of common ACA terms be added to existing literature, when it is being updated, and emerging literature, when it is being developed.
- p) The question was raised that if this makes it to the ABC, would having a "junior high-school level" book detour "university-grade English" members from being interested? Also, would resources not be better spent translating literature into "mother tongue" editions, rather than 2 English editions at various reading levels?
- q) We trust this is currently being addressed.
- r) Retaining the original content of the BRB is vital. Printing the BRB in various languages other than English would be valuable, but the English version should be retained in its original form.
- s) Assign action for LitCom report 2022 ABC.
- t) We would like to leave it as it is (with adding glossary of terms maybe)
- u) Per WSO analysis this is already being addressed.
- v) Set an action for a report at the 2022 ABC.
- w) We believe the current level of writing should not change for English speaking countries, BUT a second option for those in ESL countries without language translations should be published at some point in the future.
- x) This is an important issue, but is already included in the literature criteria. Furthermore, we do not feel the amount of work required to maintain two versions of the literature is the right choice for the WSO - that effort can be better spent elsewhere.

209	Yes	83%	Proposal 2021 – 8	8
44	No	17%		
22	No Opinion			
			Submitted on 10-30-20 by IG659 from Johannesburg, South Africa	

Issue: We propose that WSO develops a 12 & 12 (similar to the AA 12 & 12) book with each Step and Tradition condensed to something that could be read in 15 – 20 minutes, in a format designed to be used as the basis for the common Step/Tradition/Topic/Share meeting cycle, but not limited to just this use.

Background: Working through the cycle of the steps and traditions in meetings over the course of 12 months has a proven track record in other 12-step fellowships as a good way to get familiar with the program, and we believe that our ACA fellowship will benefit greatly from having this available as a standard text. Such a book would also provide a solid overview of the ACA understanding of the steps and traditions.

WSO Analysis: If this proposal makes it to the ABC agenda and a motion is passed, it will be sent to the Literature Committee for potential implementation. Independent of the Proposal process, groups (meetings, Intergroups and Regions) are also encouraged to submit literature proposals and drafts to the Literature Committee. The submission process is detailed in Section XII.C of the OPPM (Submitting Literature Proposals).

Comments:

- a) Chapters 7 and 8 cover this in intricate detail. We do not have to do what other 12 step programs do. That is one of the strengths of ACA.
- b) This proposal does not include information pertinent for the fellowship to make an informed decision. All Literature proposals would better serve the fellowship if the group with the Ballot Prep Committee's guidance, submitted their idea to the Literature Committee per the OPPM.
- c) Our group believes that newcomers to our program will easily find the 12 and 12 inside the BRB.
- d) Written as an informative book on Steps and Traditions regardless of time to read, in other words not a summary of the steps and traditions. So, I guess I say no to the proposal as written.
- e) Literature Committee is overwhelmed. BRB has a lot of this in it.
- f) We are NOT AAA!
- g) Group members feel it should be forwarded to the literature committee regardless of the vote outcome.
- h) We would like to see how the 'Little Big Red Book' looks like first, maybe it contains the topics that this proposal recommends.
- i) expand to 12, 12 and 12.
- j) This is already being addressed by the Literature committee and the "Getting Started" book.
- k) we agree with the group that this would be a very good resource for many in aca.
- l) Some members of ACA in Japan oppose "AA 12 & 12".
- m) This intergroup could produce this type of literature as an Intergroup - someone needs to tell them Intergroups can produce ACA literature and submit it to the fellowship for approval; also, this group deserves to join the Literature Committee and make their ACA literature dreams come true :-D
- n) bring to literature committee.
- o) We recommend that this proposal be considered with proposal 9, combining these items in one piece of literature. We also suggest that important aspects of ACA recovery, such as the laundry list and reparenting be included as topics (a sort of ACA 12& 12& 14)
- p) Would be useful especially to newcomers; Other 12 step groups have it, why doesn't ACA; Will simplify things for the newcomer otherwise they may be overwhelmed by the BRB.
- q) we feel that this is already in the BRB.
- r) Groups should draft this, not WSO.
- s) Interested groups should draft this instead of just assigning it to the WSO.
- t) We would like a 12x12 for simplicity.
- u) PLEASE!

184	Yes	74%	Proposal 2021 – 9	Submitted on 10-30-20 by IG659 from Johannesburg, South Africa	9
66	No	26%			
25	No Opinion				

Issue: We propose that a Topic book that covers the very unique and specific challenges that ACA deals with be developed. Ideally this would be in a format that each individual topic could be read in 15 – 20 minutes, so can be used as the content of a topic meeting.

Background: ACA has some very unique and specific differences to other 12-Step fellowships, such as the need to develop a Loving Parent; finding clarity in Step 2; protecting the Inner Child when doing steps 8 & 9; the fellow-traveler approach to sponsorship; the idea of taking a blameless inventory of parents in Step 4; the idea of a “harms done to me inventory”; dealing with PTSD and Trauma; etc. We believe that a book that addresses each of these topics in a format designed to be used for a topic meeting would ensure that the information is communicated accurately, consistently and effectively. We would be very happy that this be combined with the 12 & 12 book suggested in Proposal 8.

WSO Analysis: If this proposal makes it to the ABC agenda and a motion is passed, it will be sent to the Literature Committee for potential implementation. Independent of the Proposal process, groups (meetings, Intergroups and Regions) are also encouraged to submit literature proposals and drafts to the Literature Committee. The submission process is detailed in Section XII.C of the OPPM (Submitting Literature Proposals).

Comments:

- a) Perhaps these topics could be included in the next edition of BRB that has previously been suggested.
- b) All Literature proposals would better serve the fellowship if the group submitted their idea to the Literature Committee per the OPPM. Ballot Prep Committee has an opportunity to educate and not list as a proposal.
- c) Pamphlets with simple literature but not more 300+ paged books
- d) minority opinion - These topics have not been covered in this way. Literature Committee has a lot of work. Strengthening My Recovery has an index that can be used in this way.
- e) Group members feel it should be forwarded to the literature committee regardless of the vote outcome.
- f) Not discussed at ABC but referred to Literature committee.
- g) More because we feel there are too many requests for material.
- h) Strengthening My Recovery
- i) There are other ACA publications that may meet this need already. Local/regional groups are free to create literature that meets their specific needs.
- j) This is already being addressed by the Literature committee and the "Getting Started" book.
- k) but to be used only as springboard to other materials
- l) we like this idea and agree that this would be a very useful piece of literature for acas.
- m) Some members of ACA in Japan oppose "AA 12 & 12".
- n) bring to literature committee.
- o) Good to keep all key things in one place especially for newcomers; Things would be better organized; Will spur conversations based on the topics – could be used for a meeting.
- p) We support the idea if groups or members are willing to submit the work.
- q) Topic book
- r) The more literature available the better!
- s) Wait until Getting Started is released, then see what else is needed.
- t) Combine 9 and 10.
- u) We could have a separate booklet with these being described more fully.
- v) We feel this proposal is insufficiently clear as to its goals & desired end state. It also seems substantially similar to proposal 10, which makes a clearer case for what we feel is an important work product.

209	Yes	82%	Proposal 2021 – 10	10
46	No	18%		
20	No Opinion			
			Submitted on 10-30-20 by IG659 from Johannesburg, South Africa	

Issue: We propose that a pamphlet/trifold be developed to outline/describe the significant differences between the ACA fellowship and other 12-step programs. Specifically, that:

- Step 1 is not a one-sentence response, that it is layered and complex and takes substantial time and effort to break through the denial
- Step 2 involves coming to clarity, that many adult children have no frame of reference for healthy behaviour, so cannot “return” to sanity but may be finding it for the first time
- Step 4 involves a blameless inventory of our parents because, as our founder Tony A suggests, we have in essence become and/or married them.
- Step 6 involves a massive voyage of discovery of “if not what I know, then what to replace it with” that can involve major re-education (and really the only time self-help books may genuinely be useful, once we have identified the problem in Step 4)
- Step 8 & 9 includes, as part of the “except when to do so would injure them or others” our Inner Child/ren
- That what we are aiming for is emotional sobriety.
- That we focus on developing our on Loving Inner Parent as a fundamental part of our recovery.
- That sponsorship needs to avoid both compliance or defiance, so we use a fellow-traveler/support system rather than a prescriptive, authority-figure approach. And no doubt other distinctions that the WSO team would identify when developing this.

Background: Many people coming into ACA from other 12-step fellowships assume they “know the ropes” and so struggle to adjust to the ACA approach without some substantial clarity on the differences. This is about providing a quick clarity of the differences for newcomers to ACA from other fellowships.

WSO Analysis: If this proposal makes it to the ABC agenda and a motion is passed, it will be sent to the Literature Committee for potential implementation. Independent of the Proposal process, groups (meetings, Intergroups and Regions) are also encouraged to submit literature proposals and drafts to the Literature Committee. The submission process is detailed in Section XII.C of the OPPM (Submitting Literature Proposals).

Comments:

- a) Yes, it would be great to have something similar to the clarity statement used in Narcotics Anonymous.
- b) Please consider incorporating some of the ideas in Proposal 10 into the Newcomer Pamphlet and Newcomer Booklet.
- c) Group members feel it should be shifted to the literature committee right away.
- d) We feel that a book that describes how the ACA program distinguishes from other 12 Steps programs is essential for outreach. As the Literature Committee has a long waiting list and this material is urgent, we recommend it is discussed at the ABC.
- e) This could be put in the newcomer pamphlet and booklet.
- f) We vote yes to the concepts of a trifold/pamphlet, not necessarily for the specifics.
- g) All Literature proposals would better serve the fellowship if the group submitted their idea to the Literature Committee per the OPPM. Ballot Prep Committee has an opportunity to educate and not list as a proposal.
- h) There is nothing preventing the submitters from beginning the process themselves and then submitting their work for fellowship review. Right now, the workload for Literature Committee is very very long already.

- i) we like this idea and think it would be helpful for many acas and also for people with experience primarily in other 12 step programs.
- j) Each of the 12 steps (AA, EA, GA, etc.) is different. That will be fine.
- k) Consider modifying the newcomer booklet.
- l) bring to literature committee.
- m) This is a bad idea. New ACAs do not need to be pressured to forgive their parents ahead of their readiness to do so (the blameless inventory idea), and the "self-help books" denigrated in the Step 6 bullet are part of the BRB (Claudia Black, Charles Whitfield, etc.)
- n) There are Intergroups and groups that already have versions of this. That body of literature could be used to develop this pamphlet.
- o) Key is to reach out to people - this would help. Demonstrates key differences between other 12 step groups – especially Tony A's 12 steps. Helps to clarify the differences between other 12 step groups so they are not so blurred.
- p) We support the idea of a pamphlet that members and groups create and submit to the Literature Committee.
- q) These points are this group's interpretation of what ACA fellowship means. They do not necessarily encompass everyone's interpretation and experience in ACA, and should not be printed as fact.
- r) A group should draft this.
- s) Combine 9 and 10.
- t) A bifold to clarify programme might be good.
- u) There are lots of differences, and this could be very helpful with experience in other 12-step programs. A summary of what makes ACA unique, maybe including relevant parts from the "ACA Identity Papers," would be helpful.
- v) Interested groups should draft this instead of just assigning it to the WSO.
- w) This seems like a very valuable product! We would love to have such a newcomer resource available.

239	Yes	90%	Proposal 2021 – 11	11
28	No	10%		
8	No Opinion			
			Submitted on 10-30-20 by IG659 from Johannesburg, South Africa	

Issue: We propose that WSO consider setting up an ACA International Literature Scholarship fund for members who cannot afford ACA literature due to the price of the literature in their local currency, the exchange rate for their currency against the dollar, or due to their individual financial constraints.

Background: Literature is an essential tool of recovery for all adult children seeking recovery. In areas of South Africa such as Soweto, the price of literature is currently unaffordable for the majority of the population. In a country where almost 50% of the population is living below the poverty line; the level of unemployment is over 30%; and mental healthcare is unaffordable for the majority, it is imperative that this vital vehicle of carrying the ACA message be made accessible to as many people seeking help as possible. We strongly believe that lack of financial resources should not be a reason not to find ACA recovery because they cannot afford the primary tool. Furthermore, in a country like this, it is the PHYSICAL LITERATURE that is the primary means of carrying the message – internet access and affordability of data is far too inaccessible for the majority to use online resources. We also believe that an ACA literature scholarship fund that will provide more affluent ACA members an opportunity to be of Tradition 5 service to the fellowship in a way that will not only reduce the cost of literature for ACA members that cannot afford it, but will also enable the fellowship to grow and continue fulfilling its purpose of carrying the message to still-suffering adult children all over the world.

WSO Analysis: WSO acknowledges that access to affordable literature is an ongoing challenge. To address the exorbitant cost of international shipping to most countries from the United States, WSO has initiated local printing options to help reduce these costs. There are still many countries where local printing is not yet an option. The Finance Committee supports an International Literature Scholarship Fund and, as of the time of writing this analysis, is making plans to collect targeted contributions by implementation of a software plugin. These earmarked contributions would be accounted for in a separate fund and distributions would be made upon approval by the Board. This fund would be maintained at no additional cost to WSO.

NOTE: if both this Proposal and Proposal 16 make it to the ABC agenda, the ABC Chair will entertain a motion to combine them as they are essentially the same.

Comments:

- a) Perhaps a Free Literature program for all in need
- b) Our group understands that something similar to this is underway.
- c) This should be done on a meeting level or Intergroup level. Or national level? Local distribution- serious issues.
- d) Already being done.
- e) If this passes it should be put on WSO 7th Tradition webpage.
- f) We would like clarity and transparency on what it means to collect contributions for the fund through a software plugin. We would also like for it to be open for any ACA member to donate to the fund.
- g) Group members suggest putting the fund on the WSO website so individuals could have the opportunity to contribute to the fund for other countries if it passes.
- h) We are strongly in support of this proposal and agree it is the same as proposal 16.
- i) Our group set up a fund for this purpose for our own members.
- j) sounds awesome.
- k) Should be top priority.

- l) We love this idea, that it won't cost to WSO, and it can be funded. This is already enacted so no need to discuss or vote on it at ABC. Great job, Trustees! :-D
- m) already addressed by the board
- n) Great idea. Let's use the initial earmarked funds to pay for translating the BRB into that country's native language and publishing a digital version with page numbers, or print on demand paper texts, locally.
- o) We suggest looking at this proposal together with proposal 16.
- p) It's very important to action this proposal as it follows our Tradition 5
- q) Combine with 16
- r) We trust WSO is working to address the costs.
- s) We are not sure what's the difference between this proposition and #16. We do not feel qualified to decide if they're competing or complementary proposals.
- t) Scholarship
- u) Suggestion: to place a double order with one for the fund
- v) EBOOKS

193	Yes	79%	Proposal 2021 – 12	Submitted on 10-31-20 by ISR0007 from Haifa, Israel	12
52	No	21%			
30	No Opinion				

Issue: We propose that WSO add a second regular ACA world annual virtual event in addition to the yearly AWC, aiming toward the global membership and connections around the world.

Background: Due to COVID-19, the ACA World Convention (AWC) in 2020 was conducted virtually over 18 hours straight allowing time zones around the world to participate, under the name “Global Connections”. This event had strong positive results on connecting members from all around the world, helping with coming out of isolation on a global level and empowering local fellowships. Following this success, we propose that WSO will organize a similar yearly event as a regular ACA event, possibly between the annual ABC-AWC, that will follow similar format to the 2020 AWC. We suggest the name of the event to be “Global Connections Day” and the date to be set around October or November each year – so in the middle between the ABC-AWC happening on April.

WSO Analysis: Because of COVID-19, WSO hosted a worldwide virtual convention in 2020. It required substantial volunteer hours to organize, but also involved workshop presenters from around the world and more than doubled participation. WSO is studying the cost and benefit of hosting some virtual AWC programming in future years.

Comments:

- a) Our group would want the required work for this second AWC to be shared by many people in the global community.
- b) Yes, but when a group decides that the WSO needs to do something, they need to start working on it immediately and get the people and volunteers together so that WSO only has to host it. The AWC needs to be self-supporting so WSO can put its money where it is needed, in literature and communication.
- c) Fellowship has autonomy and if that side of the world wants to organize their own Convention, this is a great idea, and it should not depend on WSO.
- d) So much work!!! Concentrate on one first. Feel overwhelmed.
- e) There is already a lot of work for the ABC and AWC annually. It is unlikely to get enough volunteer resources to put on another semi-annual conference. Many local groups and intergroups put on their own mini-conferences.
- f) Need volunteers!!!
- g) Conventions are fun!
- h) Rather than having an entirely separate 2nd annual convention, why not simply make the existing annual convention attendable either virtually or in person?
- i) This is a great idea and that the event should be driven by volunteers. It is important to not oblige WSO to have to do this every year by adding it to the OPPM. Instead, it could be held in years where there are groups of volunteers willing to organize and run the event.
- j) We feel that it is important that everyone around the world in ACA has the opportunity to meet and share as a family as often as possible. We believe if this is presented as being done, volunteers will appear to run them.
- k) We are favorable only if it's not too much trouble to organize.
- l) Need volunteers and organizers if this is going to happen.
- m) We feel proposal 18 is a better use of the WSO's limited time and resources.

161	Yes	67%	Proposal 2021 – 13	Submitted on 10-31-20 by ISR0007 from Haifa, Israel	13
79	No	33%			
35	No Opinion				

Issue: We propose that WSO create an ACA app for mobile devices.

Background: Few other 12&12 fellowships now have apps to support the members with information, access options, logging 10 step inventories, connecting with fellow travelers, making 7th tradition contributions, shopping in our store etc. Giving the online nature of our membership, this can be a great support for member to engage with the ACA program more easily and in an up to date manner. We propose WSO will commission such an app to be created and maintained.

WSO Analysis: WSO does not currently have special workers or budget designated for this project. The cost estimate for creating an app could be \$14,000 or higher, depending on the app's functionality. This would also require additional annual expense to support.

Comments:

- a) We suggest offsetting cost by asking for volunteers and would like to suggest using a Google Translate plug in to address some of the international literature deficits.
- b) Highly needed. Consider partnering with Tec schools.
- c) Ask WSO to allow for contributions directed at that only so that it will be paid for by the contributions and not by the membership at large, many ACAs in third world countries and other who are tech savvy, would not have the ability to use the app.
- d) Lower income people do not use and it seems expensive. **The cost is questionable members who are in Tech could and have volunteered to help at no cost.
- e) How can members volunteer to create the app for less money?
- f) No due to costs implied, and it is not a necessity.
- g) great idea - wrong time
- h) Have tech person research.
- i) This is a very large effort to create and maintain for all the various platforms that exist and would need to be managed. Current web design allows for formatting changes based upon the device type being used by the user.
- j) this is a good idea but due to the financial cost one whose time has not yet arrived.
- k) After some good discussion, we agreed that most everything can be found on the ACA Website and that sign is mobile responsive. We believe it would be a waste of the fellowship's limited resources.
- l) If anything; we suggest that the WSO put these funds into the ACA website and make it more user-friendly for the web, the phone, and iPad browsing.
- m) We feel the money could be better used, as for outreach. Also, seventh tradition should remain decentralized and within the confines of individual meetings, otherwise they will not survive. No governance through mobile app.
- n) we discussed concerns about security and anonymity as well as ensuring the app is specifically noted for ACA/DF.
- o) Money can be better spent on other things like literature. Some internet connectivity is unstable in many areas and money could be spent elsewhere. Internationally a lot of people only have phones and not hard copy literature so they would like the app on their phones for easy access. WSO should do a financial assessment and ask for volunteers to help developing the app. We should keep up with Technology.
- p) We do not feel the urgency of this proposition and we're not sure whether we have the technical know how to create such an app.
- q) too much \$\$\$ to much social media

- r) Given the estimated cost for this proposal and the financial difficulty WSO has experienced in the last year, this seems appropriate as more of a long-range plan than an urgent priority.
- s) How will it be with anonymity and personal data safety?
- t) Redirects critical WSO resources: cost, personnel, qualifications, and quality to meet everyone's needs worldwide. NOTE: Other fellowships are not doing this - those apps are developed by interested 3d parties.
- u) Def good going forward, maybe a crowdfunding to support this development.
- v) We would like you to discuss so other groups may understand the physical and financial limitations of the WSO.
- w) Our belief is that the cost will be higher than \$14,000.

187	Yes	75%	Proposal 2021 – 14	Submitted on 10-31-20 by WEB0120	14
61	No	25%			
25	No Opinion				

Issue: We propose that WSO support exploring the challenges and opportunities associated with the world of online ACA recovery, learning more about the impact on individual recovery, and on the well-being of online meeting groups, including the service structures needed to support these groups over time.

Background: In a world of face masks and social distancing, our meetings have been disrupted. Many meetings moved online, temporarily. Some new meetings were established there, permanently. What's more, during this stressful time, many citizens, with time and discontent, have newly found ACA recovery and online meetings. This huge shift in the ACA "delivery model" raises fundamental questions. Most importantly, "How does an online experience impact individual recovery?" Other key questions that may merit study:

- What other challenges are experienced in online recovery meetings and how can these challenges be mitigated?
- How do online groups address our spiritual foundation of anonymity?
- How do we meet the need for having fellowship?
- Additionally, how does an online meeting support the creation of Step Study opportunities for their members?
- How do they meet the requests for fellow travelers and sponsors?
- How do online meetings square their new, or redefined roles with the limited service positions that are described in the BRB?
- Could consistency of 'online' service positions - more uniformity of titles and descriptions - create less confusion between meetings?
- What are the impacts on 7th Tradition contributions and the funding of our Service Structure?

Answers to these, and potentially other questions, are needed. The WSO is uniquely positioned to support enquires. Surveys of ACA members and groups, using carefully designed questions, could reveal important themes particular to 'virtual recovery' and the functioning of online gatherings. Such research will help WSO develop or update best practices, in support of both group health and individual recovery in the online environment.

WSO Analysis: The Service Network Committee is currently writing a Service Manual that will replace the Handbook chapter of the BRB. It will include information about online meetings. There is also a Best Practice/Member Toolbox page on the WSO Service Website (<https://acawso.org/category/best-practices/>) where the Fellowship can share their experiences.

Comments:

- Already exists!
- Would be a great study.
- The membership must remember that the WSO is just one part of the service support structure of ACA at this time. We have service volunteers all over the world who could come together and do some of that kind of work. Individual meetings, intergroups, and regions could contribute to it and lead the research.
- Already a service committee working on this. Covid should end soon and we can go back to normal,
- We moved to online for COVID and now have members from Hawaii to the East Coast and even Canada attend. We voted to stay online permanently. Our group served a large geographic area already, so this was an easy choice for the group.

- f) every group can self-govern with business meetings.
- g) Already in process
- h) What is existing is already fine.
- i) Have a work group develop the survey.
- j) Many many online meetings are happening regularly with no issues, this seems like an unnecessary task.
- k) we believe this is important enough that a conversation at least begin. we like the language "explore the challenges."
- l) Would like to wait and see please.
- m) Although the information of an impact study might be beneficial to us, we do not believe that volunteers from the fellowship should do this heavy lifting.
- n) We think it is important to start to develop new ways to connect remotely outside of meetings. If WSO efforts include this, we do not think a new committee is necessary. If they do not, then we do support this.
- o) This request is wonderful but the people power to execute it is not available.
- p) encourage this group to join members outreach subcommittee and reach out to meetings with a survey and analyze.
- q) Given the other pressing concerns of the fellowship, this struck us as somewhat academic and not a priority.
- r) We suggest that the group that made this proposal connect with the Meeting and Service Safety Ad Hoc Committee to see if they are already addressing this, or if what the proposing group is recommending could fit within the existing committee's mandate.
- s) This proposal is not clear in its ask. It's important to keep online meetings going especially for members in remote areas. They could involve member services to have this done. This is an important topic. Video meetings are also good for those members who are not able to leave their house to go to meetings either because they are afraid or are housebound. Have a Town Hall to discuss Should be put in the OPPM.
- t) we feel it's already happening.
- u) Also pay attention to the so called 'hybrid' meetings, the ones who are both face-to-face/physical and online combined at the same time.
- v) Request briefing by MSC/SNC
- w) Service Manual is being written to address this.
- x) This is an important area, and it sounds like WSO is already working on it.

181	Yes	80%	Proposal 2021 – 15	Submitted on 10-31-20 by the WSO Global Members Sub-Committee	15
44	No	20%			
48	No Opinion				

Issue: We propose that the ACA fellowship approve the Global Members Subcommittee as a Standing WSO Committee.

Background: The member services committee is strained by the growing needs of the global subcommittee. The Global Members Subcommittee is responsible for providing support to 148 countries. Subcommittees receive only a fraction of their parent committees' budget and are only allotted a brief amount of time at the WSO monthly meeting to report on their members activities. As a comparison, the European committee represents 45 countries and is allotted standing committee status. The support from the global subcommittee has been instrumental in growing the fellowship internationally as well as providing a critical connection for these countries to ACA as a whole. Global has quickly grown out of the subcommittee role and can significantly benefit their member countries with the additional resources given to a standing committee. This proposal is fully supported by the chair of the member services committee.

WSO Analysis: The Board recently passed a motion to do an annual review of the Committee structure to help ensure our mix of committees aligns with fellowship needs. The Global Members subcommittee's status will be part of this review.

Comments:

- a) Already in process
- b) It is past time for this huge subcommittee to become its own standing committee. It has grown astronomically since it began. Even as it was forming it had already outgrown being a subcommittee of the Member Services Committee.
- c) This is already a process in place.
- d) What does an annual review do to help address this problem?
- e) We are strongly supporting this initiative, in the spirit of fairness and equity.
- f) Equal to Europe
- g) This is already in process.
- h) Proposal has merit but is part of a larger issue.
- i) we agree that the work of this committee is important enough to be made a standing committee due to the worldwide expansion of aca meetings.
- j) Already underway.
- k) We think that this should be fast-tracked, and it looks like all of the resources and volunteers are available to make this transition seamless. Congratulations Global Committee! Great work! And good job working together with Members Services :-D
- l) Yes!!!!
- m) The Global Services Committee is the 2nd largest committee only to the Literature Committee. They have no budget so how can they be as effective as they could be with funding.
- n) While we affirm the value of this, we believe this is a WSO judgement call, not an ABC decision.
- o) WSO is addressing this.
- p) We feel it would be unjust to grant standing committee status to the European committee while denying that status to the Global Members Committee.

238	Yes	92%	Proposal 2021 – 16	Submitted on 10-31-20 by the WSO Global Members Sub-Committee	16
22	No	8%			
14	No Opinion				

Issue: We propose that WSO create an International Literature Scholarship Fund to help offset literature costs for meetings in emerging countries.

Background: As ACA's we know how important the Big Red Book (BRB) and other ACA literature have been to our recovery. In countries where ACA literature is printed, such as the United States, we have come to take for granted our access to affordable literature. However, in some countries where ACA's must import literature, they have had to tolerate pricing that is up to two or even three times as high due to shipping costs and exchange rates. Additionally, sometimes the prevailing wage in emerging countries is so low that a BRB may cost as much as worker can earn in a week. Unfortunately, in some emerging countries and remote regions of more developed countries digital copies are not a viable solution due to the inaccessibility to the internet and cost of data. As we carry the message to the adult child who still suffers (Tradition 5), we don't want the newcomer who may be unsure of the program to be deterred by prohibitive literature costs. WSO instituted a "Lights on Program" that helps start one new meeting in each country, however this is not enough to support a national ACA program. Other fellowships have successfully used a scholarship fund to support emerging countries literature needs. This new fund can help start and sustain meetings on their path to becoming self-supporting, as WSO continues to explore the feasibility of printing literature in more countries.

WSO Analysis: WSO acknowledges that access to affordable literature is an ongoing challenge. To address the exorbitant cost of international shipping to most countries from the United States, WSO has initiated local printing options to help reduce these costs. There are still many countries where local printing is not yet an option. The Finance Committee supports an International Literature Scholarship Fund and, as of the time of writing this analysis, is making plans to collect targeted contributions by implementation of a software plugin. These earmarked contributions would be accounted for in a separate fund and distributions would be made upon approval by the Board. This fund would be maintained at no additional cost to WSO.

NOTE: if both this Proposal and Proposal 11 make it to the ABC agenda, the ABC Chair will entertain a motion to combine them as they are essentially the same.

Comments:

- a) Something already underway to our understanding.
- b) earmarked funds for this
- c) We would like clarity and transparency on what it means to collect contributions for the fund through a software plugin. We would also like for it to be open for any ACA member to donate to the fund.
- d) We are strongly supporting this proposal, and agree it should go together with proposal 11.
- e) It is already being implemented, and we approve of the implementation, good job Trustees! :-D
- f) already addressed by the board.
- g) Similar to Proposal 11. It is important to action this item in order for us to fulfill tradition 5.
- h) We are not sure we understand the difference between this proposition and #11. It does not make sense to have two funds that serve the same purpose: we believe one would be sufficient.
- i) Suggestion: to make a double order possible so that one part of the order is for the fund.
- j) Combine with #11 in one discussion (**Note:** 6 other groups made a similar comment.)
- k) Combine with proposals #3 and #8
- l) EBOOKS

198	Yes	82%	Proposal 2021 – 17	Submitted on 10-31-20 by the WSO Global Members Sub-Committee and MD0060 from Arnold, MD	17
43	No	18%			
33	No Opinion				

Issue: We propose that the Annual Business Conference (ABC) grant a representative from the proposing group of each ballot item (on the agenda) 3 minutes to speak to its meaning, intent, and importance. This would occur after the initial reading of the item but before general comments begin.

Background: Historically, the rule varies as to whether authors can present their ballot items at the ABC prior to the delegates' discussion. Before each ABC, in our group consciences, as we vote on whether these ballot items should appear on the agenda, we make our best interpretation of the author's intent. Inevitably on some proposals, members disagree on the purpose or meaning of an item. Unfortunately, it is not possible for a member of the proposing group to explain their intention at each group conscience. In the past, this problem has also existed at the ABC as it was often difficult for one of the authors to be physically present. With the advent of virtual attendance this barrier has been removed. An opportunity to clarify the intent of their ballot item could be especially essential for members from emerging countries who have had to write their proposal in a language other than their own. Allowing the author of a proposal to speak for 3 minutes has the potential to lead to a more efficient and fruitful discussion among the delegates. This measure would ensure that each group has an opportunity to present their ballot item with clarity at the ABC.

WSO Analysis: Starting with the 2021 Ballot process, authors of all Proposals will be given the opportunity to present their Proposals during Town Hall meetings that will happen in January and February. Recordings of these Town Halls will be available on the service website.

Comments:

- a) Not necessary w/ Town Halls.
- b) Already underway to our understanding.
- c) Great idea!
- d) Being allowed to do this at Town Halls is not enough. They need to be allowed to do this at the ABC.
- e) We are strongly supporting this proposal.
- f) This year, there were online town halls to provide this exact function. Those will reach a lot more people than would be reached during the ABC, and allow for a more streamlined ABC agenda.
- g) Unanimous, and in the event new information has come to light re. the proposal(s) since the town hall meetings.
- h) We cannot determine if it is necessary. We look at the documents, translate them and vote.
- i) Unnecessary. WSO Analysis makes this perfectly clear.
- j) The Town Hall Meetings are too long - 1.5 hour on 3 proposals - 3 minutes at the ABC is absolutely reasonable.
- k) Even though the Town Halls are available, we feel it's still important to have the people putting the proposals forward have a voice for 3 min at the ABC. It gives the people a chance to be heard rather than just hearing the numbers without any passion from the submitters. It makes sense to allow this to clarify what the proposal is really about as they can sometimes be misunderstood.
- l) The structure is already in place with the Town Halls.
- m) WSO has already started offering town hall meetings (and their recordings) to address this.

238	Yes	94%		
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16	No	6%	Proposal 2021 – 18	Submitted on 10-31-20 by the WSO Global Members Sub-Committee	18
19	No Opinion				

Issue: We propose that the Annual Business Conference (ABC) and the ACA World Convention (AWC) should occur annually with live online access to the International fellowship. This proposal should be included in the Operating Procedures & Planning Manual (OPPM).

Background: Currently, WSO is required to hold the ABC but it is optional whether they hold an AWC. Online access to the workshops at the AWC is vital to growing our fellowship and increasing our inclusiveness worldwide as not everyone can attend the AWC physically. This would increase awareness of the AWC and potentially increase attendance both virtually and physically. The attendance of the 2020 AWC exceeded expectations and demonstrated the need of holding the AWC annually with online access. The AWC allowed the International community to be connected to the ACA fellowship in a way that was previously not possible and has resulted in increased growth of our fellowship worldwide.

WSO Analysis: The OPPM already states that the ABC and AWC are both held annually, with the AWC occurring immediately following the ABC. It also states that the ABC be held virtually, as well as in person. The AWC is not currently mandated to have a virtual component.

Comments:

- a) This would be beneficial for countries outside of USA.
- b) If feasible
- c) Already underway to our understanding.
- d) Times are changing and a need to shift to be more inclusive of life online.
- e) We feel that the AWC needs to have a virtual component. It attracts people from areas who would not be able to attend in person. The AWC needs to be self-supporting by having a fee for the virtual component that will cover the costs of the hosting.
- f) We are strongly supporting this proposal.
- g) we like the idea that the AWC be held annually both in person and online and that it be stated so in the oppm.
- h) In Japan, we don't even know how to proceed with the meeting. I will greatly appreciate your further guidance and encouragement. We are grateful to you for your support.
- i) Even though we understand, the fellowship's limited resources both in finances and volunteers - we believe this is worth considering.
- j) This proposal was not included on the list of 12 ballot proposals we received, so no group conscience vote was taken.
- k) We suggest that the annual AWC be co-hosted each year by WSO and a volunteer committee. In years when it is held in-person in North America, an international volunteer committee will co-host, running the online portion. In years when the in-person event happens internationally, the event will be co-hosted by a North American volunteer committee.
- l) We agree that it needs to be put into the OPPM so that it continues beyond Covid. We understand that capacity has been purchased for more than 3K people for the ABC. Our primary purpose is to reach out to those that still suffer, and we feel we should have this to ensure that people who cannot travel can still attend. Helps to fulfill Tradition 5.
- m) Just update the OPPM. Waste of time to discuss this. Can cover in OPPM Committee report.
- n) We all said how awful the audible book is, and could it be re-recorded so isn't so harsh and robotic like.



Foundational Documents

ACA World Service Organization, Inc.
2021 Annual Business Conference Binder

These are the documents that guide our efforts to champion recovery. They also record, for history, our challenges and achievements, suggesting our way forward.

Incorporation

The ACA WSO is incorporated in the State of California, USA and is recognized by the IRS as a 501(c)(3) charity organization.

The ACA WSO was incorporated in January 1987 as the Adult Children of Alcoholics Central Service Board, subsequently amended in March 1992 as the Adult Children of Alcoholics World Service Organization (ACA WSO). For a copy of the Articles of Incorporation and amendments, go to: https://acawso.org/wp-content/uploads/2012/10/Articles_of_Incorporation.pdf

The corporation is governed by the By Laws established in December 1998. To view a copy of the ACA WSO By Laws, go to: <https://acawso.org/wp-content/uploads/2018/01/ByLaws.pdf>

The Operating Policies and Procedures Manual (OPPM) defines the organizational purpose and general guidance of procedures and business practices used within the organization. When business practices need to be updated, the WSO board has the authority to update the OPPM to reflect any changes to the operating procedures. Find the latest version at: <https://acawso.org/wp-content/uploads/2020/09/wso-oppm-current.pdf>

The ACA WSO is recognized by the US IRS as a 501(C)(3) charity organization. ACA Members making 7th Tradition contributions to the WSO can thus deduct those contributions for tax purposes. For a copy of the IRS letter confirming that status, go to: https://acawso.org/wp-content/uploads/2019/01/IRS_501c3_Letter.pdf

Note that exempt status cannot be extended to ACA meetings and Intergroups due to our Tradition that such meetings are autonomous and not under the direction of the WSO.

Maturation

As per the OPPM, the WSO Secretary is to maintain a historical book of Minutes. These are the records of the proceedings of the Annual Business Conferences. They may be found at: <https://acawso.org/aca-wso-book-of-minutes/>

An additional duty of the WSO Board Secretary is to “maintain a complete historical record of all approved Motions, to be kept at the principal office and/or on the website.” The ACA WSO Book of Motions records the motions not only from the ABC, but also those approved throughout the year as entered into the record at the monthly teleconferences. The annual Books of Motions may be found at: <https://acawso.org/aca-wso-book-of-motions/>



The A C A Twelve Concepts

Concept I – The final responsibility and the ultimate authority for ACA World Services should always reside in the collective conscience of our whole fellowship.

Concept II – Authority for the active maintenance of our world services is hereby delegated to the actual voice, the effective conscience for our whole fellowship.

Concept III – As a means of creating and maintaining a clearly defined working relationship between the ACA meetings, the ACA WSO Board of Trustees, and its staff and committees, and thus ensuring their effective leadership, it is herein suggested that we endow each of these elements of service with the traditional Right of Decision.³

**The right of decision as defined herein refers to:*

- 1) *the right and responsibility of each trusted servant to speak and vote his/her own conscience, in the absence of any contrary mandate, on any issue regardless of the level of service;*
- 2) *the 12 Steps, 12 Traditions, and the Commitment to Service will be followed by trusted servants in decision making;*
- 3) *delegates to the Annual Business Conference are trusted servants and therefore equally guided by the 12 Steps, 12 Traditions, 12 Concepts, and the Commitment to Service;*
- 4) *standard practice that decisions made by subcommittees are subject to the authority of the service body which creates its mission and defines its parameters.*

Concept IV – Throughout our structure, we maintain at all responsible levels a traditional Right of Participation.

Concept V – Throughout our structure, a Right of Petition prevails, thus assuring us that minority opinion will be heard and that petitions for the redress of grievances will be carefully considered.

Concept VI – On behalf of ACA as a whole, our Annual Business Conference has the principal responsibility for the maintenance of our world services, and it traditionally has the final decision respecting large matters of general policy and finance. But the Annual Business Conference also recognizes that the chief initiative and the active responsibility in most of these matters would be exercised primarily by the Trustee members of the World Service Organization when they act among themselves as the World Service Organization of Adult Children of Alcoholics.

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.

Adult Children of Alcoholics®/Dysfunctional Families World Service Organization, Inc.
www.adultchildren.org | acawsoec.com | information@acawso.com | +1(310) 534-1815

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The ACA Twelve Concepts

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.

Concept VIII – The Trustees of the World Service Organization act in this primary capacity: with respect to the larger matters of over-all policy and finance, they are the principal planners and administrators. They and their primary committees directly manage these affairs.

Concept IX – Good service leaders, together with sound and appropriate methods of choosing them, are, at all levels, indispensable for our future functioning and safety. The primary world service leadership must necessarily be assumed by the Trustees of the Adult Children of Alcoholics World Service Organization.

Concept X – Every service responsibility should be matched by an equal service authority – the scope of such authority to be always well defined whether by tradition, by resolution, by specific job description, or by the Operating Policy and Procedures Manual and bylaws.

Concept XI – While the Trustees hold final responsibility for ACA’s World Service administration, they should always have the assistance of the best possible standing committees, corporate trustees, executives, staffs, and consultants. Therefore the composition of these underlying committees and service boards, the personal qualifications of their members, the manner of their induction into service, the systems of their rotation, the way in which they are related to each other, the special rights and duties of our executives, staffs and consultants, together with a proper basis for the financial compensation of these special workers, will always be matters for serious care and concern.

Concept XII – In all its proceedings, Adult Children of Alcoholics World Service Organization shall observe the spirit of the ACA Twelve Traditions, taking great care that the conference never becomes the seat of perilous wealth or power; that sufficient operating funds, plus an ample reserve, be its prudent financial principle; that none of the Conference members shall ever be placed in a position of unqualified authority over any of the others; that all important decisions be reached by discussion vote and whenever possible, by substantial unanimity; that no WSO action ever be personally punitive or an incitement to public controversy; that though the WSO may act for the service of Adult Children of Alcoholics, it shall never perform any acts of government; and that, like the fellowship of Adult Children of Alcoholics which it serves, the WSO itself will always remain democratic in thought and action.

The Twelve Concepts are reprinted and adapted from the original Twelve Concepts of Alcoholics Anonymous and are used with the permission of Alcoholics Anonymous World Services, Inc.

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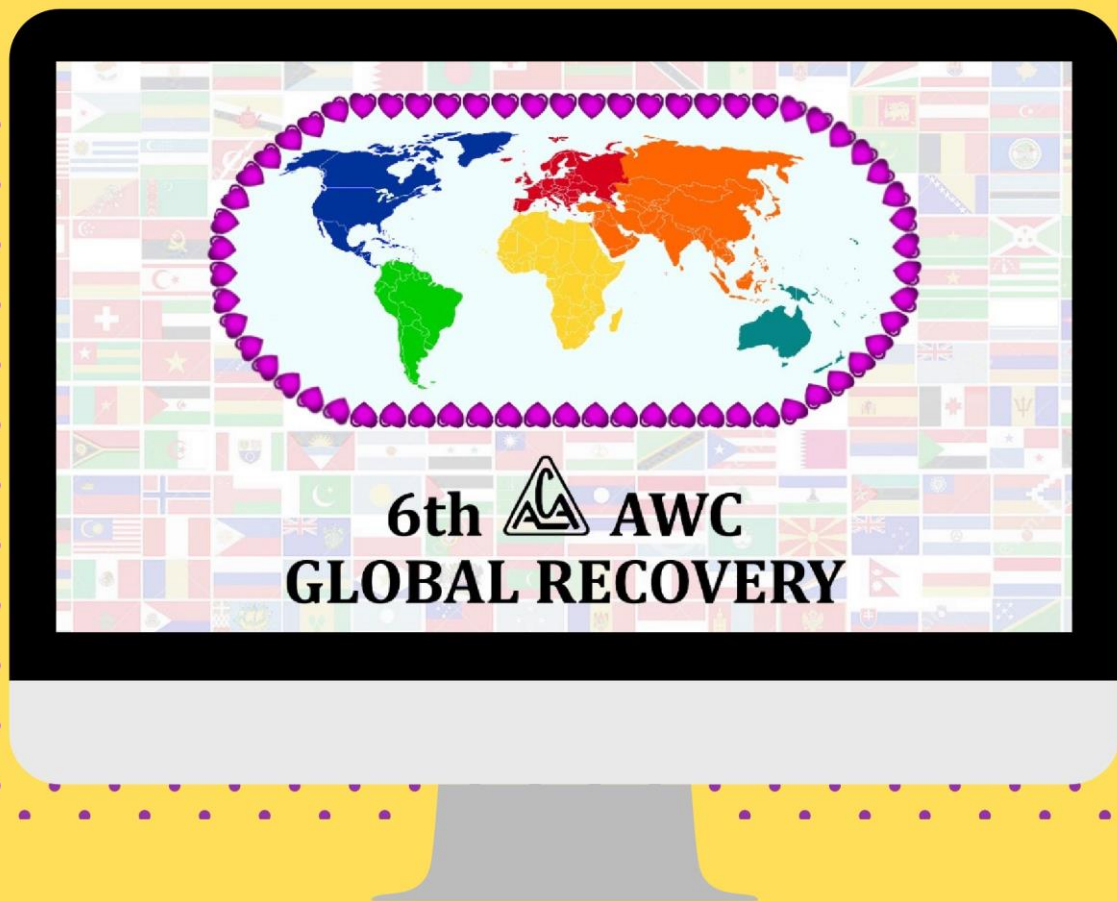
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The ACA Twelve Concepts

WANT TO SUPERCHARGE YOUR ACA RECOVERY? JOIN AS MANY WORKSHOPS AS YOU ARE ABLE

**Adult Children of Alcoholics / Dysfunctional Families
World Service Organization hosts the Annual World Convention
May 1st 9am through May 2nd 2pm EDT**

<https://www.acaworldconvention.org/>



*"Life changing, I learned so much, I don't feel as alone
in my part of the world anymore." ACA Member*

*"Keep coming back.
It works if you work it and we're worth it!"*

2022 Annual Business Conference & 7th Annual World Convention



San Francisco, California – April 21-24, 2022

With the **Hilton Financial District** in San Francisco's famous **Chinatown** as our host hotel, you'll be just blocks from the storied **City Lights Bookstore**, at the corner of "San Francisco's Little Italy", and within walking distance of **sea lions at Fisherman's Wharf**, ferries to **Alcatraz**, shopping in **Union Square**, **SF Giant's Baseball** games, **Farmers Markets**, and much more!

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