# ACA Conference Business Meeting Minutes
## Sept. 26, 2026
## 9:00 am - 5:-00 pm ET
## Held via video conference/Zoom

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**Meeting Minutes**

**Opening:**

- Serenity Prayer
- Diversity Statement
- Commitment to Service Reading
- Daily Meditation Reading

- Notice: Meeting is Recorded

**WSO Chair Welcome**

- Tamara P., Board Chair

The WSO chair, opened by welcoming all attendees on behalf of the Board of Trustees, emphasizing that their presence represents thousands of adult children worldwide finding recovery, connection, and hope through ACA. Tamara described ACA's service structure as beginning with the fellowship, flowing through intergroups, regions, and delegates into the conference, with the Board of Trustees providing stewardship, governance, and fiduciary responsibility, and staff offering operational support. Tamara outlined the day's agenda. She spoke on how the conference and service structure can continue to grow and evolve and acknowledged that ACA's growth naturally brings differing views on governance and the path forward, but stressed that such differences, when approached with respect and openness, strengthen the fellowship rather than diminish it. Tamara closed by calling on all participants to engage with humility, patience, and mutual respect, trusting in the spiritual process that has guided ACA for nearly 50 years, and keeping focus on serving the next adult child who is searching for hope.

**Conference Co-Chairs Introductions**

- Tamara P.

Eric R.

- In recovery since 2003 and in ACA since 2020.
- Has served in a variety of roles, including Business Meeting Chair for the Strengthening My Recovery Meeting.
- Co-chair at the 2026 ABC.

Erin D.

- Brings more than 30 years of ACA recovery and 11 years of WSO service.
- Leadership roles include delegate training, safety resources, literature and development service, and service as a WSO Trustee.
- Current work includes the Big Red Book Revision Working Group and the Nominating Committee.
- Speaks Spanish, some Italian, and by her own account, fluent canine.
- Competes in professional bullfighting championships

**Ratification of Conference Co-Chairs**

- show of hands Link

- Eric - 40 in favor; 2 not in favor. **Ratification passed.**
- Erin - 40 in favor; 1 not in favor. **Ratification passed.**

**Welcome Delegate by Co-Chair**

- Eric R.

**Chat information and guidelines**

**Introductions**

Eric Link

- Parliamentarian- Carmen B./Charlie H.
- Timekeepers- Gretchen T., Marion M., Lela S., Jim R.
- Unmute/Mute, Lower Hands- Terry B., Diana C.
- Secretaries (Chat to only when prompted) - Trish I.

The following trusted servants are available through Chat:

- Point of Information General (POIG)- Denise R., Laura L., Rich R.
- Point of Information WSO (POIW)- Tamara, Bill D.
- Point of Safety (POS)- Adelina, Dick B.
- Point of Order (Process) (POP)- Gretel A.O.
  (Communicate with POP via Point of Order Form)

**Technology Briefing-**

- Brad L., IT Manager Link

**Parliamentarian - Carmen**

Carmen clarified that a point of order specifically concerns the meeting's rules — meaning if an agreed-upon procedure, policy, or OPPM is not being followed correctly, that would constitute a valid point of order. Carmen distinguished this from a complaint, which is a personal concern or disagreement and does not qualify as a point of order. Carmen also noted that the co-chairs will make decisions, and Carmen will provide parliamentary advice as needed.

**Setting the Tone**

- Adelina Link

**Zoom Etiquette**

**Quorum established with 46 members** OPPM Process

**Review Agenda**

- Erin D.

**ABC/CBM Committee Chair Report**

Charlie H., ABC Committee Chair, Report

Report Summary:

- Charlie, appointed as chair of the ABC CBM Committee in May, opened by thanking all attendees for dedicating their time to discuss the future of ACA and worldwide fellowship service. Charlie described the committee's core goal as facilitating an informed, transparent, and accountable group conscience where delegate decisions help guide world service, emphasizing that the conference is a unique setting to reach substantial unanimity through spiritual, principle-based decision-making.
- Charlie recognized Carmen B. and Marcus H. for completing their terms as committee co-chairs and acknowledged Mary Jo L., Stacey W., and Marion M. for their contributions to the conference portal and an authorized study that has driven important improvements.
- Key agenda highlights Charlie noted included a motion from Mary Jo that would give delegates new tools to introduce time-sensitive and emergency motions at conference business meetings, an afternoon presentation on creating a standalone manual of

conference rules and procedures, and a Sustainability Subcommittee breakout session on volunteer service.

- Looking ahead, the committee's priorities include developing better online training videos, making the conference more interactive with more breaks, shifting focus toward fellowship service over procedure, and scheduling meetings a year in advance — with the January meeting set for January 30th and the May ABC on May 15th and 16th. Charlie also reminded delegates that the actual decisions are made through worldwide online voting after the session, and announced a post-meeting open house and a virtual dance party at 6 p.m. Eastern.

Q&A:

Q: Can you say more about what you mean by delegate empowerment?

A: There is a Slack channel for delegate discussion during the meeting as an informal supplement to the official proceedings. Over the last three years, a steady series of discussions has focused on giving the conference more control over its own proceedings. Last September, delegates voted that conference procedures should not change without conference approval. When there are too many agenda items, delegates now vote on what to hear and what to defer. Delegate empowerment means looking at how delegates decide:

  - What comes before them
  - What comes first vs. second
  - How procedural questions that affect the meeting's flow are resolved.

**Three Minority Opinions from May 2026 ABC Day 2:**

- Eric R.; Online Voting Results; OPPM Process

**1. Limits on Ballot Proposal Submissions**

**Motion:** We move that, beginning with the next ballot proposal cycle,the online ballot submission process limits the submissions to no more than two ballot proposals from any registered ACA entity (meeting, intergroup, or region) and no more than two ballot proposals submitted by any ACA member, regardless of how many groups they attend. These limits will be applied before the Ballot is sent to groups for voting. Passed: 65 in favor; 9 opposed; 1 abstention.

Minority Opinions

- This is inconsistent with WSO being open to suggestions for change. Compare it to limitation to restricting the number of people who can report a crime simply because the police cannot handle that many reports. Those who voted in the majority I ask to change their vote and allow any group to submit as many proposals as they feel compelled to submit.
- Under Robert's Rules, the purpose of a minority opinion is to allow the minority to persuade others, after which a revote is taken, and noted that if the meeting was not following that process, delegates needed to be informed of that upfront. Also, when explaining what a minority opinion is, the full process should be described so that delegates understand what happens after someone shares their opinion, including the possibility of a revote, rather than being caught off guard by it.

Co-Chairs requested a small break to clarify the minority opinion process and Eric clarified the process and restarted the minority opinion process.

- Proposals are essentially ideas for change, and that the moment you start limiting those ideas, you are limiting change itself.
- Response from proposer: The proposal passed overwhelmingly with 86% of delegates voting in favor. At the previous ABC, there were approximately 29 ballot items, which made it overwhelming for delegates to vote and discuss, with about 3 groups — essentially 3 people — submitting roughly 80% of all ballot items. Limiting each group to two ballot items is sufficient, as there are plenty of other conferences available, and that participants need to respect the shared space. Additionally, to prevent one person from submitting more items by joining multiple groups, the rule specifies that one person can only enter two ballot items into the form regardless of group affiliation. I acknowledge that not everyone can be pleased, but maintained that 86% delegate approval reflects strong support, and that the change should stand.

REVOTE:10 hands in favor of a revote; Less than 40% requested a revote so **motion stands as passed.**

2. **Accept Fellowship Group Vote (FGV) on Name Change**
   **Motion:** To immediately accept the Fellowship Group Vote (FGV) results regarding the proposed change to the functional name of the Fellowship to Adult Children of Alcoholics and Dysfunctional Families (ACAD), and; To approve the associated phased implementation plan over a 5–10 year period, taking into account financial and other resource considerations. Passed: 71 in favor; 3 opposed; 2 abstentions.
   Minority Opinion - None; **motion stands as passed**

3. **Clarification of FGV process**
   **Motion:** That the Fellowship Group Vote be recognized as reflecting the voice of participating meeting groups, intergroups, and regions across the global fellowship; That results be calculated based solely on votes cast by responding registered groups with 66⅔ % needed for a vote to pass; and That the Annual Business Conference (ABC) receive these results and determine appropriate next steps for implementation. Passed: 64 in favor; 10 opposed; 2 abstentions
   Minority Opinion - None; **motion stands as passed**

**Quorum established with 58 delegates present** OPPM Process

**Report and a Motion from ABC/CBM Committee**

- Presenter: Mary Jo L. PowerPoint Presentation, Motion: OPPM Voting Process

**Motion:** We move that the current Delegate Meeting Floor Motion Process be replaced with two new processes:

1. Time Sensitive Motions - to be submitted at least four weeks prior to a Delegate Meeting
2. Emergency Motions - to be submitted during a Delegate Meeting

The following are links to each of these proposed new processes:
Time Sensitive Motions for ABCs and CBMs.docx and
Emergency Motions for ABCs and CBMs
.

**Background**: At the 2025 Annual Business Conference (ABC), a motion was passed that replaced the 3 Quarterly Delegate Meetings (QDMs) with 2 Conference Business Meetings (CBMs). Additionally, a second motion was passed that said the following: With regard to voting, debate, introducing new business, and addressing old business, other than as required under California law for the ABC, all Conference Business Meetings will have identical rights and authorities. Because of these new rights and responsibilities granted to the CBMs, the following question needed an answer: How can the current Floor Motion process be adapted for a one-day CBM that does not have the option of "overnight" processing that happens during the 2-day ABC process? This motion presents a solution to this - that we replace the current process with two new processes - Time Sensitive Motions and Emergency Motions.

**Second:** Marcus H.

**Discussion:**

- A lot of information had been presented and that the discussion seemed to be kicked off by two things: the fact that CBMs would have the same rights as ABCs, and the challenges around handling minority opinions on the same day in the case of CBMs. I see some differences between the time-sensitive and emergency motion processes but remained unclear at a high level about what distinguishes the two from each other, and whether the same processes apply to both — particularly regarding whether the minority opinion concern for same-day meetings is addressed by both.
- The motions being discussed are important for giving delegates the ability to have an informed group conscience, as they provide a deliberative process. With time-sensitive motions, delegates would be able to know what the motion is at least two weeks before the meeting, whereas currently, delegates don't see the motion until the morning before they vote on whether it is time sensitive, often followed immediately by just 20 minutes of debate before voting. For true emergency motions, the process gives the ability to bring those up at the conference when there isn't sufficient time to go through the standard process, expressing strong support for the proposal.
- The motion itself does not describe the process to be followed, meaning that if it passes, the process could change without requiring another motion. If we are going to consider and pass this motion, it should contain the actual procedures rather than simply referring to them elsewhere. As worded, it only divides floor motions into time-sensitive and emergency categories without detailing the process. For that reason, I recommend voting against it.
- I have a concern about the potential time burden of emergency motions at one-day CBM meetings. I questioned whether there would be a time limit on how much time could be spent on emergency motions during a CBM day. For example, three or four emergency motions qualified, the meeting could spend a couple of hours just deliberating on whether to vote on them, potentially consuming a significant portion of the day. On that basis, I have uncertainty about agreeing with the idea of having floor motions at one-day meetings.
- I am uncomfortable with the part of the presentation stating that a floor motion that

cannot be resolved during the meeting would be referred to the board. This could create a conflict of interest if the motion involves the board itself or directs the board to take action. If, as was pointed out earlier, the motion does not include the procedural details, that makes my concern even greater: the referral-to-board provision is not explicitly stated in the motion.

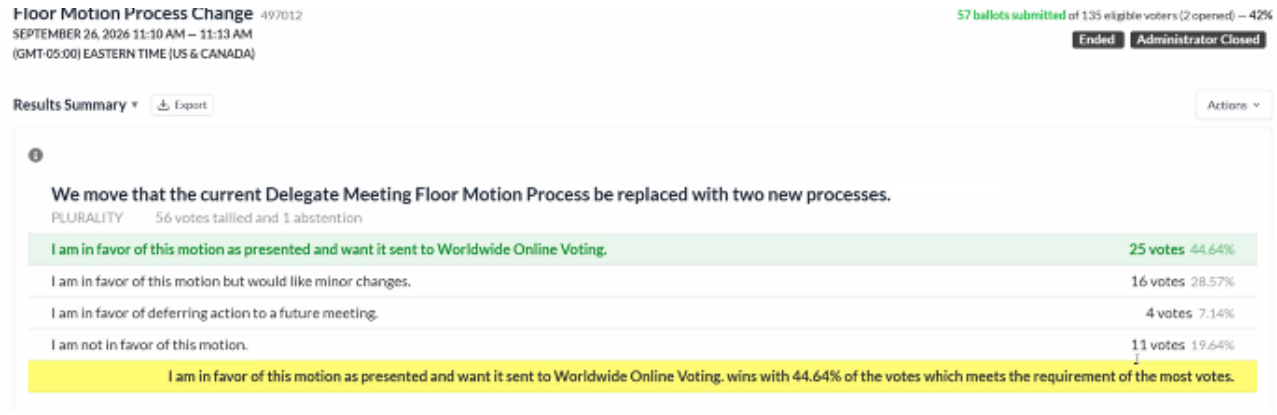
- I appreciate the presentation and suggest adding a limit: no meeting should be able to submit more than two time-sensitive or emergency motions, and no individual should be able to submit more than two, regardless of how many meetings they belong to. Without that limit, we could again have more business than the conference can cover. I encourage delegates to focus on the most important issues they need to bring to the conference or business meeting so we can use our time wisely.
- I appreciate how this motion is designed. We need a way to address issues within a shorter time frame. I also like the restriction against bringing up something already scheduled for a later meeting; that is an important safeguard against disrupting the process. For emergency motions, could we have a way to hold an additional meeting so that regular business can still be covered alongside emergency business? [Time expired before an additional point could be completed.]
- I appreciate all the work that has gone into figuring out the floor motion process, but I think having both time-sensitive and emergency categories makes it more complicated than necessary. I am also concerned that the first step—deciding whether a motion qualifies—bypasses the delegates and goes through a small committee and a handful of people. The criteria refer to matters of large policy or finance, which, according to the concepts, the conference itself should decide. I suggest that these motions go before the full conference first.
- I am concerned about using the word 'emergency' for conference business meetings. In another program, the belief is that nothing in a business meeting truly qualifies as an emergency. As ACAs, many of us lived in emergency and crisis mode as children, and we can easily fall back into that pattern. I would prefer to use only 'time-sensitive' and prioritize the motions that come in. That seems simpler and more grounded. I am also concerned that time-sensitive proposals could take up the CBM, so we should have time limits.
- We need to recognize that, with the changes brought about by CBMs and the authority they now have, the conference currently has no mechanism for the equivalent of floor motions. True emergency motions should be very rare—genuine life-and-death situations that I hope almost never arise. But there is a real need for time-sensitive motions. Matters of large policy do come up, and the fellowship needs the freedom to address them quickly. I support this motion because it gives us a way to do that. If we do not pass something today, we will still have no way to introduce a floor motion.
- I was part of a team that submitted an emergency motion at a previous meeting, and I am grateful we had that process. It allowed the name change to be included when it looked as though it might be passed over at the conference. My group had spent a great deal of time thinking about and discussing it, and I had already told them it would be discussed at the conference. I was thankful that the process gave delegates a voice

and allowed us to bring the outcome back to our groups and feel heard.

- The Parliamentarian clarified that there is one comment per person.

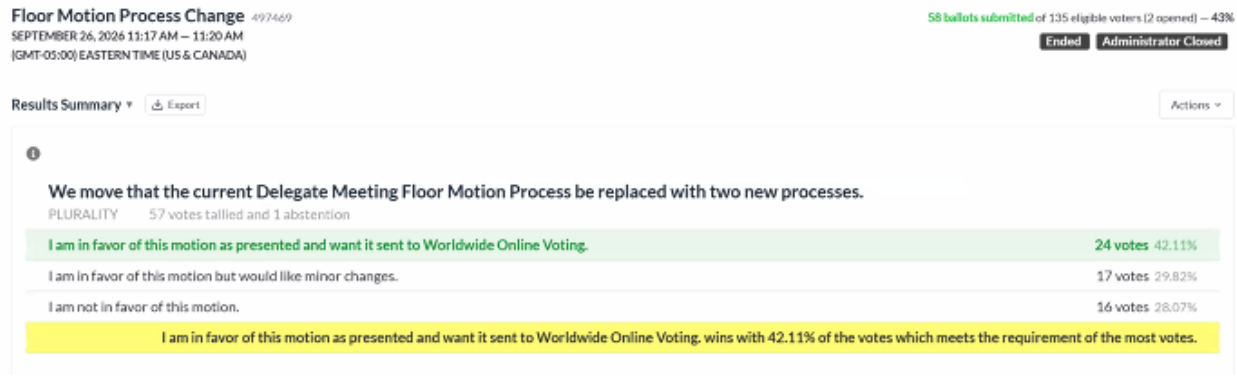
<u>Election Buddy Vote:</u>

#1




Remove the lowest vote for a revote since none reach 60%.

#2




The Parliamentarian clarified the Q&A process, explaining that if a Q&A session was going to be held, there would need to be a specific, dedicated Q&A section scheduled *before* moving into voting. Once the meeting transitions into voting, the format shifts to delegate comments and discussion, not questions. The Parliamentarian noted that no time had been allocated for a Q&A specifically for this motion. Then the Co-Chairs and Parliamentarian called a 5 min. break to discuss.

<u>Group Hand Vote</u> on whether to conduct a 10 min. Q&A session as an exception to the standard procedure: 49 in favor - will proceed with Q&A.

<u>Question and Answer</u>:

Q: What happens to regular business if emergency and time-sensitive motions replace it? Would another meeting be scheduled to handle the regular business, or would it be pushed back?

A: The agenda would be pushed back to the next meeting.

Q: How does this process affect the ballot proposal process?

A: It does not affect the ballot proposal process.

Q: To simplify what is clearly a complicated process, why not eliminate the emergency motion category and use a two-week submission period for floor motions? I also think delegates should be the first to review and approve these motions. Why is that not already the approach?

A: That would be an entirely different process. Anyone wishing to pursue it could submit a ballot proposal. This motion was presented as agreed upon by the ABC committee and cannot easily be changed at this point.

Q: Would these floor motion rules replace the current ABC rules? I am concerned that delegates would no longer be able to bring up time-sensitive matters on the first day of the ABC. Would emergency motions still be allowed on the day of the ABC, as they were previously?

A: Time-sensitive motions would need to be submitted four weeks before the meeting. For emergency motions, those that truly cannot wait for anything else would still be submitted and addressed on the day of the meeting.

Q: Can this motion be amended, or can we only approve or reject it as presented? If changes cannot be made, what is the urgency? Could we wait and get it right rather than rush the process?

Q: Could the emergency and time-sensitive components be sent to worldwide online voting as two separate motions so we can gauge the fellowship's thinking on each? Is that technically possible when they were submitted as one motion?

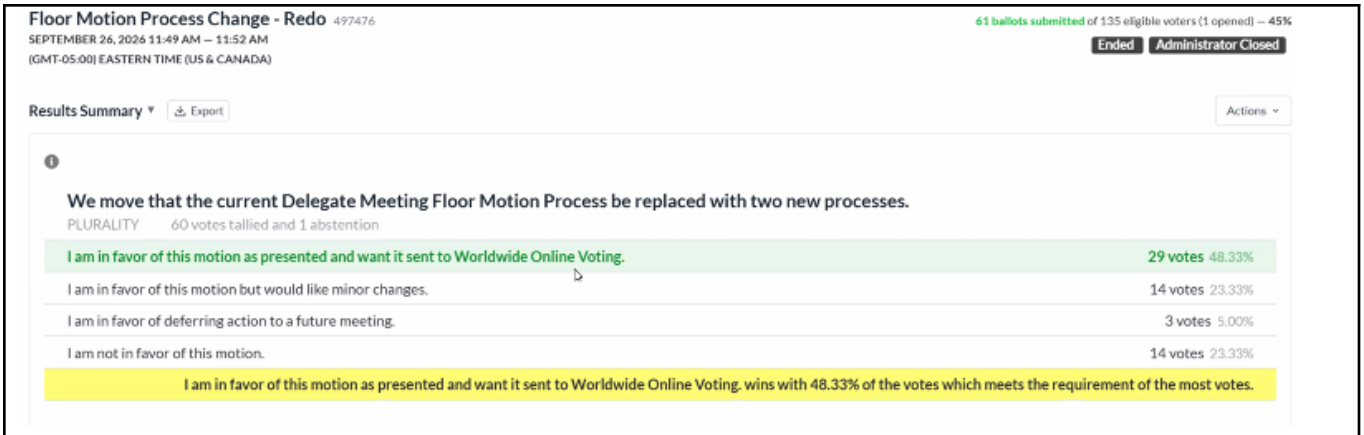
A: That would require a significantly different motion. Either the current motion would need to be voted down, or someone would need to submit a different process later. CBMs have had the same authority as the ABC for nearly a year, but we still have no functional process for time-sensitive or emergency motions at CBMs. Separating the two would leave one component non-functional. I believe this proposal is the best solution available; it is not possible to send things to delegates more than we already do.

Q: Would incorporating the actual procedures from the slide presentation into the motion, rather than just referencing them, count as a minor or major change? Would that be allowed under the “minor changes” voting option?

A: The key question is whether the addition would materially change the motion. Since the motion already references those procedures, incorporating them directly would be a minor change.

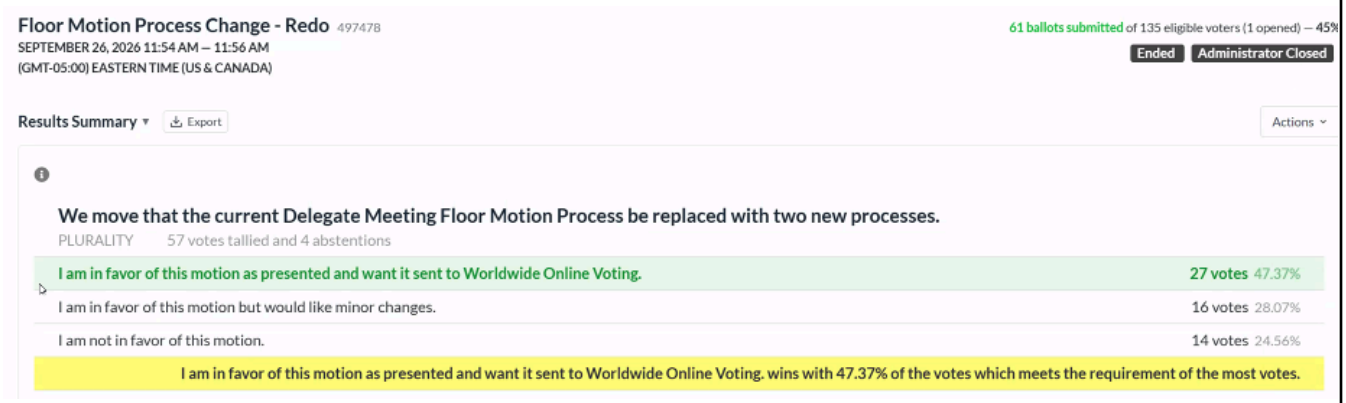
<u>Restart of Voting on Motion Options</u>

#1



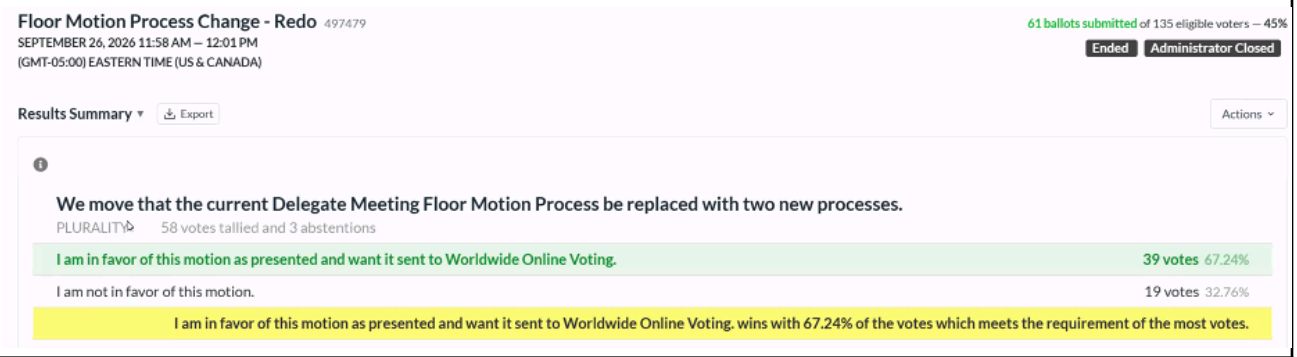

Remove the lowest vote for a revote since none reach 60%.

#2




Remove the lowest vote, except not in favor, for a revote since none reach 60%.

#3




## WSO Board Presentation and Q&A

Reference: Board Report

Presenters: Tamara P. and Al E.

Summary of Chair Presentation: Tamara P.

WSO Overview

- WSO's sole purpose is to support ACA groups in carrying the message to adult children who still suffer, grounded in Tradition Five.
- WSO serves the fellowship through meeting resources, safety concerns, translations, literature development, the WSO store, and global literature distribution in 70+

countries via seven global hubs, with two new hubs coming online in Australia and Egypt.

Board & Trustee Updates

- Alyssa completed her first two-year trustee term and has stepped away; Channen joined as a new trustee, bringing nonprofit board, business, and ACA intergroup experience.
- Tamara and Sue will reach the end of their trustee tenures (April and March respectively), which could reduce the board to four trustees, and eventually fewer — raising a serious governance concern since California law requires a minimum of three trustees.
- Trustee recruitment was identified as an immediate and ongoing need.

Fellowship Group Voting (FGV)

- The second FGV is underway on a proposed change to Concept Two language; as of September 1st, 23 groups from eight countries had participated.
- The board is also moving ahead with a ballot proposal requiring fellowship and conference approval before new ACA recovery literature development begins.

Committee Health

- Many WSO committees are struggling — some without chairs, some with only a few active volunteers, and some that have had to pause.
- A committee review project has begun, focused on listening and assessing what ACA needs now and in the years ahead, rather than making predetermined decisions.

Call to Action

- Tamara urged delegates to identify and invite capable ACA members to consider trustee and committee service.

<u>Q&A and Comments:</u>

Comment: I do not think the town hall process aligns with the OPPM and Robert's Rules. Once a motion is seconded and goes to the body, the whole body should discuss it openly. The town halls seem to let the makers of the motion stay in control by responding after every comment. Limiting participants to questions stifles open debate and participation.

A: In the concept committee and name study FGV town halls, for example, the presenters were not necessarily the motion's creators. They were delegates tasked with investigating the approved motion. The town hall and FGV processes reflect the delegates' direction. Town halls are still evolving as places to learn, raise questions, and seek clarification.

A: I am an adult child and a member of the FGV committee. We are a neutral committee. Town halls are intended to let people voice their opinions and get questions answered, and we are doing our best to facilitate that.

Comment: Thank you for the board presentation. It is a wonderful way to begin improving communication between the fellowship and its leadership.

Comment: I felt overwhelmed by how long this morning's motion process took. I even voted multiple ways just to move things along. My wish going forward is that we can streamline voting and deliberation. Thank you to everyone involved.

A: Thank you for your comment.

Comment: Thank you to the board and trustees for your work. Fellowship volunteers, not paid staff, run all our committees, and most committees welcome anyone willing to participate. Except for the two tech staff members, everyone at this conference is volunteering their own time. Commitment to Service number seven asks us to forgive ourselves and others for not performing perfectly. Please remember that everyone is doing their best.

Comment: I am new to being a delegate and am still learning how conferences work. I observed the ABC and am now attending the CBM. I have mostly stayed quiet because I am in learning mode. Thank you to everyone who helped create and run both the ABC and the CBM. We need to understand how things work before suggesting changes or improvements.

Q: How is the committee review process gathering information, and is there a way for us to provide input?

A: It is early in the process. The planned approach is to surveys to committee chairs first, then committee members and then potentially the fellowship as a whole. We welcome suggestions at secretary@ACAWSO.org.Thank you, and thank you for the work on the Archives Committee.

Q: Has the board considered using technology to streamline the process? Instead of fitting so much into formal meetings, could delegates use Slack, email, or dedicated channels to discuss issues and be polled or vote between meetings?

A: Yes. The board is looking at automating everything possible and has already automated many things. The IT committee member here is working to automate many aspects of WSO's work. We are moving into Airtable, which is complex. Please send automation suggestions to secretary@acawso.org.

Comment: WSO sometimes feels like an authority figure to me. Over my three years as a delegate, I have seen a push toward giving more responsibility to the conference and delegates, and I think that is moving in the right direction. I still feel some hesitation about getting more involved, perhaps because I feel intimidated, although I find that feeling difficult to put into words.

Summary of Treasurer Presentation on WSO's Budget/Financial Situation: Al E.

Reason for Budget Cuts:

- An anticipated reduction of over 16% in literature sales, which fund approximately 78% of WSO's budget.
- This projected a deficit in the range of $110,000$–118,000 for the year.

Cost Reductions:

- Contractor expenses cut by $65,000, though essential publishing, translation, and communication work continues at a slower pace.
- Payroll-related costs reduced by approximately $28,000.
- Board and committee-related expenses trimmed by $55,000, including deferring the 20th anniversary celebration and in-person strategic retreats.

New Revenue Streams:

- Digital audio downloads, previously free, now carry a $3 charge, generating $3,000 in new revenue.
- The group literature discount reduced from 30% to 15%, effective October 5th, adding ~$10,000 in revenue.

Projected Outcome:

- These adjustments are expected to reduce the deficit from ~$100,000+ down to approximately $20,000, representing about 0.9% of WSO's total budget.

Positive Notes:

- Seventh Tradition contributions from the fellowship are exceeding budgeted amounts by $10,000–16,000$ year-to-date.
- Al called on the fellowship to spread the word about this positive trend, while noting there is still an urgent need for funds.
- The federal 990 financial form will be published after the board's October 1st review meeting.

Questions and Answers

Q: How do online literature sales through vendors such as Amazon affect the reported figures? Are they captured separately or included in overall literature sales?

A: For platforms like Amazon, sales in the US and Canada, as well as on international platforms, are included in the overall literature sales figures. They are not accounted for separately.

Q: Did the approximately $28,000 payroll reduction involve eliminating a position or some other type of reduction?

A: There were changes in overall payroll. Three key special workers at Signal Hill voluntarily agreed to reduced pay for the rest of the year. Both the structural payroll changes and these voluntary pay reductions together account for the $28,000 reduction.

**Board Ratification of Channen S.**

Presenter: Denise R. (chair of the Nominating Committee, or NOMCOM) Presentation; Bio

Summary of Presentation:

Why ACA Needs Trustees

- ACA is both a recovery program and a nonprofit corporation governed by California state law, requiring a minimum of 3 and a maximum of 20 trustees. With Channen, the board now has six trustees.
- Trustees are unpaid volunteers who handle the business and legal requirements of ACA.

Current Trustee Situation

- Two trustees (Tamara and Sue) will reach the end of their terms in spring 2027, making trustee recruitment an urgent need.
- Following a difficult Q&A at the 2022 ABC, ACA went 20 months without trustee applications, leaving only three trustees in January 2024 and threatening nonprofit status.

Trustee Qualifications

- Active ACA membership with a solid foundation in steps, traditions, concepts, and reparenting.
- At least one year of WSO committee service, experience with fiduciary duty, and bridge skills (finance, communication, organizational health, etc.).
- Emotional sobriety and the ability to work collaboratively and accept group conscience results are non-negotiable.

NOMCOM Process

- Candidates submit a formal application; NOMCOM conducts interviews and reference checks, and observes conduct on conferences and Slack.
- NOMCOM itself has openings and members are vetted using the same qualifications.

Channen's Introduction

- Channen S. from Boulder, Colorado was introduced as the newest trustee, joining remotely from France. Channen then gave a brief personal share about his ACA journey.

Channen S., the newest trustee from Boulder, Colorado, shared the following during the ratification session (joining remotely from France) :

Personal ACA Journey

- Started ACA in June 2016 after reaching an emotional bottom, having long resisted 12-step programs despite encouragement from a parent with 42 years of sobriety.
- Found deep identification with the ACA traits and credits the Big Red Book, SMR, Laundry List Workbook, Loving Parent Guidebook, meetings, sponsorship, and fellow travelers with transforming life.

Service Background

- Has sponsored fellow travelers, helped start and lead workbook meetings, served as a delegate, and held roles as treasurer and literature chair for the Colorado Intergroup.
- Served on the WSO Finance and Member Services Committees.

Vision as Trustee

- Sees WSO's core purpose as supporting groups, intergroups, and regions in carrying the ACA message (Tradition 5).
- Hopes to restart the Member Services Committee and develop tools to help regions and intergroups succeed in their Tradition 5 work.
- Participates in the Intergroup Roundtable, a group of intergroup leaders meeting twice monthly to share ideas on improving intergroups.
- Brings experience from running businesses and serving on nonprofit boards, but emphasized that the most important thing brought to the role is gratitude — knowing what life looked like before ACA and what it looks like today.

Closing Thought

- Expressed that every effort to keep a group healthy or help an intergroup carry the message further ultimately helps the still-suffering adult child find ACA — and that is the primary purpose.

<u>Question & Answers</u>

Q: If literature sales are a proxy for membership trends, are you concerned about the health of ACA membership given the 2026 literature income shortfall?

A: Yes, I am concerned about the shortfall. An encouraging sign is that the number of ACA meetings is growing. There is also a trend toward electronic books over print, as other programs such as Al-Anon are experiencing. I believe WSO can do more to help start and support groups, which would also drive literature sales. I am excited about the Loving Parent Guidebook daily reader and other upcoming books, which I expect will help.

Q: When the WSO bylaws and the OPPM are inconsistent, which do you believe takes precedence?

A: From my years of business experience, the hierarchy is articles of incorporation first, then bylaws, then operating manuals such as the OPPM. The bylaws would therefore take precedence over the OPPM.

Q: Insofar as the solution is to become your own loving parent, have you talked to your inner child today? What is his name? What did your last negotiation with him sound like?

A: I talk to my inner child daily. It is one of the best things I have done for my wellbeing. I use “Little” followed by my own name; I have never had a nickname because of the unique spelling. My daily negotiations are more often with my inner teen. I work on being authentic and choosing a loving parent response rather than letting the angry inner teen's reactive voice take over.

**Ratification votes go to Worldwide Online Voting** - Erin Voting Process

**Quorum established with 56 delegates.**

**Committee & Staff Reports**

**Literature Presentation**

- Tamara P., Chris H., Alaska

Presentation Summary

Current Literature

- Seven ACA recovery books published; five more in development (potentially publishable within 1–7 years)
- All literature is written by adult children for adult children

Committee Structure

- Literature & Development: Onboards project writing teams; building process checklists, publishing guidelines, and style standards
- Literature Evaluation: Evaluates projects and ensures alignment with ACA criteria
- Literature & Editing (new): Provides editing support; chaired by Kathy H. (40 years of editing experience)

Active Projects

- ACA Essentials, Big Red Book Revision, Loving Parent Team, Reader — working with Development Subcommittee
- Ready, Set, Go — needs final editing before board/fellowship review (targeted by end of year)
- Boundaries — nearing completion of technical review
- Bill of Rights and Loving Parent Guidebook — in post-fellowship review
- A New Hope (published June 2024) and Connections (published March 2025) — open for feedback

Loving Parent Daily Reader

- Team has been meeting for over a year; fellowship submissions expected near end of 2025, pending technology readiness

Other Notes

- Approval process updated in 2020 to include extended worldwide fellowship review and final conference approval
- A joint literature translations and publishing project may be paused due to budget cuts
- Volunteers needed: writers, editors, proofreaders, and project managers.

Questions and Answers

Q: Must literature ideas come from the fellowship through a ballot proposal before work starts, or can the committee begin work and then bring it to the conference?

A: The OPPM lists four ways literature can come into being. A ballot proposal the board is suggesting would require any new literature to go to conference first before work begins. The literature currently presented came through one of the four existing pathways, predating that proposed change.

Q: Will the Loving Parent Daily Reader follow the same daily topics as SMR, so entries on the same day correspond and give readers more ways to apply the material?

A: Under the ballot proposal, the Daily Reader follows the existing reader's format: a literature quote, statements or meditation, and a daily intention. The difference is that its topic is reparenting. The Daily Reader is a companion to the Loving Parent Guidebook, as stated in the original ballot. Contributors can choose their submission topics, and the team can look further into this suggestion.

**Concept 2 FGV Update**

- Kelle J. and Josh W., co-chair of the Concepts Study Committee

Presentation Summary

Background & Timeline

- Originated from ballot proposal 2021-4, reviewed at the 2022 ABC, leading to creation of the Concepts Study Committee
- At the 2023 ABC, the committee found Concept 2 "fundamentally flawed"; conference passed a motion to define itself as the voice and conscience of the fellowship
- New language approved at the 2025 ABC, then sent to fellowship group vote at the September 2025 CBM
- Vote is open through December 3rd; this is only the second fellowship group vote ever held (the first was the name change)

The Proposed Language Change

- Current: *"Authority for the active maintenance of our world services is hereby delegated to the actual voice, the effective conscience of our whole fellowship."*
- Proposed: *"ACA groups delegate to the World Service Conference the authority to act as their effective voice and conscience and to represent the fellowship in world service matters."*

Why the Change Is Needed

- Current language fails to identify *who* the fellowship is, *who* grants authority, or *what* the scope of authority is
- New language addresses all three gaps and supports a healthier service structure, helping local meetings focus on personal recovery and Tradition 5

Next Steps

- Town halls held monthly (July–November); voting open until December 3rd
- Committee is also drafting updated language for Concepts 6 and 7

Q&A

Q: Is it premature to change Concept 2 before considering the other related concepts?

A: The committee was originally created specifically to address Concepts 2 and 6. That was our mandate and focus. The committee has not been asked to address all concepts before returning — they have been following what was asked of them over the last couple of years.

A: The conference directed the committee to study and potentially revise Concepts 2 and 6 first. The committee did bring back to the conference whether to expand the scope to other concepts, and the conference approved that expansion — but Concepts 2 and 6 remain the first priority.

Q: If my home group, intergroup, or region made me a delegate and I attend the conference, does the proposed Concept 2 revision give me authority to address structural changes or needs?

A: Virtually every Twelve Step program has a conference. The fundamental idea is to hold a business meeting on world service–level items, which is logistically difficult to do across all groups — and not all groups are interested in participating directly. The World Service Conference is exactly what is happening in the current meeting — each group can choose to send a delegate to represent them or speak on their behalf in such matters. The proposed new language aims to clarify precisely *who* is delegating the authority and *what* that authority entails, making the structure much clearer.

Q: To whom are fellowship group voting notices sent? I have not received an email asking for my group's vote.

A: Notices go to group contacts rather than delegates, because not every group has a delegate. Instead, they are sent to group contacts — each group can have up to 3 group contacts, and all of those contacts receive the notice.That is why your group contact would have received the email rather than you as the delegate.

Q: How many group votes have been received so far?

A: Approximately 60 groups have voted, up from around 50 at the previous check.

Q: As both a delegate and a meeting attendee, how can I help my group make an informed vote on Concept 2? Should I already have been helping my group understand the concepts before the vote?

A: Attend the town halls for thorough presentations. Some are already recorded, with links posted in the chat. Review the FAQ links in the chat and bring them to your group so everyone can review them and ask questions. Encourage group members to attend the town halls. You do not have to be a deep scholar of the concepts to participate meaningfully in the vote.

Q: Are the Concept 2 town halls recorded, and where can I find the recordings if I cannot attend because of a scheduling conflict?

A: Yes. On the adult children website, go to Events, then Fellowship Group Voting, then Concept 2. The box with the town hall schedule has a clearly labeled button for past recordings. Recordings are available from July through

September. Two sessions per day, at 11 AM and 9 PM, accommodate different time zones, and you can listen to the recordings at your convenience.

**Charter Committee Presentation**
- Erica P., Josh W., Mary Jo L.

Presentation Summary
Purpose of the Charter
- Creates a body of principles and relationships through which ACA as a whole functions
- Provides a framework for conference decision-making and outlines mutual obligations between the ACA World Service Conference (WSC) and ACA World Service Organization (WSO)
- Reflects ACA traditions and the 12 concepts for world service

Drafting Progress
- The charter is expected to have 12 sections:
    - Sections 1 & 5: Initial draft language approved
    - Sections 2, 3, & 4: Approximately 80% complete
    - Section 6: Currently in progress

Proposed Motion (Denied)
- The committee planned to present a motion at the 2026 ABC requiring prior conference approval for WSO bylaws amendments (with exceptions for legal emergencies)
- A study of 11 fellowships found the large majority require conference approval or ratification for WSO bylaws changes
- The board denied this request, stating the bylaws change is more appropriately addressed within the full charter drafting process

Goals Through 2027 ABC
- Complete draft language for Sections 1–6 and begin work on Sections 7–12 (~one section per month)
- Continue transparency through regular reporting to the conference and WSO board
- Partner with the Concept Study Committee to ensure alignment between the charter and ACA concepts
- Collaborate with the ABC CBM Committee and Sustainability Study Subcommittee on common items such as a glossary of terms

Q&A

Q: What is a charter? Could you explain it simply and concisely?

A: A charter is an informal agreement between the fellowship and WSO, common across most Twelve Step programs. It outlines the rights and responsibilities of the conference and WSO and describes their relationship at a high policy level.

Q: Is a charter the same as articles of incorporation?

A: No. Articles of incorporation are a legal document; a charter is not. A charter does address fundamental structures, but it is an informal agreement or understanding. That is the key distinction.

Q: What is a charter in simple terms?

A: A charter is an informal agreement between the fellowship and WSO that outlines the conference's and WSO's rights and responsibilities. It is common across most Twelve Step programs.

Q: Is a charter the same as articles of incorporation?

A: No. Unlike articles of incorporation, a charter is not a legal document. It is an informal understanding, not a binding legal structure.

Q: Does the charter reinforce the inverted pyramid, with WSO reporting to the conference?

A: Essentially, yes. The charter defines the “rules of the road” between the conference and WSO, which is why its absence is such a significant gap.

Comment: For Americans, an easy way to think of a charter is the U.S. Constitution: it explains how things work and how the branches interact.

Q: Are we the fellowship or the conference right now?

A: This is the conference. The conference is not just one event; it is the body of people who come together across ABCs and CBMs to discuss and decide things.

[Informal Poll - 1st Time to ACA Business Meeting: 11 participants]

**Quorum established** with 52 delegates present OPPM Process

**ABC/CBM Committee Presentation**

- Charlie H., ABC Committee Chair; Report and Non-binding poll

Presentation Summary

Committee Purpose & Leadership Transition

- The ABC/CBM Committee's goal is facilitating an informed, transparent, and accountable group conscience to guide world service.
- Charlie thanked outgoing co-chairs Carmen B. and Marcus H. for guiding the conference through significant changes, including adapting to all-video business meetings held three times a year.

The Core Problem

- Current conference rules in the OPPM are contradictory, unclear, and outdated — many provisions date back to in-person meetings.
- Rules are buried within a 96-page document covering unrelated topics like copyright policy and travel reimbursement.
- Ambiguous language has caused real disruptions, including a meeting that stopped for nearly an hour due to a process conflict.

Three Key Recommendations

1. Draft a standalone conference policies and procedure manual — focused purely on running business meetings, to be presented at the January 2027 CBM.
2. Identify and fix urgent language problems — flag outdated or confusing language and bring proposed fixes to the conference for approval.
3. Propose a long-term update process — return in January 2027 with a recommended management process, while the conference retains final authority.

Delegate Empowerment Trend

- Over three years, delegates have consistently voted to shift more decision-making

authority to the conference.
- A key milestone: delegates voted that the conference must approve any changes to the rules by which it operates.

Upcoming Priorities
- Better online training tools, including brief videos.
- More breaks between motions to make meetings more human and interactive.
- Next CBM: January 30th; next ABC: May 15th–16th.

Q&A

Comment: At several conferences, I have not spoken up because a section allowed either questions or comments and I had the opposite. Thank you for allowing both here. My group often asks me about the OPPM, but I struggle to understand it myself. We strongly want a standalone Policy and Procedures Manual.

A: Thank you for your comment.

Q: How meaningful is “approve with changes” as a non-binding poll option if we do not know what the changes would be? Could we hold a sidebar to define them or remove that option? I wholeheartedly agree with the proposed rule changes.

A: Thank you. I have noted that and will respond after hearing a few more questions.

Q: Is having an actual draft ready by January 2027 too ambitious?

Q: What gives you confidence that the deadline can be met?

A: Those are good questions. I will respond after one or two more comments.

Q: How will the bylaws, concepts, and new charter be incorporated into the standalone manual? I am thinking of a “for dummies” guide for the average user. I have also had trouble finding the bylaws online.

A: The manual will focus on conference operations, drawing on OPPM Section 15 and Appendix 8. We will likely review the bylaws for conflicts. Anyone wanting more detail can join the ABC/CBM Committee's open house after the meeting.

On the standalone manual's scope and basis: The manual would focus on how the conference operates, drawing from existing OPPM sections — specifically Section 15 and Appendix 8.

On the bylaws question: The conference does not draft bylaws (that is a board function), so the likely approach would be: Report back to the conference on what it can do via approving a conference policies and procedure manual. Submit communications to the board where wording changes in the bylaws would help. A concrete example: even if bylaws suggest in-person attendance, the conference's own manual could interpret "attendance" to include virtual participation or overnight voting — aligning the conference's practices without changing the bylaws.

On the deadline question: January 2027 may be ambitious, but the team has years of experience with these rules. The deadline conveys urgency; May is the latest fallback.

Additional items: Anyone wanting more detail is welcome at the ABC/CBM Committee's open house after the meeting. A long-term update process could

quickly address rules questions such as the concern about the “approve with changes” option.

Comment: I strongly support separating the conference rules into a standalone document. I have attended for three to four years and experienced confusion every year. My concerns include: Ambiguity around what delegates are actually voting on (e.g., when overturning a parliamentarian's ruling, it wasn't always clear what the opposite outcome would be). Issues with the voting procedure when multiple options are on the table — specifically, the "throw out the bottom vote getter" method breaking down with 6+ options, leading chairs to change rules on the spot.

An ongoing rules review process, accountable to the conference, would cover all these issues. The proposed long-term update process would systematically review a steady stream of suggestions like these. The goal is to identify rules that trip us up and make group conscience harder to carry out. These examples fit that goal.

Q: What is the 96-page document you are referring to?

A: It is the Operating Policy and Procedures Manual (OPPM), which governs all ACA World Service operations. It is approximately 96 pages total, but only about 12 pages directly relate to the conference and 5–6 pages relate to the ballot process. The remaining content covers things such as Logo policy, Literature development policy, How the board conducts its meetings and Business corporation matters. The goal is to put the conference-related rules into a standalone document, separate from the broader WSO business content.

Comment: I am relieved to understand that I am part of the conference, not just an attendee. I am not my meeting's contact, so I have not received communications such as the Concept 2 voting notice. Now I know I can go back and ask for that information.

A: Thank you.

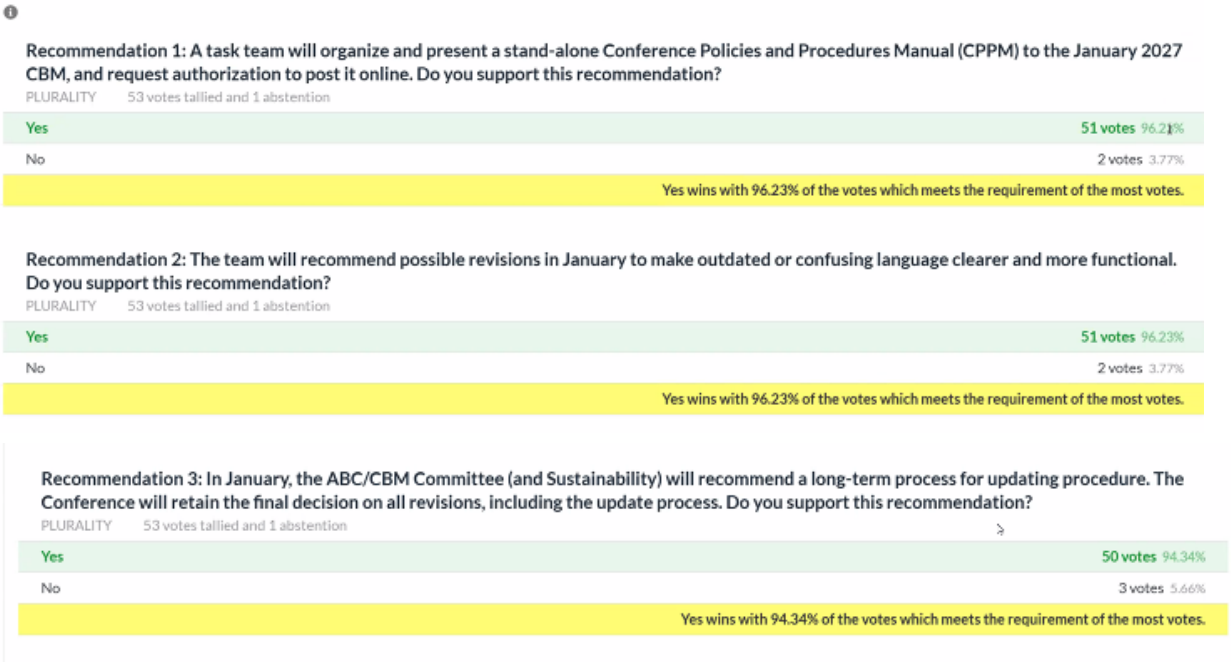
Comment: I appreciate the committee's work. I suggest focusing on the first and third recommendations: drafting the standalone manual and developing a long-term update process. I would be cautious about the second recommendation, identifying specific language fixes, because it may be a heavy load for a committee also running business meetings. Making rule changes too early could create duplicate work if the charter process brings major changes. The OPPM (Operating Policy and Procedures Manual) is the operating policy for the WSO board, not for the worldwide conference. The conference should have its own separate service manual, similar to what AA and other programs have. In other programs, such manuals were written by the conferences themselves, not by WSO committees. The conference can stand itself up; it does not need WSO's permission.

A: Thank you for your comment. I will come back to it after the next person in the queue.

Q: I like the idea of a manual, but how do the bylaws and charter affect it?

A: The charter addresses basic authority structures at a higher level. A policy manual is what you consult for operational details (e.g., how to handle voting on a specific issue). On the earlier concern about who should generate ideas, the conference has the final word. Nothing takes effect until the conference approves it. This is a conference-directed enterprise, with a commitment to consulting early and often.

Non-Binding Polling Questions




Thanks to the delegates for their attention and support. The poll is non-binding and thereal motions will come in 2027 when the committee returns with a draft.

**Sustainability Subcommittee Report**

- Marion M.; Presentation and non-binding poll

Summary of Presentation

Role & Mandate

- The subcommittee is a research and recommendation body reporting to the ABC/CBM Committee, focused on making conferences more sustainable and effective for delegates.

Recent Accomplishments

- Switched to full-day CBMs to get more done per meeting and reduce preparation overhead.
- Worked on agenda planning, prioritization, floor motion challenges, and timeline clarity.

Current Priorities

- Separating out a standalone Conference Policies & Procedures Manual from the OPPM.
- Collaborating with the Charter, Concepts, and ABC committees on overlapping responsibilities.
- Developing a glossary of terms to help delegates understand service language.
- Creating materials to explain roles and processes, especially for new delegates.

Key Concern: Volunteer Shortage

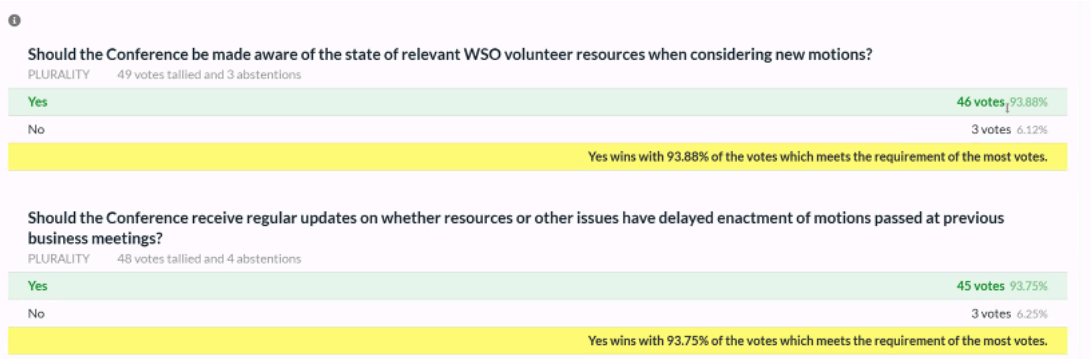
- The subcommittee has lost half its members over the past 7–8 months.
- This problem is widespread across conference-approved committees.

- Without sufficient volunteers, conference-approved work stalls or falls behind.

Straw Poll Proposed

- Marion proposed that motions brought to the conference should include information about what resources are needed and what is available to fulfill them.
- Marion also suggested delegates receive a regular update at every conference on committee resources and workload status.
- A straw poll was initiated to gauge delegate support for these ideas.

Poll:




State of WSO Committees — A Critical Shortage

- Out of 33 official committees and subcommittees, nearly half are not fully functional:
  - 8 on pause
  - 8 in caretaker mode (no chair)
  - 8 functionally disbanded

Committees Most Affected

- Those designed to support the fellowship directly:
  - European Committee, Global Committee, Volunteer Resources, Member Services and its subcommittees — all on pause
  - Publishing and Literature — in caretaker mode (no chair)
  - The OPPM committee is being run by a maintenance team that includes a special worker

Why This Matters

- These committees carry out the primary purpose: carrying the message
- Marion described the situation as "a pretty shocking state of affairs"
- The Sustainability Subcommittee itself has lost half its members over the past 7–8 months, slowing its own work

Key Concern Going Forward

- Without sufficient volunteers, conference-approved motions stall or fall behind
- There is currently no requirement for motions to include information about what resources are needed or available — making it hard to assess feasibility before voting.

<u>Questions and Answers</u>

Q: Does the Sustainability Subcommittee hold an open house? I suggest smaller, targeted “job fair-style” open houses, promoted by intergroups throughout the year, to attract volunteers. A 90-minute session would be more accessible than a full seven-hour meeting.

A: The Sustainability Subcommittee is part of the ABC/CBM Committee's open

house team. Our role is primarily research, homework, and developing suggestions and solutions. Implementation often involves others. We welcome more participation and will share details on finding the subcommittee at the end of the breakout session. We will be at the ABC open house.

Point of information: Emails and correspondence for vacant committees are forwarded to the service office. They are being addressed even when there are no active committee members.

Q: What does "caretaker mode" mean? I understand there is no chair, but could you explain further?

A: Board members are currently looking after those committees. The board chair is part of the literature caretaker committee, and another caretaker is looking after publishing. The board chair cannot serve as committee chair because she has already served longer than permitted. Most committees also lack vice chairs — no one is prepared to step in. We are very thin on resources, with some long-term service members serving on six or seven committees at once.

VOTE: To extend meeting for 30 min. - 28 in favor; 19 not in favor. Agreement to extend.

**Sustainability breakout rooms**

- Gretchen

- Explained the purpose of the breakout rooms: to invite delegates to focus on solutions and explore ideas for expanding active participation in fellowship and WSO service
- Outlined the process:
    1. Participants randomly assigned to rooms with a coordinator
    2. Each room selects a volunteer timekeeper, then has 25 minutes to discuss questions
    3. Coordinators record ideas on a dedicated form, then share feedback in the main room
- Presented the three discussion questions:
    1. What might make you more willing to participate in a WSO service project?
    2. What could WSO do to encourage or retain more volunteers?
    3. What keeps people from doing service at all ACA levels, and what might help change that?

**Break out Rooms**

**Full Group Discussion/Sharing Small Group Work**

Room #1 -

Question 1 — What might make you more willing to participate in a WSO service project?

- Concern about having proper resources to get work done
- Not enough support on committees already being worked on
- Desire for mentors for new committee members
- Preference for fewer tasks and good committee structure

Question 2 — What could WSO do to encourage or retain more volunteers?

- Personal contact is key; asking online for support is difficult
- Mentors for committee members (repeated theme)
- Fewer tasks and guidelines for making committees less toxic
- Help understanding roles and making more personal contact possible
- Some tasks should be doable while commuting; more general support needed

Question 3 — Why do people not want to volunteer?

- People tend to prioritize recovery over service
- Too many committees already; need to prioritize rather than keep adding
- Committee work felt overwhelming with too many responsibilities
- Fear of taking on too much; too many real-life commitments
- Dislike of feeling pressured to do service
- Too many rules and too much negativity on Slack

Room #2

Question 1 — What might make you more willing to participate in WSO?

- Negativity and disruptive behavior from a few members creates a splitting atmosphere
- Difficult to find volunteers even at local meetings
- Lack of sponsorship reduces encouragement for service
- General apathy; need to emphasize rotation of service

Question 2 — What could WSO do to encourage more volunteers?

- Have a priority list so delegates know where the most need is
- Encourage committee members to personally invite others
- In-person meetings were easier for recruiting; Zoom makes it harder
- Offer longer commitments (more than one year) for proper training
- Frame service as part of healing; hold more workshops on service
- Require delegates to attend WSO meetings regularly
- Have appropriate leadership address dysfunctional meetings early

Question 3 — What keeps people from doing service at all ACA levels?

- ACA members often come from a place of over-commitment and are wary
- Regular announcements of available service positions could help
- Many don't understand service or its benefits, and don't reach Chapter 10 of the BRB
- ACA's recovery process differs from other programs
- Suggested having a communications officer to regularly get information out to meetings

Room #3

Question 1 — What might make you more willing to participate in WSO?

- People wanted more information before joining — e.g., committee goals, needed skill sets, support documents, and specific time commitments
- Charlie suggested every committee fill out a one-page questionnaire answering basic "what are you getting into" questions

Question 2 — What could WSO do to encourage more volunteers?

- ACA focuses surprisingly little on service, even at local meetings
- WSO could disseminate information on why service matters and how it fits into recovery
- The idea of service sponsors was raised as a way to create an environment where people think about service at all levels

Question 3 — What keeps people from doing service?

- People stepping back and not always doing seven jobs at once — creating space for others to step in
- Letting the idea of sharing the service load seep into the local level more naturally

Room #5

Question 1 — What might make you more willing to participate in a WSO service project?

- Clarity and manageable commitments: define time requirements and expectations

- Smaller, time-limited opportunities so people can contribute without a large commitment
- Better communication about committees and matching interests/skills with service roles
- Healthy service culture with greater humility and less ego

Question 2 — What could WSO do to encourage more volunteers?

- Offer personal expressions of appreciation, recognition, and small tokens of gratitude
- Improve leadership support and strengthen vetting of committee chairs
- Develop succession planning and peer-based support
- Regularly communicate service opportunities (committee calendars, publications)
- Create pathways into service: "bring a friend" initiatives, volunteer days, or committee visits before committing
- Include spiritual opportunities and informal fellowship activities (e.g., Zoom games)
- Foster a culture where trusted servants feel supported by the group

Question 3 — What keeps people from doing service?

- Emotional intoxication and other laundry list behaviors may interfere with willingness
- Jim noted "et cetera" and did not read the full list

Room #6

Question 1 — What might make you more willing to participate in WSO?

- Many people simply didn't know about service opportunities — no delegates, no contact
- Suggested boosting the number of delegates representing meetings
- Idea of creating a flyer or "sales pitch" for committees
- Using the *Traveler* newsletter to inform people
- Making the list of 33 committees more widely available
- Creating a service opportunities/job listing
- Focus on reaching meetings that don't have delegates

Question 2 — What could WSO do to encourage more volunteers?

- Testimonials from long-serving members on different positions
- Taking advantage of AI

Room #4

Question 1 — What might make you more willing to participate in a WSO service project?

- Committees can feel heavy-handed and unwelcoming; possibly too many committees exist and may need restructuring
- Need for sponsorship and encouragement from sponsors toward service
- Some committees are not always embracing — can feel judgmental and unappreciated, and the vetting process feels complex
- Many ACA members are focused only on their own meeting and have difficulty seeing beyond that
- Rules can feel oppressive and the work overwhelming — attending multiple committees multiple times a month is a lot for people already stretched thin

Question 2 — What could WSO do?

- Contribute through literature and service outreach, ensuring all feel welcome and accepted
- People are forced to pick up slack and need help navigating — missing support and appreciation at their own personal meetings

Room #7

Question 1 — What might make you more willing to participate in WSO?

- Hard to get volunteers even at local meetings — but opportunities should still be communicated
- Non-12-step volunteer organizations do better at showing people they make a difference
- Need a specific list of roles and responsibilities for committees
- Delegates should announce service opportunities in their groups

Question 2 — What could WSO do to encourage more volunteers?

- Committee format can feel restrictive and hyper-focused on tasks
- More open communication with intergroups; hold service conferences and open houses
- Estimate time commitments clearly; strengthen service sponsorship and mentoring
- Help people understand the value of operating in a volunteer community
- Encourage people to visit a committee before committing

Question 3 — What keeps people from doing service?

- Criteria for joining can feel specific and limiting — not open to new ideas
- Lack of self-confidence and uncertainty
- Volunteers feel pressure to take on more once they start, making people hesitant to begin
- Many people don't even speak up in meetings, let alone get involved in service

Room #8

Room #8 Key Points:

- Appreciation: One participant wanted to feel their effort is worthwhile — receiving appreciation rather than criticism after putting in work
- Practicing the program: The group emphasized enforcing traditions and principles such as gentleness, humor, love, and respect within committees, and not recreating difficult, perfectionistic, or demanding family-of-origin dynamics
- Camaraderie and belonging: Community, a sense of belonging, and reward were highlighted as motivators
- Better preparation: People want clearer understanding of time commitment, frequency, and project duration
- Mentors and support: Having mentors was mentioned as important
- Dominating personalities: Concerns were raised about domineering personalities and bullies in committee settings

**Overall Themes Summary from each Room** *(created by AI)*

Participants expressed strong interest in service and in ACA's success, while identifying several barriers that make it difficult to **recruit, welcome, and retain volunteers**.

**1. Volunteers need clearer expectations before saying yes.**

One of the strongest themes was the need for simple, specific information about each service opportunity. Participants want to know the purpose of the committee or project, skills needed, expected hours, meeting frequency, length of commitment, and exactly what they would be asked to do. Several suggested a standard one-page description or volunteer posting for each opportunity.

**2. Make service smaller and more manageable.**

Participants repeatedly described WSO service as potentially overwhelming. Long meetings, large workloads, too many committees, and open-ended commitments can discourage participation. Suggestions included **small, measurable, time-limited or "bite-sized" tasks**, clearer priorities, and opportunities to help without making a major ongoing commitment.

**3. Mentoring, sponsorship, and a "buddy system" could make a major difference.**
Across several rooms, participants supported service mentors, service sponsors, buddies, and experienced members helping newcomers understand how committees work. Participants suggested pairing new volunteers with experienced members and providing mentorship for committee chairs and future leaders.

**4. Create a healthier, gentler service environment.**
A significant concern was the interpersonal climate within some areas of service. Participants described experiences involving negativity, criticism, dominating personalities, intimidation, pressure, bullying, and difficult interactions on Slack. They called for more **gentleness, humor, love, respect, humility, appreciation, healthy group conscience, and a stronger sense of community**.

**5. Build a stronger ACA culture of service from the group level upward.**
Several participants felt that ACA does not emphasize service as strongly as some other Twelve Step fellowships. Members may understand service within their home group but know little about Intergroups, Regions, the Conference, WSO, or committee opportunities. Suggestions included adding a short service announcement to meeting scripts and regularly explaining how service supports recovery and helps carry the message to the adult child who still suffers.

**6. Improve communication about opportunities.**
Participants said members often simply **do not know what opportunities exist**. Suggestions included a volunteer/service opportunity noticeboard, committee flyers, regular emails listing vacancies, announcements in *The Traveler*, outreach through Intergroups and Delegates, testimonials from current volunteers, and direct invitations from members already involved in service.

**7. Personal invitation and connection matter.**
Several comments suggested that people are more likely to serve when **someone personally asks them**. Participants recommended inviting a friend, allowing members to visit or shadow a committee, holding "Bring a Friend" events, offering WSO/committee "field trips," and having experienced volunteers visit meetings to talk about service. In-person opportunities were also viewed positively by several participants.

**8. Appreciation and recognition help retain volunteers.**
Participants want volunteers to know their contributions matter. Ideas included direct thank-yous, small tokens of appreciation, positive feedback, and creating environments where volunteers feel welcomed and valued rather than criticized.

**9. Review structure, workload, and bureaucracy.**
Some participants questioned whether ACA currently has too many committees or whether committee responsibilities are appropriately prioritized. There were calls for restructuring, clearer service structures, less bureaucracy, better succession planning, and ensuring committees have enough people and resources to accomplish their work.

**10. Make service enjoyable and recovery-centered.**

Participants emphasized that service should not simply feel like more work. Suggestions included fellowship activities, games, icebreakers, humor, social connection, spiritual opportunities, and making conferences and committee participation more welcoming. Several comments also recognized an important ACA-specific challenge: members recovering from overcommitment or people-pleasing may appropriately be learning to say "no," so ACA service opportunities need to respect healthy boundaries and self-care.
**Overall Message:**The comments suggest that the challenge may be less about convincing people that service is important and **more about making service accessible, understandable, healthy, and sustainable**.

**IT Updates**
- Brad L. and Marcin C., IT Special Workers

Presentation Summary
Showcased the new Meeting Search layout, evolved from the cluttered 2017–2023 format:
- Clear sections with meeting number, time, WSL number, name, location, format, and focus
- Improved mobile experience with expandable compact view
- Live on the ACA website under "Find a Meeting"

Introduced the Study Groups feature:
- Allows members to register a study group and have others join
- Credited Patricia Y and Allison W's intergroup for bringing the idea via a ballot item
- Ready to launch that day

Comments
- I have already used the updated "Find a Meeting" section multiple times and find the Study Groups feature especially exciting because members frequently ask about finding a Loving Parent study group, and noted it would now be easy for people to both register and search for a study group.
- I have been viewing these features on my cell phone during Brad L's presentation and the updated Meeting Search feature was very easy to navigate and intuitive and the Study Groups feature was equally easy to use. Thank you for these updates.
- I strongly appreciate the new Study Groups feature. It is a direct embodiment of ACA's primary purpose. This feature will make a significant difference for members
- I like the new design and find it awesome. A suggestion to add a distance finder for in-person meetings, as I was trying to help her sister find a nearby meeting and felt it would have been easier with a map or a zip code/distance sort option
    - Brad L. explained that a distance-based search is already available and showed examples. However a map function with pins is not currently available but is something the team is looking into.
- Q: What about study groups that need to add new members after some participants drop off?
    - A: After the "last day to join" date passes, the listing is not permanently deleted, it can be reactivated. To reopen the group, the organizer would need to adjust the "last day to join" date accordingly.

**Closing**

- Worldwide Online Voting
- Website - information that will be available (recordings and main discussion points about each motion)
- Reminder about saving Chat
- Post CBM Survey
- Service Recognition and Appreciation
- Promise 7 - Play and Have Fun
- Serenity Prayer

**Post-CBM**

Open House for community-building (Note: This is not an official part of the CBM. Attendance is open to all Conference participants but is entirely optional)
Dance Party (optional) Flier Sponsored by the Delegate Engagement Subcommittee

**Results of Worldwide Online Voting:**

**Ratification of Channen S for the Board of Trustees**

PLURALITY 53 votes tallied and 6 abstentions

| | | |
|---|---|---|
| I am in favor | 53 votes | 100.00% |
| I oppose | 0 votes | 0% |

I am in favor wins with 100.00% of the votes which meets the requirement of the most votes.

**We move that the current Delegate Meeting Floor Motion Process be replaced with two new processes.**

PLURALITY 54 votes tallied and 5 abstentions

| | | |
|---|---|---|
| I am in favor | 42 votes | 77.78% |
| I oppose | 12 votes | 22.22% |

I am in favor wins with 77.78% of the votes which meets the requirement of the most votes.