

**FAMILIES ANONYMOUS INC.  
PPG-17**

**World Service Board (WSB) Member  
Responsibilities And Guidelines**

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## 1. Introduction

Welcome to the Families Anonymous, Inc. World Service Board of Directors (WSB) and thank you for your commitment to service for FA. We believe you will find this Twelfth Step service to be interesting and highly rewarding, and that it will contribute to your personal recovery.

In keeping with our Tradition 2, those who come to the WSB do so as servants of the fellowship, and not as governors. However, FA is a US 501(c)(3) non-profit corporation registered in the state of California, and as such, the WSB has certain legal and fiduciary responsibilities imposed by federal and state law. As a member of the WSB you will participate in meeting those responsibilities on behalf of the fellowship.

You need also be aware that the WSB is a “working” board that continually strives to grow and strengthen the FA fellowship. This is primarily accomplished through the efforts of our standing and ad-hoc committees. Committee work is performed outside our monthly meetings, so you can expect to spend more of your time in committee functions than in our monthly business meetings. Unless they are serving as a board officer (Chair, Vice-Chair, Treasurer, or Recording Secretary), each board member is expected to actively serve as a member of one or more WSB committees, and may also be asked to chair a committee.

This set of guidelines was created to introduce you to the WSB, its functions, how we conduct business, and your responsibilities as a board member. It can never however anticipate each and every question you may have. In the WSB’s opinion, it is the responsibility of those seeking to serve on the World Service Board to understand their role and position, and if not sure, to ask! If after reading this document, and anytime during your tenure on the board, if you are unsure of your role or responsibilities, please contact the WSB Chair for clarification.

## 2. Terms and Abbreviations Used in this Document

- **Chair** = The Chair of the FA World Service Board
- **WSB** = World Service Board of Directors
- **WSO** = World Service Office

## 3. Recommended Reading

In addition to this guideline, please review the following additional items in preparation for your WSB service and if at all possible, prior to your first WSB meeting. They may be found on our website at <http://www.familiesanonymous.org>. If you have any difficulty locating or downloading these materials, please contact the Chair at [wsb\\_chair@familiesanonymous.org](mailto:wsb_chair@familiesanonymous.org) for copies.

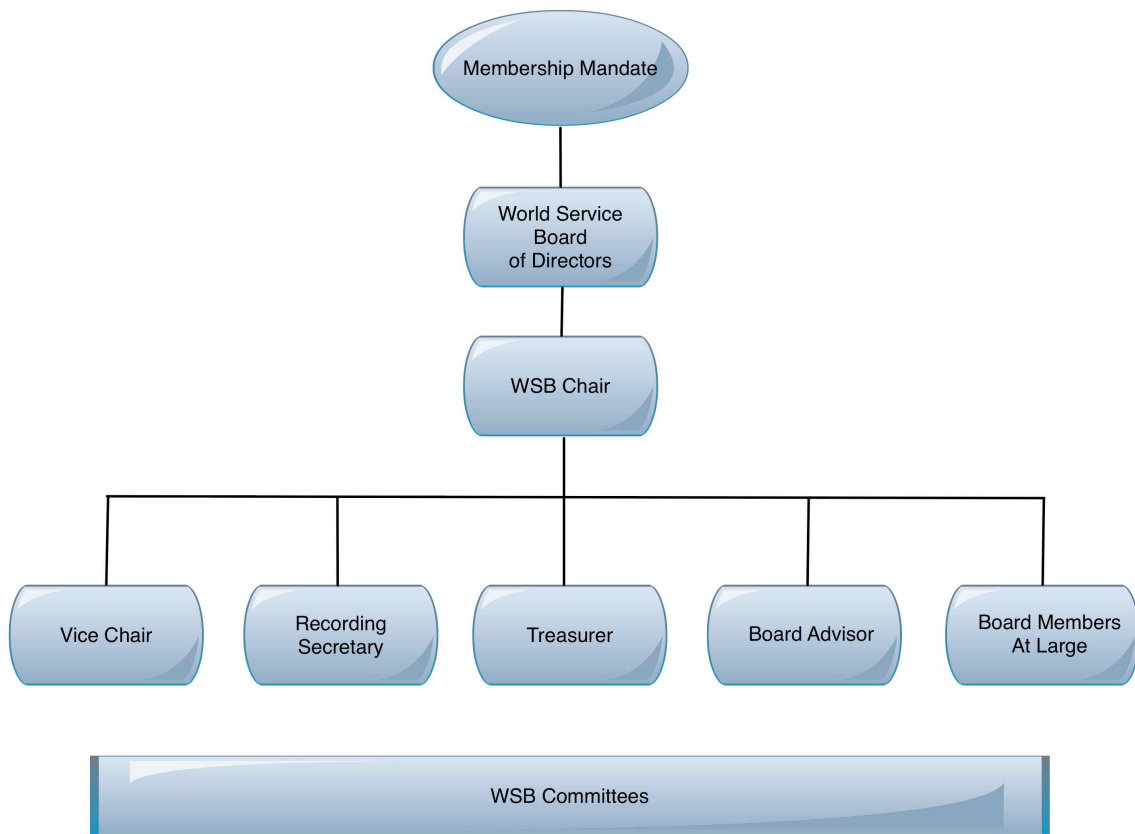
- a) WSB Committee Descriptions
- b) PPG-01 FA Bylaws
- c) PPG-08 Motions Policy

- d) PPG-10 Transparency and Governance Policy and Guidelines
- e) PPG-11 Transparency Procedures

Reading and taking the necessary time to understand this material is required to effectively transition into and function as a Board Member.

#### 4. World Service Board Structure

The FA World Service Board structure is shown below. As a World Service Board member, you represent all FA members, not a specific group, Intergroup, region, or state.



## **5. WSB Meeting Preparation**

Each month it will be your responsibility to review the following materials in preparation for the upcoming Board Meeting. They will be emailed to you during the week prior to the WSB meeting.

- The agenda for the meeting (Distributed by the Chair).
- Preliminary minutes of the previous meeting (Distributed by the Secretary)
- Monthly financial reports (Distributed by the Treasurer)
- Individual board member monthly reports (Distributed by each board member)

## **6. Motions**

Motions for WSB consideration are to be made and processed in accordance with FA Policy *PPG-08 Motions*. This policy is available for download from our website or by request to the Chair.

Motions may be submitted to the Chair to be considered for the agenda a) via email addressed to the Chair with all other board members copied, or b) by including the motion(s) in writing in your Monthly board report.

Please try to submit motions for consideration as far in advance of the next WSB meeting as possible to allow all board members ample time to review and consider the proposal as well as to ask questions of the originator.

Motions not submitted in advance may be made during World Service Board Meetings subject to Robert's Rules of Order as directed by our bylaws.

## **7. Committees**

The FA Bylaws list and describe the Standing committees of the WSB. Special (Ad Hoc) committees are listed on each month's board meeting agenda. As a Board Member, you have the opportunity to serve and contribute where your interest and abilities lie. Narratives of committee responsibilities are available on the FA website or from the Chair.

Committee appointments are made by the Chair at the beginning of each board year and subsequently as needed. The Chair will make every effort to assign each Board Member to the committee(s) of his or her interest.

Any member of the fellowship can volunteer to serve on a committee, but only a WSB member may chair a standing committee.

## **8. Anonymity**

While you are a Board Member, and for Board purposes only, you will be required to give up your anonymity. This is necessary for federal and state mandated filings. When you see your full name on the Board roster and Board correspondence, remember that it is used only for WSO and Board purposes and will never appear in other publications or listings.

On other means of communication, use of your first name and last initial will suffice. We also encourage the use of anonymous email accounts, i.e., [GeorgeR@familiesanonymous.org](mailto:GeorgeR@familiesanonymous.org) for all FA communications during your tenure. FA provides these email accounts at no cost to you upon your request.

## **9. World Service Board Meetings**

### **Time and Date**

WSB meetings are generally held on the third Saturday of each month. There is NO meeting held in December. Thus, there are 11 WSB meetings per year. The start time of the meetings are based on board membership, wherein we try to accommodate our worldwide WSB membership. Exceptions to this schedule must be approved by the Board and published in the minutes.

Each meeting generally lasts about 1½ hours, but may take up to 2 hours.

### **Attendance / Participation**

WSB meeting attendance is vital. In order to conduct day-to-day business, all board members are expected to attend no less than nine (9) of the eleven (11) yearly meetings. Board Members, who because of illness, travel, or other personal circumstances cannot attend Board Meetings shall be deemed “excused” when they have a) informed the chair that they wish to be excused from a specific meeting and b) submitted a written report and or response to all voting and opinions requested of them in the minutes.

To comply with their Board duties, and to assist individual Board Members in evaluating all policy matters before a vote is taken, all Board Members should respond, in writing, to all opinions on policy matters requested of them via email requests and on the agenda.

## **WSB Meetings Environment**

The FA WSB meets via an internet-based on-line collaboration environment. This environment allows for video and audio participation via the Internet, or telephone (audio only) participation. Board members will be sent a monthly invitation by email from the Chair, or their designee, inviting WSB attendance and providing sign-in / dial-in information.

Additional information on accessing and using our meeting collaborative environment is provided in Appendix 2 of this document.

## **WSB Meetings Protocol**

In order to maximize the effectiveness of our WSB meetings, please:

- Do not speak unless recognized by the chair. We observe this protocol for the same reason as in our face-to-face FA meetings. Crosstalk is disruptive and disrespectful to other attendees.
- Whether attending via our on-line collaboration tool or via phone only, please try to do so from a quiet location.
- For online participation, we encourage use of a headset rather than a separate microphone and computer speakers. This minimizes background noise.
- Please keep your headset or phone on **mute** until you are called upon to speak or vote. We often have 12 – 15 board members participating, and unwanted background noise (dogs barking, doors opening and closing, phones ringing etc.) prevents us from effectively communicating. If you use our online environment, you may mute your audio via a single click, and unmute in the same way. If you are participating by phone, you may use your phone's mute button, or enter a mute / unmute code. If you are unsure of how to mute your audio in your chosen environment, please contact the Technology Committee Chair for assistance.

## **10. Monthly Board Reports**

All WSB members are required to submit a written report on a monthly basis with the exception of December. Appendix 3 of this guideline contains a sample monthly report.

Board reports are to be submitted via email as a PDF document attachment. If you do not have the capability to create a PDF document, it may be submitted as a word processor (MS Word is preferred) or a plain text document. For your convenience, an MS Word “template” which you can use for your reports is available on request from the Chair.

The report submission email should be addressed to all WSB members with a copy to the FA Data Management Coordinator (DMC) at [dmc@familiesanonymous.org](mailto:dmc@familiesanonymous.org). You will be provided with a current board roster / email contact list.

Monthly board reports are to be distributed no later than the Wednesday prior to the Board Meeting.

## **11. Routine WSB Business Activity**

### **Collaboration**

Most WSB work is performed between meetings on a committee level. The method of collaboration is left up to the individual committees, but is most often done via one of the following:

- Email
- Telephone Conferences
- “Virtual” (Online) Meetings

A WSB Contact List containing all board member’s phone / email contact information is available upon request from the chair. This contact list is NOT available on our website.

### **Committee Meetings**

Most active committees hold committee meetings on a monthly basis. These may be held via telephone conference, or via the same online collaboration tool as used for the monthly board meetings. For information on scheduling and using our on-line collaboration tool as part of your WSB committee work, please contact the Chair.

## **12. FA Email Communications**

Since FA is a worldwide fellowship, and thus served by a worldwide board of directors, the vast majority of our communications are handled via email. Your responsibility as a WSB member is to routinely monitor and process any FA emails you receive. We recommend you check your FA email account(s) frequently, preferably once per day. If you will be travelling or otherwise temporarily not be available to monitor your email on a frequent basis, please notify the full board.



### **13. World Service Office (WSO)**

The FA World Service Office (WSO) is located in Des Plaines, IL and is staffed by two part-time employees, our Office Administrator and our Data Management Coordinator. The Office Administrator is primarily responsible for processing of FA literature orders and donations and responding to members and the public's questions and requests for information on FA. The Data Management Coordinator (DMC) is primarily responsible for the maintenance and support of all FA data systems as well as our electronic archives.

#### **WSO Contact Information**

Mailing Address: FA World Service Office  
701 Lee St, Suite 670  
Des Plaines IL 60016-4508

Phone: 800-736-9805 (US Only)  
847-294-5877 (Worldwide) Country Code 001

Fax: 847-294-5837

email: [famanon@familiesanonymous.org](mailto:famanon@familiesanonymous.org) (Office Administrator)  
[dmc@familiesanonymous.org](mailto:dmc@familiesanonymous.org) (Data Management Coordinator)

#### **Office Hours**

The World Service Office is open five days a week M-F and closed Saturday and Sunday. Please call or email the WSO Office Administrator for hours of operation.

## **Appendix 1 – Excerpts from FA #5006, “A Look Inside the FA Fellowship”**

### **WHAT IT IS**

Families Anonymous (FA) is a fellowship of people whose lives have been affected by the use of mind-altering substances or related behavioral problems of a relative or friend. The FA program is based on two sets of fundamental principles: the Twelve Steps of FA and the Twelve Traditions of FA. The former guide our members’ personal recovery, while the latter assure the healthy functioning of individual groups and the fellowship as a whole.

### **HOW IT BEGAN**

The first FA group was started in 1971 by several Southern California parents who were struggling with the use and abuse of drugs by their teenage children. Their purpose was twofold: to encourage family members to focus on their own reactions to the behavior of their addicted loved ones, and to help them recognize that the only behavior over which they had any control was their own.

FA has continued to grow and expand. Now, more than 440 meetings take place each week in the United States and a dozen other countries. Over the years, FA has created and made available a wide assortment of recovery literature, much of which has been translated into various languages for use by non-English-speaking members both within and outside the U.S. The World Service Office receives requests from around the world for FA literature and for assistance in starting new groups.

### **WORLD SERVICE BOARD OF DIRECTORS (WSB)**

The WSB consists of up to twenty-four members, each serving a two-year term. Board members are nominated from individual groups and elected by group delegates at the World Service Annual Business Meeting that is generally held in conjunction with the World Service Convention.

Board members formulate policy, administer business, oversee the World Service Office, and safeguard adherence to the FA program and its guiding principles.

### **STANDING COMMITTEES**

FA has eleven standing committees that support the fellowship: Budget, Financial Oversight, Group Outreach, International Groups, Literature, Newsletter, Bylaws/Parliamentarian, Public Information, Sponsorship, Technology, and World Service Office. Each standing committee chair is a WSB member.

## WORLD SERVICE OFFICE (WSO)

The World Service Office was created to “spread the word” about FA and to serve the needs of the fellowship. It is the central service point for all groups, intergroups, national service boards, and the public. It is staffed by the WSO administrator; other paid employees, hired as needed; and volunteers from local groups.



The WSO maintains the literature inventory, fulfills and ships literature orders, updates and prints meeting directories, and processes correspondence. The office receives telephone and email requests for assistance and information from the membership and the public, and it responds to such requests either directly or by referring them to a board member for follow-up. The office assists the general public in finding local meeting information, and it provides referrals to other Twelve Step programs when appropriate.

## THE FA NEWSLETTER

FA publishes a newsletter on a regular basis. It is currently titled the *Serenity Messenger*. The chair of the Newsletter Committee, assisted by volunteers, is responsible for editing, publishing, and distributing the Newsletter.

Articles for the *Newsletter* are submitted by group members who donate their anonymous literary efforts. Each Newsletter edition contains information of interest to all groups: inspirational articles, poetry, and announcements, and an annual list of donations received from groups, intergroups, national service boards, and individuals. (Donations are one of the two sources of income that fund WSO operations.)

## GROUPS AND INTERGROUPS

Groups are formed when concerned individuals come together to hold meetings in accordance with the FA meeting format and with the guiding principles set forth in the fellowship’s bylaws. Groups are autonomous and self-supporting.

Several groups within a geographical area may team up to form an intergroup. Intergroups enable closer collaboration among neighboring groups and are guided by elected representatives of each of their member groups. Groups and intergroups are the mainstay of all “world service” work.

## NATIONAL SERVICE BOARDS (NSBs)

National service boards may be established in countries outside the United States whenever the growth of groups creates a need for local administration of the program and collaboration on related business matters. The bylaws of a NSB must comply with those of Families Anonymous, Inc., and be approved by the WSB.

## MEETINGS

Each standing committee of the WSB meets as directed by its respective chair. The WSB itself meets monthly (except for December); its meetings are open, and visitors and group members are

welcome to attend. Special meetings may be called by the WSB chair. The Annual Business Meeting is explained below.

## WORLD SERVICE CONVENTION AND ANNUAL BUSINESS MEETING (ABM)

The ABM addresses any FA business that requires national or worldwide consensus. It is required by California law. It is presided over by the chair of the WSB.

The ABM is usually (but not always) held in conjunction with the World Service Convention, a fellowship event attended by group delegates, other FA members, and visitors. All convention attendees are invited to attend the business meeting as well as to participate in the other events taking place at the convention.

Each group elects one delegate to represent it at the ABM. Delegates vote on official business, act as their group's link with the WSB, and express their group's opinions and needs. Business conducted at the meeting includes the election of officers and board members, the approval of policy changes affecting all groups, consideration of amendments to the bylaws, and other issues placed before the delegates for resolution.

## WORLD SERVICE FUNDING



FA has only two sources of income: (1) voluntary contributions made by, and accepted only from, groups, intergroups, NSBs, and individual members of FA, and (2) proceeds from the sale of FA literature within the fellowship and to the general public.

Individual bequests may be accepted only from sources within the fellowship; they are expressly prohibited from sources outside the fellowship, as stated in FA's Seventh Tradition. This policy helps assure that no money or outside influence will affect the program, and that no non-FA entity will become affiliated or otherwise connected with the program, thereby violating the fellowship's Traditions.

The treasurer of the WSB oversees finances. The Financial Oversight Committee reviews financial records regularly and submits a report to the WSB quarterly and annually. An independent public-accounting firm submits necessary governmental and corporate forms as required.

## **Appendix 2 – Online Meeting Environment Information**

The WSB currently uses “GoToMeeting” as its online collaboration tool for monthly WSB meetings and as needed for committee meetings. While powerful, this tool is simple to use.

A GoToMeeting *Attendee User Guide* is available on request from the Technology Committee Chair. Please take a few moments to review this guide prior to your first WSB meeting. There is also a brief training video for attendees.

Please note: You do not need to create an account with GoToMeeting in order to participate in our meetings. Also, you do not need to purchase a GoToMeeting license. FA has licensed this product. Under any circumstances, do not purchase a license or otherwise enter credit card information!

## **Appendix 3 – Sample Monthly Board Report**

February 10, 2020

February 2020 WSB Board Report

Chuck R.

ChuckR@familiesanonymous.org

North Valley, NY

**Committee(s):** Public Information (Chair), Newsletter, Technology

**Previous Months Minutes:** Accepted

**Motions:** None

### **World Service Board Activities**

- Participated in e-mail discussions on various topics with other Board members

### **PI Committee Activities**

- Scheduled and participated in monthly PI conference call
- Answered e-mail requests coming into PI web mailbox
- We are promoting a project to have groups add their specific meeting information to “Wits’ End and make copies available for their group to distribute throughout their community.

### **Newsletter Committee**

- A bulk e-mail was sent to the distribution list advising that the January / February 2020 issue of the Rag had been posted on the Website.

### **Technology Committee**

- Continuing to make upgrades to the website.

### **Personal FA Activities**

- Attended my F2F meetings in Richmond, VA (Group #1096)
- Our group was invited to make a presentation about FA to the family & friends of their loved ones who are living at The Healing Place, a recovery house for men. We are developing this presentation for our March visit.

Respectfully submitted,  
Chuck R.