



2024

“Connecting with Love, Unity and Service”

The 74th Annual Meeting of the General Service Conference of
ALCOHOLICS ANONYMOUS

FINAL REPORT

The Seventy-Fourth Annual Meeting of the General Service Conference of Alcoholics Anonymous

“Connecting with Love, Unity and Service”

2024 Final Report

New York Marriott at the Brooklyn Bridge,
Brooklyn NY, April 14-20

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Anonymity-Protected Digital Edition

This report has been edited to remove the full names of A.A. members in accord with our Traditions of anonymity. Class A (nonalcoholic) trustees and nonalcoholic GSO/GV employees are noted by full names.

About the Back Cover: Stepping Stones, the historic home of Bill and Lois W. in Bedford Hills, N.Y., now a National Historic Landmark.



■ The 74th General Service Conference Convenes: “Connecting with Love, Unity and Service”

The 74th General Service Conference was held April 14-20, 2024, in New York City at the Marriott Hotel at the Brooklyn Bridge. With 134 Conference members the 74th General Service Conference provided the culmination of a year’s worth of engagement and discussion on topics integral to A.A. members, groups, districts, areas and regions across the United States and Canada, and ushered in the beginning of another year of sharing.

“To gather as our founders have and to be the voice of our area members,” said Mary A., Conference Delegate Chair in her welcoming address at the opening session of the Conference, “I would like to imagine Bill and Bob looking around this room today and having their hearts filled with gratitude and joy at all we have become, what we have accomplished as a Fellowship, and our united vision for what we can become for the future of A.A.”

Reflecting on the Conference theme, “Connecting with Love, Unity and Service,” Irma V., Western Canada regional trustee, who would rotate at the end of the Conference, asserted in her keynote address, “We are

all privileged to be part of Conference week and I want to thank all of you for your dedicated service to this Fellowship that saved our lives. With happy and grateful hearts, we have the opportunity to demonstrate our gratitude by the focused attention we give agenda items and our thoughtful voting on the issues before us. The love and respect we show each other in the next few days will be a testament to the effectiveness of our program and the value we place on its principles.”

Serving as “the active voice and effective conscience” of the Fellowship in the United States and Canada, as described in Concept II, the Conference addressed more than 88 agenda items, engaged in multiple sharing sessions, and heard presentations and reports on topics of critical importance to the Fellowship.

Spanning many issues of trust, vision, and direction, the Conference sought to balance questions of time, focus, and participation, as a tightly orchestrated schedule featuring area input and service highlights meshed with the fundamental work of the Conference.

Much of the activity of the Conference revolves around

the deliberations of the 13 Conference Committees and full discussion of the reports and recommendations they provide to the Conference body based on agenda items submitted from the members, groups and areas throughout the U.S. and Canada. Additionally, reports from the General Service Board and its affiliate boards, AAWS and AA Grapevine, are presented for review and discussion, along with a detailed finance report provided by the treasurer of the General Service Board. There are also a series of “What’s on your mind” general sharing sessions for Conference members to ask questions and express the thinking and input of their individual areas on a wide range of topics. A workshop titled “Connecting Home Groups to the Conference Throughout the Year to Better Inform the Group’s Conscience” was held, with Conference members sharing experience, strength and hope on the Legacies of Unity and Service.

With reading room sessions scheduled for all Conference members to confidentially review the manuscript of the Plain Language Big Book, which was on the agenda of the Conference Literature Committee for possible approval, a major item before this year’s Conference was made available. Additionally, in the run-up to Conference week, Conference members also met virtually to discuss matters related to the Founders’ writings and to share input garnered from the Fellowship. Covering a broad spectrum of responses, the input basically followed along three lines: those indicating that no changes whatsoever be made to the Founders’ writings; those who favored changes based on current values, expressed need and more modern language; and those who felt that if changes were proposed that such changes move slowly and with broad exposure and input from the Fellowship prior to any implementation.

While the work of the General Service Conference is a year-round activity, with input asked and received from the Fellowship, this one week in April gives Conference members the opportunity to meet in person and to connect, as noted in the Conference theme, with Love, Unity and Service.

The Conference closed on Saturday morning with a heartfelt round of goodbyes from Panel 73 delegates followed by talks from rotating trustees. Mike L., West Central Regional Trustee and Irma V., Western Canada Regional Trustee, spoke graciously and gratefully of their time in service to the Fellowship. Nontrustee director Cindy F., rotating from the Grapevine board, also expressed her gratitude for the opportunity to serve to the Fellowship, noting it allowed her “to stay in the middle of A.A.” And Delegate Chair Mary A., in her rotating remarks, passed the gavel to incoming Delegate Chair-elect Karen C., of Alberta/Northwest Territories, noting, with a wry smile however, that she never actually got to use the gavel she was now passing.

Sharing how he had at times over the past year — a year in which he served as interim chair of the General Service Board — found himself in some interesting situations and wondered, “Why me?” Mike told how he realized that he was not alone, that he was “surrounded

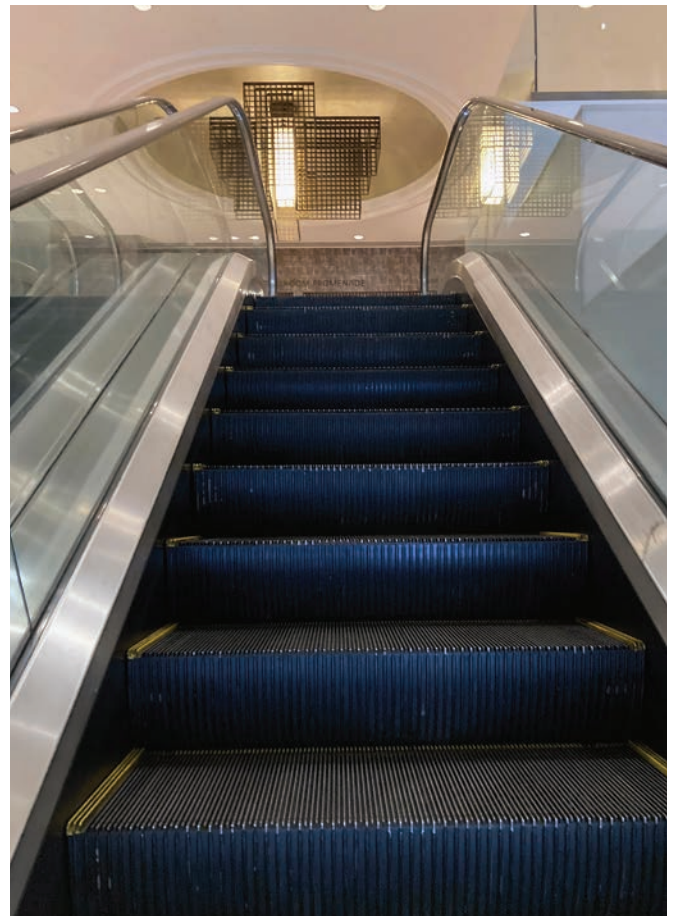
by 19 trustees... They braced me and held me up.”

Speaking about what he has learned in A.A. and in service Mike said, “The tools I use in my professional career, I learned here... How to treat people.” Sharing that working with other alcoholics is the pathway to compassion, Mike said with plenty of emotion, “I came to A.A. completely broken. You gathered me in and put me back together.”

In her remarks, Irma shared how deeply touched she has been by the opportunity to serve. “As servant leaders,” she said, “we have the opportunity to give back what we have been given, sharing the journey with others, for the greater good of the whole.” Likening service to riding a horse she said, “There were times over the last few years that seemed daunting, but we stayed steadfast in our purpose of carrying the message to the still-suffering alcoholic. You just have to stay in the saddle.”

In closing, she added, “Our work here is not in vain. Each one of us can touch the heart of another.”

As Conference members reflected on their experiences through the week, collected their belongings in preparation for a visit to Stepping Stones, the historic home of Bill and Lois W. in Bedford Hills, New York, and their own ultimate return to their families, friends, home groups, and A.A. meetings across the U.S. and Canada, many turned their thoughts to the 75th General Service Conference and its 2025 theme “Working Together, Increasing Trust.”



Greetings

Welcome everyone to the 74th General Service Conference of Alcoholics Anonymous!

I am honored to serve as the Area 14, North Florida, Panel 73 Delegate, and your Conference Delegate Chair. I am an alcoholic, and my name is Mary.

Being a delegate and participating here is an experience shared by so few. To gather as our founders have and to be the voice of our area members, who have seen us worthy of this honor I am both proud and humbled. A paradox like so many others in our program.

I would like to imagine Bill and Bob looking around this room today and having their hearts filled with gratitude and joy at all we have become. What we have accomplished as a Fellowship and our united vision for what we can become for the future of A.A.

The theme for this 74th General Service Conference is “Connecting with Love, Unity, and Service.” There is no doubt that every person in this room today shares a profound love for the Fellowship and program of Alcoholics Anonymous, as we give so freely of our time and talents to ensure its good health and endurance.

Bill tells us that “Without unity, the heart of A.A. would cease to beat,” page 125, *As Bill Sees It*. While we dedicate ourselves to the business of the future of A.A. may we be united in the goal of providing a way out for the alcoholic who may not have even had their first drink yet. May the doors of our meeting rooms stay open for generations to come.

And as we serve our Fellowship this week, we will discuss and decide the Agenda Items of this Conference. May we do this with open minds, open hearts, and open mouths. We may agree, and we may disagree, but let us always do so agreeably. Let all voices be heard in a spirit of unity and love.

Do not be afraid to have a different view than the delegate sitting next to you, you may have the vital point we have all failed to see. Do not leave wishing you had said something that you did not. Our area members have given us their collective voice, it is our responsibility to them to use that voice.

As a returning second year delegate I can assure you 74s that you are in for the ride of your life. I can promise an exhilarating, sometimes overwhelming experience. Do not miss a thing. You will make lifelong friends and share in this very special engagement that few will understand. An elder statesman and past delegate told me this experience will change you in ways you will not be able to explain to someone who has not been here. I have found this to be true. For myself it has been a spiritual experience so profound I feel it is second only to finding sobriety itself.

As we begin this week-long journey together be always mindful of why we are here. We are here for our Homegroup members, our districts, and our areas. We are here to ensure the program of Alcoholics Anonymous stays strong and true to the sobriety that we all enjoy. And that the healing life we have found be made avail-



able to all who seek it for many meetings to come. That the hand of A.A. be available to anyone, anywhere who reaches out for help, and for that we are all responsible.

Connecting with Love, Unity and Service.

Mary A., North Florida, Conference Delegate Chair

Keynote Address

I am Irma and I am an alcoholic. My sobriety date is June 17, 1987, and I am a member of the Sunshine Group in Esterhazy, Saskatchewan, Canada. I first want to thank our Conference Coordinator Diana L. and those involved in planning this year's Conference for the loving invitation to provide a few thoughts on my experience on our theme “Connecting with Love, Unity and Service.” We are all privileged to be part of Conference week and I want to thank all of you for your dedicated service to this Fellowship that saved our lives. With happy and grateful hearts, we have the opportunity to demonstrate our gratitude by the focused attention we give agenda items and our thoughtful voting on the issues before us. The love and respect we show each other in the next few days will be a testament to the effectiveness of our program and the value we place on its principles.

For the past four years, it has been very rewarding and a great privilege to serve the Fellowship of Alcoholics Anonymous as a Regional Trustee. When I received the call informing me I was elected Western Canada Regional Trustee during the 70th General Service Conference there was a mix of excitement, fear and immense gratitude. I recognized the significant responsibilities that this role would entail and after a good cry I had to catch my breath. I believed I was in for a ride of my life, and not on my horse. I did not want to let you down. My reliance on my Higher Power has helped me demonstrate the stability and serenity that comes from reliance upon that Higher Power, especially in times of change, uncertainty, and challenges. This experience has shaped me, fostering personal growth and a more profound connection with my Higher Power. Thank you for your trust in me over these past four years. It has been truly amazing; an experience that will stay with me for the rest of my life!

This year there are 134 of us blessed to serve at the Conference made up of area delegates, trustees, non-trustee directors and staff. Each one of us chosen to be here by various methods and each one of us here is a servant leader with a great responsibility. We are here to have vigorous, loving, and informed discussions on matters affecting A.A. today. We are here to listen to our General Service Board, AA Grapevine Board and A.A. World Services Board reports and to ask questions and make suggestions. We are here to roll up our sleeves, be fully present and do our best, to think deeply, to bring the conscience of the Canada/U.S. service structure together, to debate in loving discussions and ultimately to hear our Higher Power express itself through our group conscience. It is important for all of us to take a good hard look at challenges and opportunities that are affecting A.A. today and to carry these discussions back to those we serve with the spirit of love, unity, and service.

We can demonstrate how to use the tools of humility, honesty, devotion, and love which indeed are the heart of the Twelve Steps of our recovery. Bernard Smith quoted Canon C.E. Raven's thoughts on Fellowship (*A.A. Comes of Age*, p. 276): "These three conditions are necessary for true fellowship...: a common ideal involving a complete release from selfishness and division...a common task big enough to capture the imagination and give expression to loyalty...the comradeship, the togetherness...as we find out the joy and power of belonging to an organic society and engaging in a whole-time service. We can find this vision where the ideal is highest and most exacting, where the task extends and integrates every ounce of our strength and every element of being, where the comradeship is so solid and so deep that we respond to one another without conscious effort, realize the unspoken need and react spontaneously at once."

"The Twelve Traditions of Alcoholics Anonymous symbolize the sacrificial character of our life together and are the greatest force for unity that we know" (*A.A. Comes of Age*, p. 96-97). "The unity of A.A. is the most cherished quality our Society has. Our lives, the lives of all to come, depend squarely upon it. Without unity, the heart of A.A.

would cease to beat; our world arteries would no longer carry the life-giving grace of God..." (*Twelve Steps and Twelve Traditions*, p. 129).

I would like to mention one of the ad hoc committees I served on for two years, "Increasing Participation in the Service Structure through actions that support inclusivity, diversity, and participation defined in Traditions 3 and 5, and Concept 4." The committee identified and recommended actions to support inclusivity, diversity, and participation in the service structure. All the committee activities drew upon and were enhanced by the shared experience of the A.A. Fellowship. I must admit I did not know what I did not know, and realize that not everyone feels the love and acceptance I did when I first came into the rooms of Alcoholics Anonymous. Being open minded and willing to learn, has helped me have an even greater appreciation and love for each and every individual. "We do not wish to deny anyone their chance to recover from alcoholism. We wish to be just as inclusive as we can, never exclusive."

During my four years as trustee on the General Service Board I have met thousands of recovering alcoholics — at assemblies, Regional Forums, conferences and service weekends. I have made many friends throughout my travels. Over the years I have heard the expression "we and them." I would like to remind everyone here that we are in this Fellowship together, with one primary purpose — to carry our message to the still suffering alcoholic. Our Traditions ask that we strive to settle our differences and relearn to trust each other. We know in our heart of hearts that our love for A.A. — individually and collectively — is pure in spirit. All Conference members are equal and the Conference process favors no one member over another. We continue to learn from our past and avail ourselves of the tried and proven principles and relationships outlined in our Steps, Traditions, Charter, Bylaws, Concepts and Warranties.

As we gather together this week, let us recommit to a renewal of each of our individual spirits, set aside our personal agendas, and focus on what is best for Alcoholics Anonymous as a whole. As we lovingly discuss each topic let us always be sensitive to each other's viewpoints, let us listen carefully to each other. Let us be willing to question and review our own thoughts and ideas, always being willing to set aside our viewpoint for a clearer vision. We are here to do the work of the Fellowship. But of real importance and far more lasting is the manner in which we express our love for one another, the way we encourage each other to share spiritually.

I ask you to keep in your prayers a resolution that will continue to restore unity as we serve the Fellowship of Alcoholics Anonymous. I would also like to stress the importance of principles before personalities.

At this time as we prepare to be of maximum service let us simply remember our Declaration of Unity: "This we owe to A.A.'s future; to place our common welfare first; to keep our Fellowship united. For on A.A. unity depend our lives, and the lives of those to come."

Irma V., Western Canada Regional Trustee

■ Reports from the General Service Board, AAWS and Grapevine Corporate Boards



GENERAL SERVICE BOARD REPORT

At the 73rd General Service Conference, the General Service Board was tasked with the following Advisory Action:

In an effort to improve communication, ensure Board policies are reflective of our principles, and reestablish a relationship of trust between the General Service Conference, the General Service Board and the Fellowship of Alcoholics Anonymous, the General Service Board is asked to undertake an inventory prior to the 74th General Service Conference. To assist the Board in this endeavor, the 73rd General Service Conference will establish a working group to aid the General Service Board in formulating possible inventory questions.

This Advisory Action was given the highest priority of the actions coming out of the 73rd General Service Conference, and the oversight of the implementation of this inventory was assigned to the Trustees' Committee on the General Service Conference. A subcommittee was formed and with the help of our dedicated staff, a working group representative of the makeup of the 73rd General Service Conference members was selected, and they started the process of developing questions for the inventory.

There were also two other Advisory Actions that were aligned with reaching the goals of Board Inventory. They are:

- The Trustees' Finance and Budgetary Committee develop additional ways to report quarterly the fiscal performance of the AAWS, GSB and GV Boards throughout the year to the members of the General Service Conference for the purposes of transparency and assisting in the reporting to the A.A. Fellowship.
- To foster unity, trust, and transparency in the Fellowship, the members of the General Service Conference meet outside of the annual meeting for general sharing sessions at least two times per year utilizing virtual meeting technology. The General Service Board Chair and Delegate Chair will set the date and time as well as determine what issues currently facing the Fellowship would be chosen as topics.

In addition to the Advisory actions, other projects were initiated or continued to help meet the goals of the Advisory Action. These include:

- Holding Board Huddles at the Quarterly Board Weekends. This included participation from all three boards focused on alignment of the Traditions and Concepts we use to guide our actions.
- Continuing the work of the Policy ad hoc Committee of the General Service Board. The committee is tasked with reviewing our policies to ensure that they are in alignment with our Traditions and Concepts, while meeting the legal requirements for nonprofit organizations in the State of New York.

- Engaging with the Fellowship wherever and whenever possible, in person or on virtual platforms. This includes forums and other regional events, Area events, District events, and Group events. We have also engaged in phone calls, email and text exchanges with individuals throughout the Fellowship.

The inventory questions were completed, and an outside facilitator was engaged before the Panel 72 members of the working group rotated. The inventory questions were distributed to the members of the General Service Board with ample time to collect and compile the answers before the January Board Weekend. On Friday, January 26, 2024, the General Service Board members met at 475 Riverside Drive to conduct the inventory.

We started the day with a high-level review of the survey results. Each member was given 3 minutes to share any observations or final comments before we split into breakout groups. The inventory consisted of 23 questions, and our membership was split into 5 breakout groups. Each group was assigned questions to review and identify key learning observations as well as possible solutions and actionable steps. After lunch, each group reported back to the full board, followed by feedback and discussion before prioritizing the action items identified. The following information includes the questions with a summary of the feedback and the solutions and actionable steps identified:

GROUP #1

QUESTION ONE: Is the “collective conscience” of AA at work within the GSB?

- There were some varied answers which can be attributed to time in service on the Board. Responses were overwhelmingly affirmative.
- We are more unified than we sound.
- Acknowledge that there are outside pressures affecting discussion and decisions of the Board.

QUESTION TWO: How does this experience strengthen me? Has it shown me anything that I might work on myself personally or in the GSB as a whole?

- All answered the question from their various perspectives.
- This past year saw unprecedented attacks on individuals and on the Board as a whole which were noted by some respondents as requiring a great deal of strength and personal work to persevere.
- Humility, Leadership, Trust, Courage, Perseverance mentioned repeatedly regarding how it has strengthened respondents.

QUESTION THREE: In an effort to appear unified, do trustees have a tendency to “Circle the Wagons” in defense of board members when controversy occurs?

- We make decisions as a board, not as individuals. We will support all of our board members when controversy arises from those decisions.
- Some felt that under the pressure of lobbying by those outside of the Conference the board was unable to defend those targeted sufficiently.

- There may be different definitions of “Circle the Wagons”
 - » We were being supportive.
 - » We were being attacked.
 - » Staying in unity.
 - » Projecting an appearance of support.
 - » We were being defensive.

QUESTION FOUR: What role did social media play in the resignation?

- Social media played no role in the actual resignation.
- With limited information coming from the Board, social media platforms filled the void following the resignation.
- Social media provided an alternative to conference member discussions based on factual information conducted using AA principles of participation, minority opinion and trust — there was only one side using the megaphone.

Solutions and Actionable Steps for Group #1

1. Spend time on leadership development on the Board discussing differences between Unity vs defensiveness as well as developing spiritual principles.
2. When we give directions or communicating, we need to clearly define terms and check in to make sure we are all using the same definition.
3. As a Board we need to consider how to encourage the use of our structure. This would include board members engaging in regional and area events, but also working through our service structure and engaging delegates in their sharing of information up the service structure.

GROUP #2

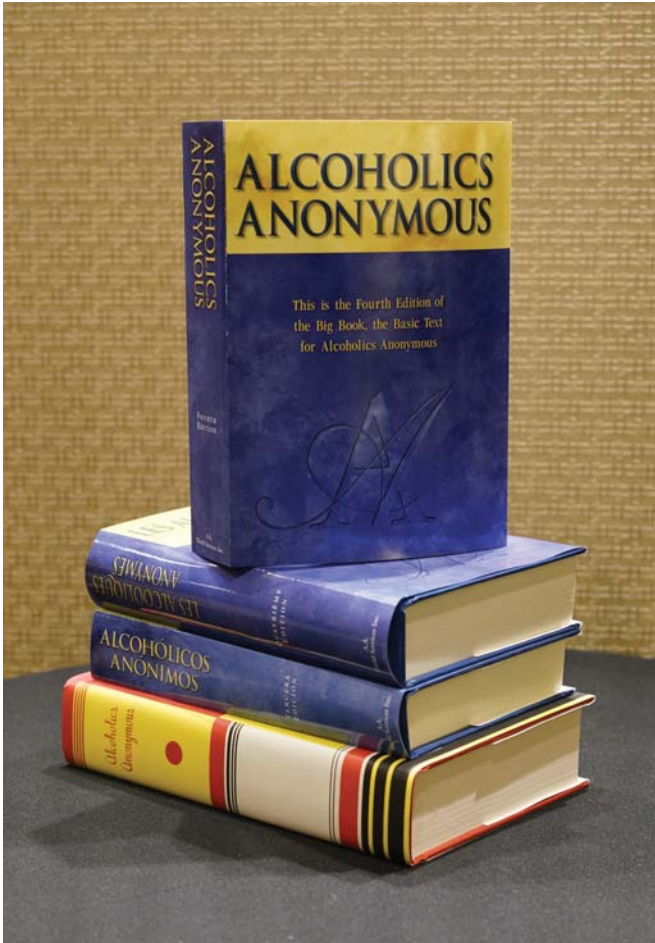
QUESTION FIVE: Is there still work to do to communicate with the Fellowship why the Board communicated the way it did? (for example, legal consultations, Q & A)

Learnings

- The board did not demonstrate an understanding of the urgency for more detailed information following the resignation.
- We did not communicate with one voice.
- We were fighting a wave of mistrust.
- Any efforts by the board to answer these questions have led to further controversy and failed to correct misinformation.

Solutions

- We need to move forward with stronger strategies for communication for serious and urgent matters.
- We have a responsibility to be informed by SME’s (Subject Matter Experts), including lawyers.
- For future challenges, we need to ensure we quickly develop group conscience regarding communication.



QUESTION SIX: Does GSB consider primary purpose When determining budget?

- Yes. Trustees committees set their budgets reflecting services provided via group contributions, these budgets are largely influenced by Conference actions and trustee committee activities.
- Considerations are a little different with the AAWS portion of the budget where operational support, infrastructure to facilitate services, and publishing operations need to be accounted for.
- AAGV budgets are reviewed with operations, magazines and other products, and services (LaViña) considered.
- This is all in accordance with Concepts VIII, XI and Warranty One where operating expenses are noted as necessary to support the services.

QUESTION SEVEN: What would help the GSB stay focused on its role as leaders of a spiritual movement?

- Through the pandemic, the Board has crept into operations responsibilities. This has caused some problems with micromanaging and double-headed management.
- The workload has also increased dramatically, drawing attention away from oversight and focusing more on completing tasks.

- Quarterly Board Weekends have become overloaded with work, leading to 12- to 15-hour days.
- We need to exhibit leadership behavior and ensure we are adhering to Concepts VIII, X, & XI, including:
 - » Not overstepping our responsibility of custodial oversight.
 - » Following the well-defined scope of our roles.
 - » Engaging participation from committees, directors, executives, and consultants provided in the structure.
 - » Ensuring time for leadership training, visioning, strategic planning and board development, away from board weekends, if possible.
- Leadership training needs to be conducted away from the Board Weekends.

QUESTION EIGHT: It was evident that a toxic relationship had developed for some time between the GSB Chair and some Trustees/GSO staff. What actions should Trustees take to address this conduct at an early stage?

- It wasn't evident to everyone at the time.
- The process for bringing issues forward was insufficient.
- The Policy ad hoc Committee is addressing these issues regarding our policies and procedures.
- Conduct leadership training to identify and address inappropriate behavior before problems escalate.
- Efforts were made to address specific matters as early as June 2022.
- Issues such as not adhering to bylaws in the forming of committees, not adhering to Concept III when special meetings were held with only a portion of the board and no reporting was provided, and disregard for minority voice are not matters of interpersonal relationships.

Solutions and Actionable Steps for Group #2

1. More discipline about prioritizing and managing our time.
2. Develop processes/policies for bringing issues forward. (Coaching & mentoring when people are having Issues.)
3. All board members need to be responsible to promptly address inappropriate conduct when it occurs.

GROUP #3

QUESTION NINE: What are three ways we can improve to better serve Alcoholics Anonymous?

- Improve Communication — standard, consistent messaging.
- Manage Workflow to match the time available.
- Focus on oversight rather than Operations.
- Leadership training/coaching for board servants.
- Include all perspectives in the discussion.

QUESTION TEN: How do we ensure that trustees have an opportunity to express their opinion or any concerns?

- Creating an environment where others feel safe and comfortable.
- Remembering everyone needs to feel valued.
- Remaining open to new ideas.
- Agree on how we will communicate.
- Don't subvert the process.
- Courage
- Provide opportunity to be able to speak. Don't attack each other / no bullying.
- Time limit on speaking to provide equity.
- Avoid meetings in the hallway. Let everyone have the benefit of hearing.
- Remain non-judgmental.
- Develop the new Code of Conduct and adhere to it.

QUESTION ELEVEN: How can we better use Language of the Heart when communicating about the business of A.A.?

- What is the language of the heart — caring, compassion, accessible, understandable.
- Listen like we have no opinion.
- Practice authenticity.
- Don't preach.
- Unity — Accept the group conscience when discussion/debate are complete.
- Communication-effective
- How do we gauge — talk with, not at the business of A.A. -Spiritual aspect, the connection for the 7th tradition.
- Respect each other.
- Trust each other.
- The Inverted Triangle is needed always.

QUESTION TWELVE: How do we guard against becoming a “seat of perilous wealth or power”?

- Rotation.
- Make sure we understand our roles & responsibilities. We cover this in orientation every year but could expand on it in leadership training.
- Understanding the Concepts & Traditions.
- Open, consistent communication to the Fellowship through the Delegates.

Solutions and Actionable Steps for Group #3

1. Start each cycle with a commitment to shared values which include trust, respect, method of communication, to foster an environment where we can most effectively fulfill our role. (Unity)
2. Written external unified communication to conference members using the language of the heart employing our values (understanding the information we want to and need to communicate) (Unity Service Recovery)

3. Understand the role of a trustee, focused time, less operational, more planning, realistic expectations and effective servant leadership. (Service)

GROUP #4

QUESTION THIRTEEN: When a controversial “right of board decision” item is presented for action, how can we seek improvements in full communication of the decision to the fellowship to ensure that unity is effectively considered in the timing and action of such critical decisions?

- There should only be one voice that reflects the group conscience. The minority voice is provided an opportunity to be heard. Once there is an outcome it must be communicated.
- Prompt clear communication and be ready to follow up as needed depending on feedback.
- If the body is putting out a communication, then the body needs to approve, and sign, any communication.
- Arrive at a group conscience on what we can and cannot report and adhere to it. Establish expectations for what “full communication” is. Explain reasons, e.g., responsibility/authority, privacy, legal matters, that we may not be able to provide all information requested.
- Any communication needs to reflect the group conscience, and not any individual board member's opinions.

QUESTION FOURTEEN: How can we create better best board practices in non-engagement vs engagement on private social media groups where AAs are gathered? How does engagement in social media groups affect the fellowship, boards, and staff?

- Social media creates haves and have-nots. These groups are not the full fellowship.
- Social media does not help with consistent messaging through the service structure.
- Current delegates as well as past delegates and past trustees participate.
- We need to commit to doing well when we rotate.
- Do we play by social media rules, or do we play by AA rules? What if we had our own social media platform?
- Could the regionals work collaboratively to create one regional report, efficiently and everyone gets the same thing?
- We can create the report components as part of board weekend reporting that Regionals could then combine and perhaps add a narrative.
- We need to find a way to get the message out without waiting for the next quarterly session. This will require faster and more consistent reporting.
- Reporting needs to go through the service structure, not social media.
- Find a way to support regionals in collaborative reporting after board meetings.

QUESTION FIFTEEN: How will we fully utilize the spiritual principles of AA to address leadership problems? How do we incorporate all 36 principles in Board discussions and decisions?

- Proven ways to do both, for example: group conscience, our structure, and personal adherence to AA principles.
- So, what are the barriers? To begin with one thing that is required and largely missing is for those involved to have the courage of conviction to identify leadership problems when they exist and say something. We fail in our responsibility to those we serve, to our mission, and to our common welfare by accepting unacceptable conduct either by participating in it or by saying nothing instead of raising matters of concern to the entity responsible to address it. Our collective failure to accept that some things do require a degree of discretion or confidentiality and take a stand on this principle has deepened our reluctance to speak up.
 - » Study workspace.
 - » Study new schedule.
 - » Study set boundaries — time and work.

Solutions

- Principled Problem Solving
 - » PREVENTION
 - ▶ From bottom up
 - ▶ Select leaders well.
 - ▶ In-service training.
 - ▶ Speak up before issues escalate, minority voice.
 - ▶ Bring issues to the chair.
 - » RESOLUTION
 - ▶ Bring to committee/officers.
- Creating the right environment to behave; adjusting workload/schedule.
- Ensure that those who raise concerns are not subjected to bullying or targeted harassment or no one will advise when there are matters of concern.

QUESTION SIXTEEN: What steps are being taken to ensure that we conduct ourselves professionally, promoting respectful interactions, avoiding discrimination or harassing behavior, and treating all individuals, including staff, with fairness and dignity?

- When things are stressed due to overwork or meeting late or financial pressures, or all 3 at once, it becomes that much harder to be respectful and professional. These situations need to be avoided.
- Leadership training, communications skills could be good development tools to help build better board behavior.
- Need to look at antecedents as well as the actual bad behavior. What conditions existed that may have influenced the bad behavior?
- Rules of Conduct / Engagement? This is already in our Concepts. Draw the new policies from the Concepts and Traditions.

- We need a board atmosphere that fosters trust, respect, confidentiality. Example: assuming good intention. How do we create and maintain this? How do we course correct?
- If off the rails: assign to a committee rather than having the full board engaged.
- Respectful honesty:
 - » The “how” can interfere reception of the message. TONE and TENOR. We need to be mindful that our message is not abrasive and combative.
 - » We shouldn’t tolerate being disrespected, we need to let each other know or let the chair know.

Solutions

- Understand the Antecedents: what creates the cauldron.
- Leadership training/communication skills.
- We need respectful honesty. Rather than conflict avoidance, raising concerns respectfully can resolve the issue. Encourage use of “I” based feedback and assertive communication.

QUESTION SEVENTEEN: In what ways do we exercise oversight of the affiliate corporations? Are they sufficient?

- Trustees on each of the corporate boards.
- Delegate operational oversight to the corporate board who then report back to General Service Board.
- The General Service Board approves the budget after passing through the Trustees’ Finance Committee.
- Chairs and Treasurers of each corporate board sit on the Trustees Finance Committee.
- Corporations prepare the draft budgets as they have the responsibility and authority as per Concept IV. Trustees Finance and the General Service Board review and approve or suggest changes as needed, reporting throughout the year on any variances.
- Yes, the current structure and process is sufficient.
- If concerns arise with the process outlined above, then we need to always refer back to the guidance provided in the Concepts.
- Exercise oversight, but when there is concern or conflict, we need a better method of raising concerns.

Solutions and Actionable Steps for Group #4

1. Establish principled problem solving, there are steps from prevention to conflict resolution:
 - a. Select leaders well, prompt action to resolve problems early, bring to chair or committee of officers.
 - b. Training in leadership and professionalism, speak up using your minority voice.
2. When there are potentially controversial decisions, we need to use prompt clear and unified messaging that the body approves.
 - a. Arrive at a group conscience on what we will or won’t report and adhere to it.



3. Create a healthier environment through schedule management, priority on strategy, tone, and tenor.

GROUP #5

QUESTION EIGHTEEN: How do confidentiality, anonymity, honesty, transparency, responsibility, accountability, and fiduciary duties come together in our service to the fellowship?

- There is no guidance on transparency in our Service Manual (including the Bylaws, Conference Charter, and Concepts essays), Twelve Steps and Twelve Traditions, or Alcoholics Anonymous. We can find guidance from Bill regarding all of the other terms, especially responsibility and accountability.
- In our confidentiality policy, the expectations of confidentiality continue after rotation. Disclosing confidential information is a tremendous violation of trust.
- Application of our Steps, Traditions, and Concepts is needed to balance these principles.
- Honesty requires safety.
- Lack of General Service Board understanding of fiduciary responsibilities creates confusion.
- Board huddles on our spiritual principles and how to operate have been effective.
- Board development (training, orientation, strategy) away from board weekend would be very helpful.
- The Policy ad hoc Committee is addressing our policies.
- Reminders of the safety card! It applies to the Board, as well.
- Cross functional group of conference members to set communications need, cadence, roles, timing, plan is recommended.

QUESTION NINETEEN: Are we receiving all the information we need from the affiliate boards to fulfill our custodial oversight?

- There has been some overstepping by the General Service Board, leading to micromanagement and double-headed management.
- Additional training on Concept VIII is needed beyond what is covered in orientation.
- Trust needed in the committee system and Concept VIII was weakened through the pandemic, resulting in a lack of understanding of the roles of members and directors.
- Additional Board development in our Traditions and Concepts is recommended outside of the Board Weekends.
- Reset ourselves & share consistently with fellowship.

QUESTION TWENTY: Without focusing on personalities, what factors contributed to creating an environment that resulted in a change in leadership being necessary?

- Virtual meetings stunted relationships and trust climate for authoritarian leadership take over.
- Lack of formal feedback structures.
- Double headed management of affiliates and executives.
- Secret meetings of select few rather than the entire board, with no reporting function to the Board.
- Unenforced Code of Conduct issues creating risk to the organization and employees.
- Methods of selection did not identify issues.
- Conduct of more than one trustee that was harmful (bullying, marginalized, etc.) accepted silently by board.

Solutions

- Changes have been made to the nominating process for General Service board chairs, including using a consultant, reference checks, and more in-depth interviewing.
- Onboarding / orientations for new chairs.
- Board zero tolerance for misconduct:
 - » Policies
 - » Course of action
 - » Corrective measures

Note — some are too serious and require immediate action.

- Two-way communications for board chair and the board.

QUESTION TWENTY-ONE: Staff and delegates — What more can be done to support them?

- Zero tolerance for mistreatment of employees.
- Post resignation communication was slow. This delay harmed the Delegates, Non-trustee Directors, and Staff.
- Workload and the workflow issues need to be addressed.
- Lack of consistency in reports from boards and trustees is a problem.
- No consistent / mutual communications plan expectations are in use.

Solutions

- In the event of another unplanned chair vacancy — immediate leadership committee should be formed to work with the interim chair.
- Boards/Staff — ID problems and solutions. Don't push, show gratitude.
- A Cross functional group consisting of conference members to identify problems and solutions.

QUESTION TWENTY-TWO: As a board, how do we handle challenges that can affect Board unity or influence or impact our group conscience?

Learnings

- Board leadership needs to be objective & neutral.
- We have faced a lack of listening when challenges noted.
- We have faced a lack of time for discussion and/or lack of timely background.
- Respect for the group conscience and how it is achieved was lacking.
- We face challenges when influence is from past trusted servants.
- Influence of social media has created challenges.
- No board policy in terms of response to lobbying.

Solutions

- Take time.
- Prioritization for workload effectiveness — use the Concepts.

- Use the general sharing session to destress (roundtables).

QUESTIONS TWENTY-THREE: As a member of the General Service Board, what does the word “trust” in the term “trusted servant” mean to you?

Learnings

- Trustees do not feel trusted by fellowship.
- Trust within the board is inconsistent but improving.
- Micromanagement erodes trust.
- Our personal conduct is key — attraction.
- Fear is a barrier to trust. There is a lot of fear from receiving threats and harassment.

Solutions

- Discuss as topics at General Service Conference and Regional Forums.
- Conference / boards must encourage open communication. Draw out the quiet voices.
- Dedicated sessions to building trust.

Solutions and Actionable Steps for Group #5

1. Board Development including board huddles, training, orientation, strategic planning away from board weekends.
2. Develop cross functional group of conference members to determine communication needs and establish a plan (cadence, rules, timing).
3. Board zero tolerance for misconduct. Address it early. Some situations are serious and require immediate action.

Conclusion

Following the resignation of the Board Chair, the communication from the General Service Board to the Fellowship was ineffective. This was made worse because we failed to anticipate the nature and volume of communications from those not on the General Service Board. Together this caused harm to our staff members, Non-Trustee Directors, and Delegates. On behalf of the General Service Board, I offer my sincerest apologies for the damage our poor communication has caused. The General Service Board is committed to changing how we communicate, but we are going to need the help of General Service Conference for this to be effective.

To date, these are the changes we have made:

- We have implemented the Advisory Action calling for at least two virtual sharing sessions. We have held three sharing sessions since the 73rd General Service Conference. I would like to recommend that we survey the conference members to determine the effectiveness of the sessions and to see if there are any improvements that can be implemented.
- We have implemented the Advisory Action regarding quarterly financial reporting. We have made some adjustments to the process and look forward to

discussing how we can be more effective with this reporting.

- We have made progress with our Policy ad hoc Committee reviewing and updating the Code of Conduct Policy, the Whistleblower Policy, and the Confidentiality Policy. We will have drafts to review this week.
- We have held Board Huddles at the Quarterly Board Weekends to align our Board servants with the Steps, Traditions, and Concepts.
- The items we have identified in the inventory that we plan to implement include:
- Holding a Board Retreat to conduct leadership training and strategic planning.
- Implement a workload management plan to relieve the oversaturated workload placed on the staff and Boards.
- The item we will need help from the Conference on is:
- Create a cross-functional group of Conference members to identify improvements in our communication and reporting between the Boards and the Conference members.

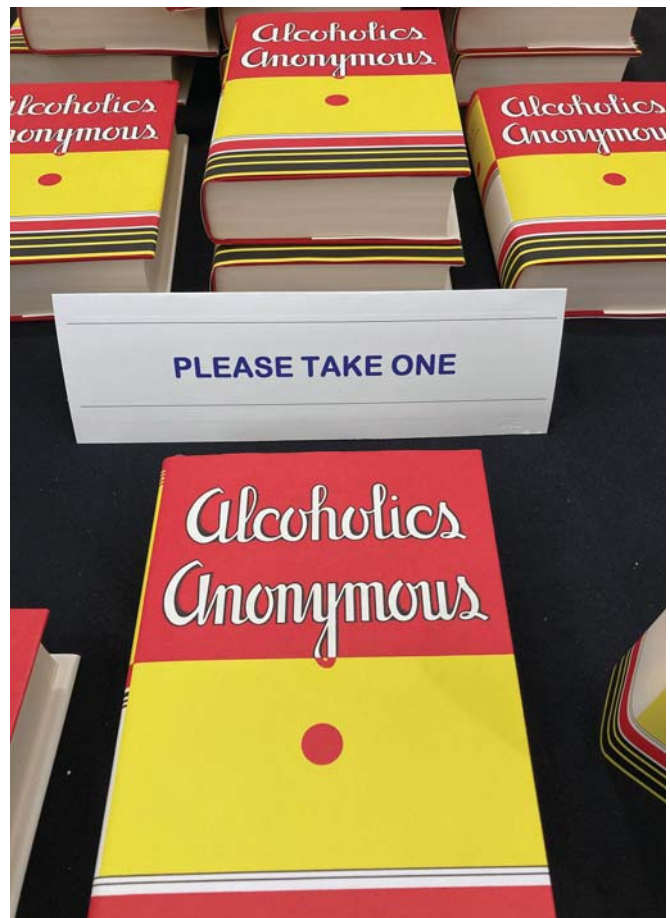
Thank you all for your time, patience, and attention.
In Love and Service,

*Mike L., West Central Regional Trustee
Interim Chair, General Service Board*

ALCOHOLICS ANONYMOUS WORLD SERVICES, INC. CORPORATE REPORT

Alcoholics Anonymous World Services, Inc. (AAWS), is a Not-for-Profit Corporation whose mission is to provide and maintain effective services to our Fellowship, guided by A.A.'s Twelve Steps, Twelve Traditions and Twelve Concepts. These services, and more, are provided through the General Service Office (GSO), which serves all A.A. groups in the United States and Canada and offers services to A.A. overseas, especially in countries where there is no service structure. AAWS services fall under four general functions:

- **Archives:** The mission of the A.A. General Service Office Archives is to document permanently the work of Alcoholics Anonymous, to make the history of the organization accessible to A.A. members and other researchers, and to provide a context for understanding A.A.'s progression, principles, and traditions. The GSO Archives are concerned with three classes of material: that which is literary, that which is historical, and that which is archival in the literal sense, administrative, legal, and financial records, for example.
- **Finance:** The Finance and Accounting Department facilitates GSO's day-to-day business by processing transactions such as contributions, literature sales, and vendor payments. These finance and accounting professionals manage the accounts receivable, accounts payable and contributions departments, participate in GSO budget development, and work with the independent auditors to prepare reports. They provide



financial reports to the AAWS Board, the General Service Board, the General Service Conference, and the Fellowship, provide good stewardship of A.A.'s assets and make sure financial activity is faithful to the Twelve Traditions and Concepts. The Finance and Accounting Department provides GSO department leaders with the information needed to make informed business decisions consistent with our financial plan.

- **Publishing:** AAWS Publishing coordinates all aspects of providing *Alcoholics Anonymous*, *Twelve Steps and Twelve Traditions*, *Daily Reflections*, *As Bill Sees It*, and over 1,100 other Conference-approved literature items. Additionally, this department produces service materials such as guidelines, reports, and other items designed to carry the A.A. message of recovery and to articulate the principles of the A.A. program. Much of the material published [in print] by AAWS is also available in different formats, including large print editions, audiobook, e-book, video, Braille and sign languages such as ASL and QSL/LSQ.
- **Services:** The umbrella term "Services" does not adequately describe the broad range of responsibilities tasked to the GSO departments included in this function: Staff Services, comprised of GSO Staff and Staff Assistants; Operations, which includes Member Services and Mail & Shipping; Communication Services, Language Services, Technology Services, Legal/Licensing/Intellectual Property, Administration,

which includes Office Services and Meetings-Events/Travel-Services (METS), and Human Resources. These functions are administered through GSO's eleven departments, by a staff of around 92 employees, in service to roughly 1.5 million A.A. members and other interested parties across the United States and Canada. Oversight of the General Service Office is tasked to AAWS.

Alcoholics Anonymous World Services is one of two operating corporations of the General Service Board. Its members are the trustees of the General Service Board, who exercise custodial oversight of the corporation by electing the directors of the AAWS Board. The AAWS Board has nine directors — three Nontrustee Directors, two General Service Trustees, two Regional Trustees, the General Service Office General Manager, and the GSO Staff Coordinator.

The AAWS Board meets several times a year to hear reports from GSO management and staff, review updates on projects and services, track progress on the implementation of Conference and board recommendations related to AAWS, review financial reports, consider matters related to publishing operations and pricing, review permission requests to reprint copyrighted materials, and address other topics under its scope.

The board relies on a committee system to effectively address the volume and variety of business matters that fall under its purview. The standing committees of the board are:

- Finance, which monitors financial results, participates in the development of financial reports and annual and mid-year reforecast GSO budgets, reviews and approves the initial budget, registration cost, and significant International Convention contracts, reviews literature costs and pricing, and recommends price adjustments when appropriate.
- Internal Audit, which develops and oversees a schedule of AAWS internal audits, reviews and recommends approval of internal audit processes, and reviews documentation related to functional areas of AAWS that require or benefit from internal audits, all to ensure that AAWS complies with local, state, and federal regulations for not-for-profit organizations.
- Publishing, which oversees AAWS publishing activities, proposes publishing policy to the board, reviews sales results, monitors progress of literature production, approves new formats of A.A. literature, and recommends initial pricing of A.A. literature and other items under its purview to the AAWS Board.
- Nominating, which tracks the rotation schedule of AAWS vacancies; develops selection criteria, reviews resumés, conducts interviews, and makes recommendations to the AAWS Board and the Trustees' Nominating Committee to fill Regional Trustee, Nontrustee Director, and General Service Trustee positions on the board.
- Technology/Communications/Services, which reviews status reports on current and evolving digital/virtual platforms, suggests ways to enhance efforts to carry our

message and improve GSO's communication with the Fellowship through these platforms; oversees internal technology and communication efforts; and in general, addresses the needs of all service assignments.

Each year, directors serving on the AAWS Board (this year Carolyn, Clint, Deb, John, Reilly, Vera, Bob, Racy, and I) report to the General Service Conference on services provided by GSO, AAWS Publishing activities, and other projects and actions linked directly to A.A.'s primary purpose. Collectively, these activities, as requested by our Fellowship, support the Twelfth Step efforts of members, groups, districts, and areas as they endeavor to reach the still-suffering alcoholic. On behalf of my fellow AAWS directors and with deep appreciation of their tolerance, responsibility, flexibility and vision, it is my great privilege to present this report and share a few highlights of the past year's activities.

There have been eight AAWS Board meetings and three strategic planning sessions since the 2023 General Service Conference, as well as over 30 virtual interim meetings of AAWS committees, ad hoc committees, and subcommittees, all to carry out the work with which the board is entrusted.

The Finance Committee and Finance Department participated in the formulation of the 2023 AAWS/GSB Reforecast Budget and 2024 AAWS/GSB Budget. In addition to the review of International Literature Fund reports, World Service Meeting Fund reports, monthly financial statements, and IRS Form 990, the Finance Committee reviewed the 2025 International Convention Budget and recommended revisions where indicated. Committee members and members of the AA Grapevine/La Viña Finance Committee reviewed intercompany payment processes and timelines to improve quarterly cash flow forecasting for both corporations. The Self-Support Subcommittee reviewed and suggested updates to self-support-related service material, online recurring contribution processes, and quarterly contribution reporting.

The Internal Audit Committee's activities included review of the revised Business Travel and Expense Plan, the AAWS Employee Handbook, IRS Form 990, and Composition, Scope and Procedure documents for all AAWS committees. Working from established RACI (Responsible/Accountable/Consulted/Informed) matrices, the committee reviewed the implementation of and compliance with Finance, Management, Directors, and Human Resources processes and policies under its purview.

The Publishing Committee continued its review of the Pamphlet Matrix, updated to include the most recent costs. Following list price increases effected in April 2023, discussion centered on achieving break-even pricing on pamphlets in alignment with policies of price normalization across all languages. The committee also reviewed and discussed the pricing suggestions provided by the Publishing Department to adjust the list prices of Audiobooks to align with the adjusted list prices of E-books implemented on April 3, 2023.

The Nominating Committee updated its Composition, Scope, and Procedures document to include in the secre-

tary's duties the responsibility of updating AAWS Actions and Resolutions. The committee conducted interviews with first-year Regional Trustees and made a recommendation to the AAWS Board to fill the Regional Trustee opening that will occur at the close of this year's General Service Conference. They began the search process to fill two Nontrustee Director positions that will be coming open in 2025, and recommended to the AAWS Board that Pamela P., Executive Secretary to the General Manager, be appointed as AAWS Board Secretary.

The Technology/Communications/Services Committee achieved great success with the successful launch of the OnBoard platform for the October 2023 AAWS Board Meeting. This long-awaited replacement to the "Dashboard" has surpassed expectations. The implementation process was seamless, thanks to a well-planned strategy. The new platform has already increased efficiency and brought invaluable benefits. Since its launch, tiles for the General Service Conference, AA Grapevine, and the General Service Board have been activated. Updates and additional features continue to be implemented, further enhancing the usefulness of the platform.

At each meeting, the TCS Committee reviewed analytics reports from aa.org, Google Ads, LinkedIn, the Meeting Guide app, Online Business Profiles, and YouTube. The committee received regular reports on the progress of the Data Integrity Working Group, a project established in early 2023 by the Director of Technology Services and Business Systems Specialist with Group Services and Member Services to address issues associated with group and member data across GSO. The group has made significant strides in addressing missing, duplicate, inaccurate, and outdated records. Work continues on improvements to Quarterly Contribution Statements.

Other board activities included strategic planning, a Service Manual and Service Material subcommittees, an ad hoc Intellectual Property committee, and an ad hoc committee to develop departmental reporting for use in the location study.

GSO General Manager Bob W. and the amazing group of people he works with provided superior support and services to the AAWS Board. Every board meeting, every committee meeting, in person or virtual, involved an abundance of staff resources. Assistance from directors, managers, and staff of every department was integral to the board's work. I am deeply appreciative of the quantity and quality of work these special workers undertook and the professionalism with which they performed it.

Detailed financial reporting for 2023 is in the Conference Manual and the Final Conference Report, so I would like to offer just a brief overview of last year's finances. Fellowship contributions and revenue from sales of A.A. literature are the sole sources of income that fund AAWS' services.

In 2023, Seventh Tradition contributions to the General Service Board of Alcoholics Anonymous reached an all-time high of over \$10,872,000 million. I want to pause and acknowledge the extraordinary level of support from our beloved Fellowship in 2023. In November, Bob W., GSO General Manager, wrote an annual Gratitude Month

message to the Fellowship, outlining financial challenges we continue to face in these difficult economic times.

The response from individual members, groups, districts, areas, and other A.A. entities has been overwhelming. December 2023 contributions alone were \$1,684,109, almost \$300,000 more than in 2022. Record-level contributions, large and small, have continued into 2024, offering both a bit of respite from current financial challenges and a great sense of optimism about our financial outlook in the years ahead. The dollar amount of every contribution is, of course, secondary to its spiritual significance — to the possibility that the services it funds may allow alcoholics who still suffer to join us on the Road of Happy Destiny.

Returning to finances, 2023's contributions of over \$10.782 million were 4% more than budgeted and roughly \$323,000, or 3%, higher than in 2022. Gross literature sales were \$14.640 million, 8% less than budgeted but 22% higher than in 2022. Net literature sales (gross margin) were \$6.762 million, 15% less than budgeted but 38% higher than in 2022. Gross margin as a percentage of literature sales, budgeted at 50%, was 46.2%, versus 40.8% in 2022. Operating expenses were \$17.508 million, 15% less than budgeted but 10% higher than last year, as anticipated.

So, just what services did our Fellowship's contributions make possible over the past year? GSO Department reports and Trustees' Committee and Staff Reports will offer much more detail, but here is a small sampling:

Starting with GSO's Operations Department, in calendar year 2023, the Member Services team received and responded to 27,475 unique email inquiries, handled 13,808 phone calls, and reviewed and processed 31,168 literature orders. The Mail and Shipping team of two processed a total of 35,623 pieces of incoming mail and 9,599 pieces of outgoing mail, and the Front Desk associate received and routed 12,045 phone calls.

The Staff Services Department:

- Responded to 165,420 emails and 1,677 phone calls, an average of 15,000 emails and roughly 1,250 work hours per staff member.
- Welcomed 1,470 visitors and 12 large groups of more than 20 members to GSO in 2023, with ten groups booked through June of this year.
- The Cooperation with the Professional Community assignment stays in touch with:
 - 63 Area and 136 District Treatment Committee chairs
 - 22 Area and 41 District Bridging the Gap chairs
 - 44 Area and 59 District Accessibilities Committee chairs
 - 11 Area and 10 District Hospital and Institution Committee chairs.

The Corrections assignment receives about 50 letters a week from persons in custody. Tablets availability in correctional settings continues to increase. There were 41,500 unique interactions with A.A. e-books and 48,606 unique interactions with A.A. audiobooks in 2023. In addition, 1,355 matches were made through the Corrections Correspondence Service app.

Since its inception, the Legal, Licensing, and Intellectual Property Department has processed over 1,100 licensing requests. All existing requests have been recorded in the TLC portal, the backlog of requests has been eliminated, and the department is operating within a 45-day processing window for new requests.

In the past year, the Language Services Department received over 1,500 translation requests, not including Conference background materials.

The GSO Archives Department consisting of roughly 2,642 cubic feet of holdings, responded to 1,450 research requests and welcomed five onsite researchers.

The Publishing Department reports that during the 2023 Holiday Sale alone, over 208,000 print and video versions of the Big Book and “Twelve and Twelve” were purchased. All versions catalogued for sale in the United States and Canada, in languages from Amharic to Zulu, were included in the sale. The revised “A.A. for the Older Alcoholic — Never Too Late,” and “Young People in A.A.,” “Daily Reflections” audio format, and the QSL/LSQ video translation of the “Access to A.A.” pamphlet are but a few items seeing strong sales post-release.

In a group effort, members of several departments implemented tracking and process management of “stuck” literature items, which for various reasons were stalled in the publishing process. As of March 2023, there were numerous backlogs in moving projects through updating, translation into French and Spanish, and ultimately into production. By July 2023, the backlog had been reduced to 85 items. As of February 2024, 73 of those items had been approved to print/were back in stock, and 12 were actively in the revision/update/reprint process and would be printed in the coming weeks.

The aa.org website, Meeting Guide app, A.A. YouTube channel, and LinkedIn are just a few more examples of the many services funded by Fellowship contributions.

It is fitting that the theme of this year’s General Service Conference is “Connecting with Love, Unity and Service.” I want to share my gratitude for the spirit of cooperation demonstrated by all three boards over the past year. In difficult times, both corporations, AAGV/LV and AAWS, under the custodial oversight of the General Service Board, have worked together to refine intercompany payment schedules. The chairs of all three boards, the GSO GM, and the AAGV/LV Publisher met regularly for updates on each entity’s activities. Communication has been enhanced, Unity has been strengthened, and the ability to fulfill our respective missions has been improved. We have connected, in love, unity, and service.

The AAWS Board and GSO staff members have worked and will continue to work hard to help carry, and help others carry, our message of recovery. Today, tomorrow, or one day in the distant future, a still-suffering alcoholic may come to embrace our program because of these efforts. As I rotate from the board of Alcoholics Anonymous, I am filled with joyful gratitude at the opportunity to maybe, just maybe, help them find their way to our way of life.

Cathi C., Chair

AA GRAPEVINE, INC.

In 1944, a dedicated team of six A.A. members embarked on a remarkable and historic mission. These dedicated volunteers came together to collect and publish stories about the recovery journeys of early A.A.s from communities across the country. They called it The Grapevine. Each issue of The Grapevine was a testament to their dedication. These six people led this entire eight-page project, united in their belief in the power of shared experience, strength and hope. Two years later, Bill W. began to formalize the Grapevine structure believing that the Grapevine should become the voice of A.A. as a whole.

Eighty years later, AA Grapevine, Inc. is now a multimedia publisher and one of the affiliate corporations of the General Service Board. The Grapevine and La Viña archives hold more than 30,000 stories from the Fellowship and the founders sharing the experience, strength and hope in English and Spanish of A.A. members and others.

Today, a team of fifteen paid employees serve the Fellowship by:

- Publishing two 64-page magazines: “Grapevine” the English-language monthly and “La Viña” the Spanish-language bimonthly — each one of them with original content. A total of 18 issues are released each year.
- Managing four mobile apps: Grapevine and La Viña each on Android and iOS platforms since September 1, 2023.
- Maintaining two unique websites, one for each magazine in their respective languages.
- Recording and publishing the audio of every issue in Spanish and English on the apps and website.
- Providing one weekly English-language podcast, “The AA Grapevine Half-Hour Variety Hour”.
- Collecting and publishing audio stories on YouTube, along with member and staff-created videos of recovery stories, history, how-to, and the podcast.
- Creating and managing content for two social media pages on Instagram, one in English “alcoholicosanonymos_gv” and the other in Spanish “alcoholicosanimos_lv.”
- At the same time, they also maintain and publish a library of over forty books across three languages, including eBooks and Audiobooks.

The traditional magazine landscape is facing declining print readership, but that will not define our future. The Grapevine and La Viña apps help us connect with readers and their changing habits. The public increasingly uses mobile devices and is time-pressed. Individuals on average spend over three hours daily on their smartphones compared to just 11 minutes with print publications.

We’ve enhanced Grapevine’s and La Viña’s online engagement. Following up on the Advisory Actions from the 71st Conference in 2021, the Grapevine introduced a weekly podcast and two Instagram accounts. This comes on the heels of expanding to YouTube in 2017, following the Advisory Action of the 67th Conference.

The AA Grapevine podcast, The AA Grapevine Half-Hour Variety Hour, started with 80,000 downloads in 2021, and has experienced phenomenal growth. By January 2023, it had garnered a loyal following with 335,000 downloads. By February 2024, the podcast boasts a staggering 742,300 downloads, demonstrating its impact on the lives of those seeking recovery in A.A. We've reached over 280,000 unique listeners with our podcast.

Instagram, a popular photo and video sharing app, is home to over 133 million users in the United States. It is particularly popular with young adults aged 18-24, 75% of whom use the social media platform. Notably, Canada also exhibits significant engagement with nearly 20 million users and a dominant presence of the 18 to 34 age group making up about 55% of the platform base.

Grapevine: From 8,957 followers in 2023, we've grown to 11,500 by February 2024!

La Viña: Starting with 1,100 followers in 2023, we've

reached 1,574 followers in February 2024!

YouTube, a video-sharing platform, has 239 million users in the United States and 17 million in Canada. The average user spends nearly 20 minutes per day on the platform, with the core audience falling between the ages of 18 and 34. Within this vibrant space, the Grapevine channel has experienced impressive growth since January 2023, with 9,600 subscribers. In February 2024 we've grown to over 12,500 subscribers, seeing continued success in engaging viewers.

The Grapevine and La Viña websites have driven continued engagement: website traffic, measured by user sessions, has demonstrably increased. In 2022, the Grapevine website saw 1,326,584 sessions, with that number rising to 1,411,584 sessions in 2023. Similarly, La Viña website sessions grew from 56,126 in 2022 to 86,887 as of October 5, 2023. These figures indicate positive audience response to our continuing website enhancements.

Did you know A.A. members can sponsor print subscriptions to those in need of help through the Carry the Message program? Whether a person contacts the Grapevine office directly or reaches out to the Corrections, Public Information, or Cooperation with Professional Community desks asking for help, they will receive a complimentary print subscription fully paid by A.A. members or groups who contribute to the Carry the Message program. Throughout 2023 alone, this generosity resulted in an incredible 1,633 complimentary subscriptions being gifted, thanks to the support of members and groups like you. See the Carry the Message Project on the Grapevine/La Viña websites for more information.

The Grapevine strategic planning meetings provide the board with a dedicated time to discuss and improve our current objectives. At the December 2023 strategic meeting, the Grapevine Board resolved to continue evolving beyond print, as outlined in the 2022 five-year plan for app development and sustainability. Let us meet our members where they are: in both the digital and print realms. We can thrive in this ever-changing media landscape by embracing innovative strategies and focusing on engaging content that is increasingly accessible via mobile platforms.

Allow me to highlight that the Grapevine and La Viña print magazines will continue to be published. The print magazines continue to help





traditional subscribers, groups, and twelve-step work with newcomers and those in correctional facilities and other institutions. At the same time, we will expand our digital delivery.

Building a thriving online subscription-based community takes time and dedication. In the early stages, outreach efforts to gather a passionate audience often lead to initial expenses exceeding revenue. However, as the community flourishes, the app progressively reaches a “break-even” point where income and costs balance. In the subscription world, from magazines to e-commerce to apps, achieving profitability within 3-5 years is often considered a remarkable success. Grapevine’s journey requires investment, patience, Fellowship engagement, and a commitment to nurturing connections.

To improve Fellowship interaction and engagement with the apps, a Digital Engagement Editor was added to the staff. This position develops and implements app content, outreach strategies, and orchestrates communications and presentations across different platforms including digital, YouTube, Instagram, podcast, and print. We note that increased attention to Grapevine through the app launch and the impact of our multi-media strategy drove subscription revenue in 2023 to nearly equal 2022, with increased sales of “Grapevine Complete,” our premium print and digital product.

The Grapevine expects financial losses from 2022 to 2024 due to decreasing print subscriptions and the ongoing attraction efforts for the mobile app. As the

app reaches a significant user base, Grapevine, Inc. is projected to become profitable. The current 2024 budget reflects the planned investments outlined in the 2022 five-year plan.

The 2024 budget boasts improvements, closing the gap for Grapevine by nearly \$300,000, compared to the July 2023 reforecast, and almost \$200,000 for La Viña. This shift not only stabilizes finances but also fuels growth, providing resources to expand sales of magazines, apps, books, audiobooks, and other products.

To optimize resources, we’ve implemented some travel adjustments for A.A. events. Each event will now have one designated staff member and one director in attendance. While directors retain the freedom to choose which events they participate in, only the assigned director will receive travel reimbursements from Grapevine. This approach, coupled with all 2024 Planning Meetings being virtual will save approximately \$50,000 this year.

To ensure the continued quality and delivery of vital resources to the Fellowship, Grapevine is adjusting subscription prices. Effective April 15, 2024, the annual cost of a Grapevine subscription will increase to \$36.00. We’ve kept subscription prices steady for several years, but the rising costs of paper, production and mailing now make an increase necessary. La Viña’s subscription price will stay as is for now, but is also under careful review, with a potential adjustment being considered. Importantly, all app subscription prices will remain unchanged.

Grapevine is focused on increasing its subscription margins. Currently, “Complete” subscriptions, offering both print and digital access, have a significantly higher profit margin than print-only options.

Here is an example:

Subscription type	Unit Variance	Full-year Revenue Impact	Full-year Cost Impact	Full-year Net Impact	Impact per Unit
AA Grapevine					
Magazine	1,000	\$36,000	\$22,899	\$13,101	\$13.10
App	1,000	\$30,000	\$4,500	\$33,101	\$33.10
Complete	1,000	\$56,000	\$22,899	\$25,500	\$25.20

La Viña					
Magazine	1,000	\$14,500	\$11,704	\$2,746	\$2.75
App	1,000	\$14,990	\$2,249	\$12,742	\$12.74
Complete	1,000	\$24,480	\$11,704	\$12,776	\$12.78

This winter we targeted print-only subscribers with an offer to upgrade to a “Complete” subscription at a discounted price (\$10 vs. the usual \$20). And we plan to implement similar strategies throughout the year to encourage users to switch to more profitable subscriptions.

Our book publishing program is undergoing significant expansion in 2024, with the strategic introduction of three new titles. February will see the release of “Prayer and Meditation” audiobook, followed by a print

book “Our Twelve Steps” in April, and the “Emotional Sobriety” audiobook in September. Additional attraction efforts for existing backlist titles will be communicated throughout the year.

In pursuit of responsible fiscal management, Grapevine is embarking on a staff optimization program for 2024. Our primary objective is to minimize reliance on freelance and temporary positions, while preserving our valued core workforce. This strategic decision is grounded in a meticulous review of 2023 expenditure data, which revealed opportunities to shift previously outsourced tasks toward our internal staff. Furthermore, technology investments made in 2023 have significantly increased our team’s internal capabilities. As the Grapevine Director of Operations prepares for retirement in May, we plan to manage her responsibilities through adjustments within the existing team structure and the potential addition of an office manager role instead of hiring a new Director of Operations. This comprehensive approach is projected to generate annual cost savings of approximately \$75,000 for Grapevine.

La Viña is published every two months by AA Grapevine, Inc., as a service to the Spanish-speaking community. La Viña publishes original content written by Hispanic A.A. members. While subscriptions partially support La Viña,

an average circulation in 2023 of 6,392 subscriptions necessitates additional support from the General Service Board to bridge the gap between revenue and operation expenses. The AA Grapevine Board and management team continue to seek opportunities for internal cost reduction through operational review.

As of January 2024, the Fellowship Connection database identified 4,725 Spanish-speaking groups within the United States and Canada Fellowship. Prior to the COVID-19 pandemic in 2019, La Viña magazine enjoyed a readership of over 10,000 subscribers. Traditionally, La Viña subscriptions benefited significantly from in-person events such as state Hispanic conventions and regional celebrations like the “La Viña Anniversary” hosted by the Pacific region. Additionally, interactions with La Viña representatives and La Viña editor played a key role in driving subscriptions.

Unfortunately, the absence of in-person events during the pandemic years resulted in a nearly 50% decline in La Viña’s subscriber base. In 2023 we did see total La Viña sales increase by 58% over 2022 driven by book sales more than doubling.

La Viña representatives often played a dual role: informing members about the magazine and new products, while also handling subscriptions and resolving customer issues on behalf of the subscribers. This cultural approach has been impacted by the way the Grapevine office attend questions, concerns, and issues, necessitating adjustments to both customer service and subscription processes. As a result of the strategic planning in 2022, the La Viña editor hosts an informative virtual monthly session with the Spanish-speaking community interested in learning about La Viña and creating an open space for suggestions, concerns, and ideas on how to increase subscriptions. These meetings continue to have a good attendance.

While the Spanish-speaking community in A.A. has shown curiosity and openness to the La Viña app, driving subscriptions has proven challenging. While print subscriptions move in the right direction, increasing awareness to the benefits of the La Viña apps and ways to start gaining traction in the community are part of our strategic planning. We are working on a 5-year plan for La Viña that will bring the GSB contribution to pre-pandemic levels.

The International Convention in 2025 as well as other events in person or virtual are crucial venues to present all that Grapevine and La Viña offer. Our strategy involves targeted informative initiatives specifically tailored to different communities, ensuring everyone feels welcomed and engaged.

Thank you for allowing me to serve on the Grapevine Board. I thank the office staff, the Publisher and my fellow board members for their kindness, passion and hard work. And thank you to all in the Fellowship who have contributed their stories to the Grapevine and La Viña, extending their hands to help still-suffering alcoholics for the last 80 years. Gracias todos.

Paz P., Chair



■ Finance Report

The Finance report, which is summarized and condensed here, was given on Monday evening by Kevin Prior, treasurer of the General Service Board and chair of the trustees' Finance and Budgetary Committee, covering the audited 2023 finances of the General Service Board, AAWS, the Grapevine, and La Viña. The accompanying slides are not included in this publication but are available upon request. For more details on A.A. finances, see the report of the trustees' Finance and Budgetary Committee (page 77) and the independent auditor's statement and audited consolidated financial statements that appear on pages 115 - 128 of this report.

Good evening. My name is Kevin Prior, and I am a Class A trustee and treasurer of the General Service Board. It is my privilege to deliver this year's Treasurer's report to the 74th General Service Conference of Alcoholics Anonymous.

As per the five year rotation policy adopted by the Trustees Finance and Budgetary Committee and implemented by the Trustees Audit Committee, a new audit firm, BDO, was engaged for the 2023 independent audit. Matthew Becker, BDO lead engagement partner, presented the audit report.

BDO issued an unmodified or "clean" audit opinion, which means that the financial statements are fairly stated in all material respects. The auditors identified and corrected four misstatements:

1. Contributed nonfinancial assets (the value of airtime donated by TV stations to air PSAs) of \$34 million were not recorded in 2022.

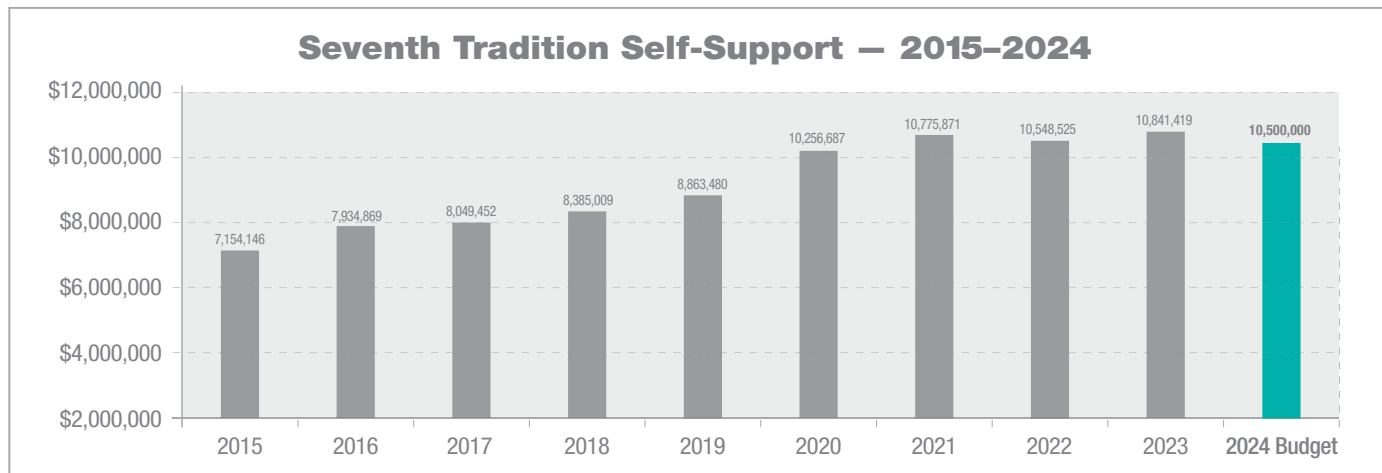
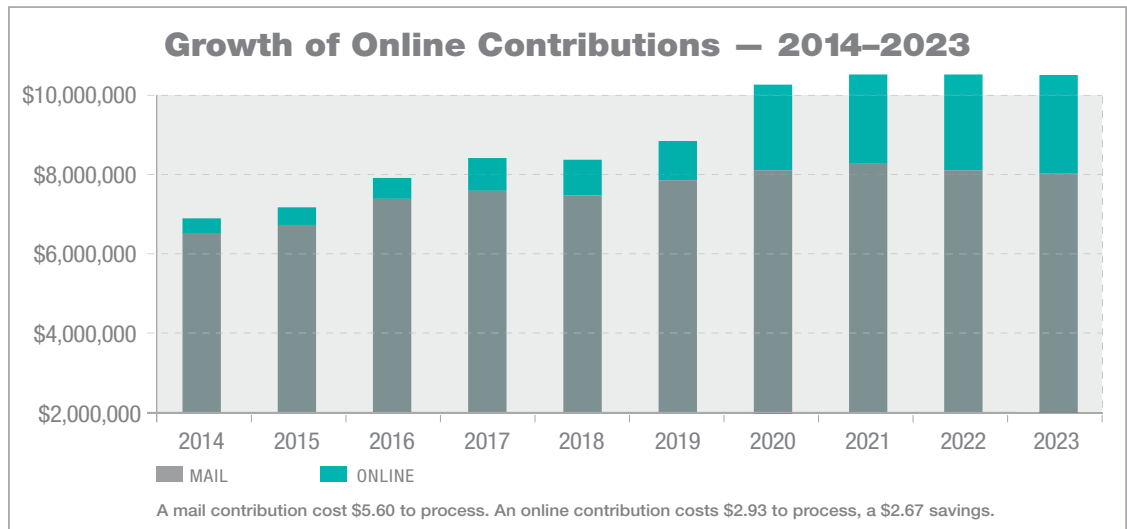
2. Contributed nonfinancial assets of \$17 million were not recorded in 2023.

3. Approximately \$31,000 in 2024 contributions to the General Service Board was recorded in 2023.

4. The post-retirement medical plan benefit liability and expense were overstated by approximately \$357,000 and \$320,000, respectively. Interest earned by the plan assets was understated by approximately \$36,000.

BDO presented one recommendation to strengthen GSO financial operations, three to strengthen Grapevine financial operations, one to strengthen Human Resources operations, and one to strengthen intercompany accounting. Management will implement all six recommendations.

Seventh Tradition Self-Support was \$10.84 million in 2023, 3% more than the \$10.55 million received in 2022.

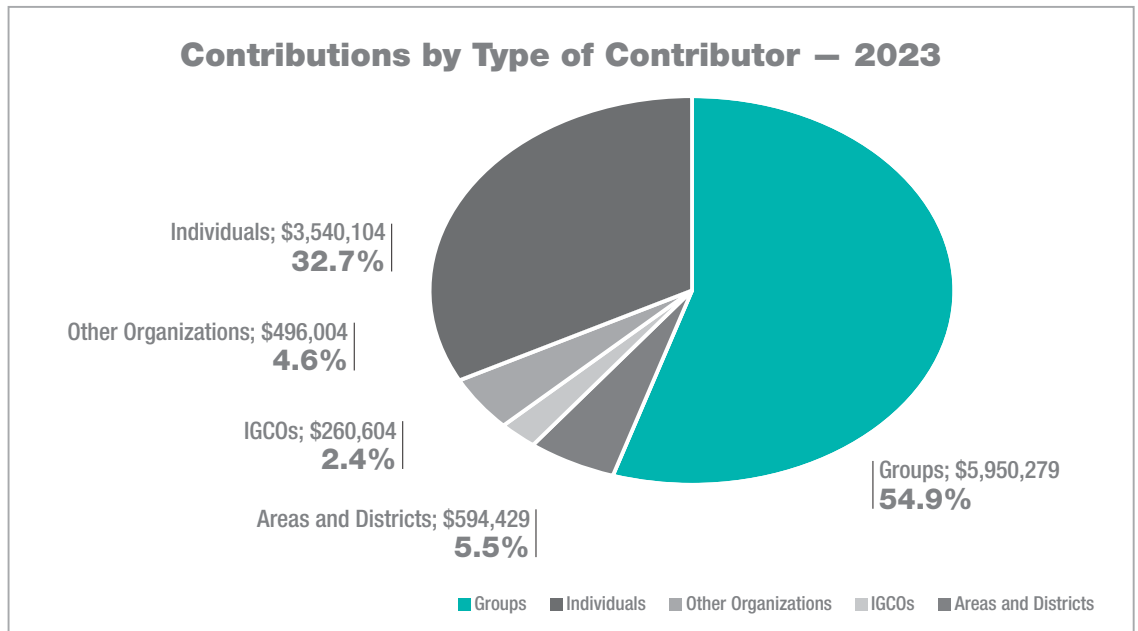


We are grateful to the Fellowship for their continued support especially due to lingering effects of the pandemic on publishing gross profit, which was \$6.76 million in 2023, 15% less than the budget of \$7.95 million.

Additional facts about 2022 contributions include:

- 26% of contributions were made online by credit card or PayPal. Online contributions cost about half as much to process as check contributions because they require significantly less labor.
- 55% of contributions were received from groups; 33% from individual members of the Fellowship; and 12% from Intergroups, Central Offices, Areas, Districts, and other organizations.
- Slightly less than one third of active groups contributed, and the average annual group contribution was \$328.65.
- The average individual contribution was \$129.88. The most common individual contribution was \$50.00.
- The Calculated Challenge Contribution is \$6.43 (Cost of program services per member)
- 62% of group contributions and 73% of individual contributions were \$100 or less. The core of Self-Support is the many members of the Fellowship who make smaller contributions and not the few who make large contributions. In fact, only 66 individual contributions were the maximum amount of \$5,000 while 19,942 individual contributions were \$100 or less.

GSO operating expense before depreciation was \$17.47 million, up 10% from \$15.90 million in 2022. The largest contributors to the increase were the creation of two new GSO departments in mid-2022,

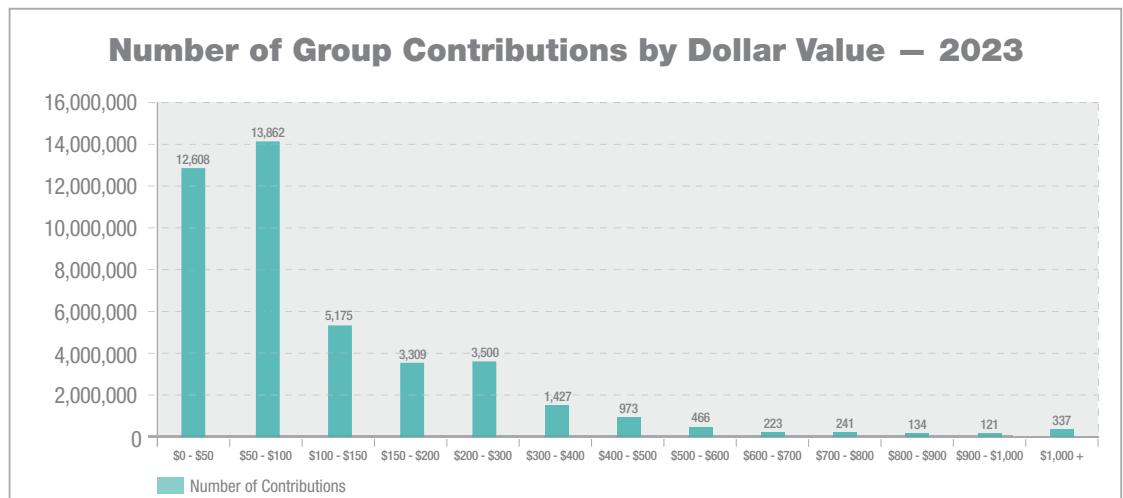


the filling of vacant positions during 2023, and increased travel and meeting costs. However, 2023 operating expense was still lower than inflation adjusted operating expense in 9 of the past 10 years. 90% of operating expense was in categories where expenses were less than budget.

The GSO ended the year with an operating surplus before depreciation of \$581,907. In addition, cash increased by \$359,000, primarily due to increased contributions.

Grapevine paid print subscription revenue decreased 12% in 2023. However, subscription revenue for the online, complete, and mobile app magazine increased 72% due to the mobile app launch and increased complete subscriptions.

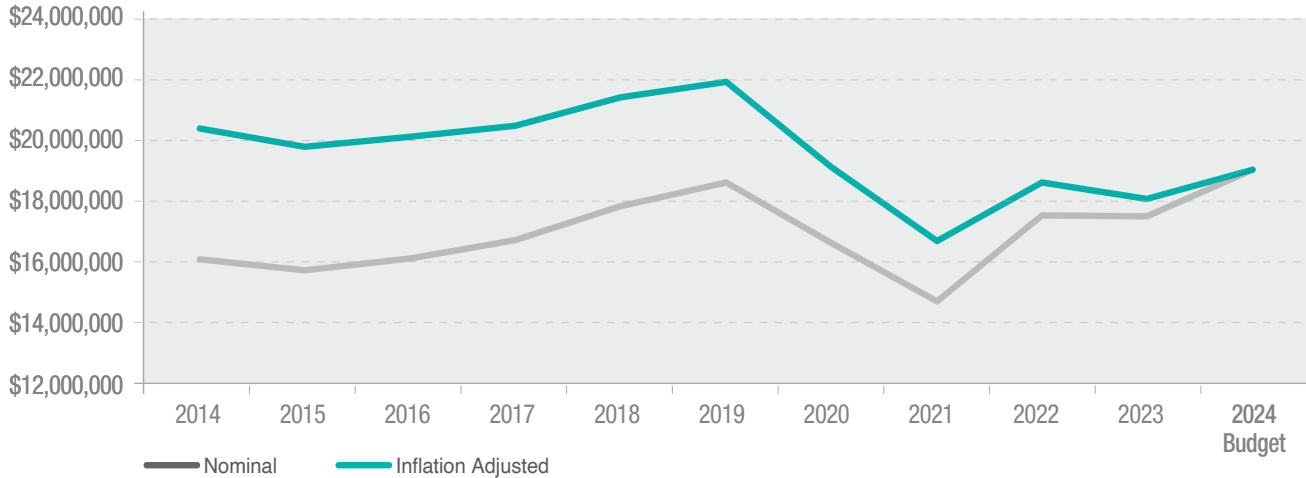
Overall, Grapevine achieved a gross margin on subscriptions of \$601,000 and a gross margin of \$563,000 on other published items. Operating expenses of \$2.06 million resulted in an operating loss of \$888,000 compared to a loss of \$445,000 in 2022. La Viña magazine



Inflation Adjusted GSO Expense History

■ In 2023, operating expense was lower than inflation adjusted operating expense in 9 of the past 10 years

TOTAL OPERATING EXPENSE AAWS + GSB



circulation increased by 1% in 2023. General Service Board support of the La Viña service activity was \$753,000 in 2023 compared to \$640,000 in 2022.

The General Service Board has approved a 2024 GSO budget with an operating surplus before depreciation of \$617,945. This budget forecasts operating revenue of \$19.64 million compared to \$18.06 million in 2023. Revenue is largely made up of contributions, budgeted at \$10.5 million and literature gross margin, budgeted at \$8.49 million. Operating expense before depreciation is budgeted at \$19.02 million compared to \$17.47 million in 2023.

In addition, the GSB approved a Grapevine budget with a net operating deficit of \$583,000 compared to a deficit of \$888,000 in 2023. Gross margin on subscriptions is budgeted at \$1.15 million compared to \$581,000 in 2023. Grapevine circulation is expected to be 61,663 compared to 55,412 in 2023. La Viña projects circulation

of 7,836 compared to 6,484 in 2023. General Service Board La Viña support is budgeted at \$570,000 compared to \$755,000 in 2023.

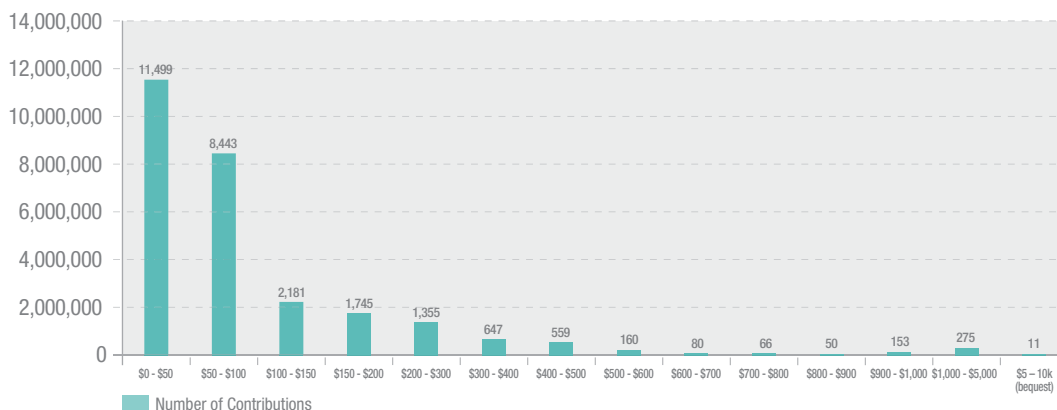
A more detailed analysis of 2023 GSO and Grapevine consolidated expenses shows that personnel expenses (salaries, benefits, and payroll taxes) make up 59% of operating expenses. This is typical for not for profits or any organization that produces a service rather than a product. Professional fees make up about 10% of operating expenses. The remaining operating expenses are comprised mainly of:

- Facilities (including rent) and equipment 11 %
- Travel and meetings 10%¹

During 2023, our prudent reserve decreased by \$293,699 from \$12.92 million to \$12.63 million (net of \$573,012 Grapevine subscription liability). The decrease resulted from a \$500,000 drawdown offset by \$206,301

in investment earnings. The \$12.63 million balance as of December 31 represents 7.18 months of GSO and GV 2023 operating expenses. Because operating expenses are budgeted to increase in 2024, the December 31 prudent reserve balance represents 6.82 months of 2024 operating expenses.

Number of Individual Contributions by Dollar Value – 2023



¹ The remaining categories are data, automation, and website (3%); office services (4%); and printing (3%).

■ Location Plus Report

The Location Plus report, which is summarized and condensed here, was given on Wednesday evening by Carolyn W., chair of the ad hoc Location Plus committee of the General Service Board. The full report, accompanying charts and detailed notes are not included in this publication, but are available upon request and were provided to all delegates at the 74th General Service Conference.

Introduction

Relocation Studies of the General Service Office have been conducted approximately every ten years to determine if it is the most viable venue for its operations and provide recommendations on fact-based relocation analysis, as well as subjective considerations that could impact GSO's ability to effectively render services to the A.A. Fellowship.

While initially located in Newark, New Jersey in 1938, New York City has been home to GSO since 1940 with the office relocating six times from areas in downtown districts to present location in 1992 at 475 Riverside Drive on the Upper West Side of Manhattan. The earlier office moves were historically guided by the need for bigger space to accommodate "Headquarters" growing services and staff. As one early staff wrote about one such move, "to be more centrally located for out-of-town travelers and also have more room for ourselves to work."

The first ever documented Relocation Study Committee was appointed in 1975 by the AAWS Board. This committee was appointed to explore the possibility of moving and operating GSO to another location. The board felt that there ought to be careful consideration of "whether or not GSO might profitably move out of New York City to some other part of the country after our lease expires in another five years."

In January 1977, having reviewed the findings, the GSB moved that the Relocation Study report "go to the 1977 General Service Conference with the recommendation that the Board felt it would not be in the best interest of the Fellowship to relocate the General Service Office at this time."

Future Relocation Studies were undertaken either

under the guidance of ad hoc committees or the executive team of the office and final reports or recommendations shared with the GSC. Other previous studies were undertaken in 1988, 1997, 2005 and 2014.

In advance of the expiration of the current lease cycle on December 31, 2025, the concept of a location plus ad hoc was introduced at the third quarterly GSB meeting in 2021 and the ad hoc began its work in January 2022.

The process involved a comprehensive fact-based evaluation of real estate scenarios and related considerations for input by the ad hoc. Additional input gathered from the corporate boards and as appropriate, from GSO and GV management. Evaluation factors central to the process as determined by the consulting team included:

Selection criteria

- Base Case Definition/Assumption
- Relocation "scenarios"
- Employee impacts
- Upfront relocation and annual costs
- Operation; performance to guiding principles.
- Consulting recommendation: 'Go versus No Go.'

The scenarios analyzed were as follows:

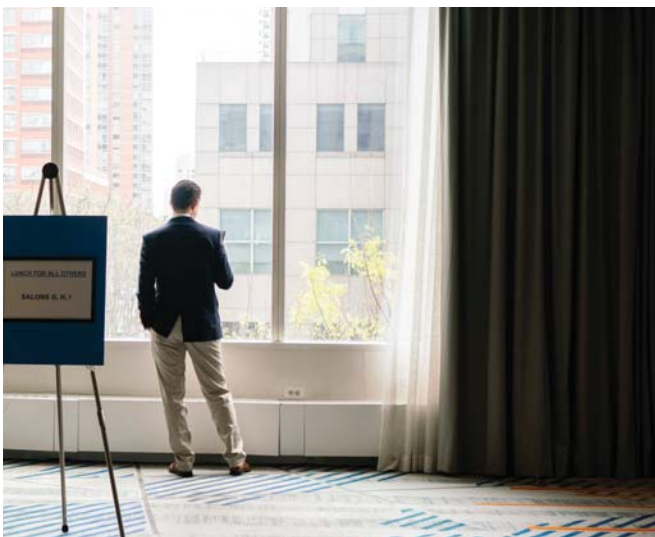
1. **Base Case** (current location)
- 2A. **In-Manhattan**
- 2B. **Alternative Tri-State Location** (short distance)
3. **Long Distance Location**

In terms of the Base Case scenario, considerations included assessing potential space reconfiguration and renegotiation of current lease. Considerations for the other scenarios included, but were not limited to the following:

- Office lease rates
- Accessibility to public transportation
- Commute impact
- Quality of life ranking
- Cost of living expenses (housing and personal taxation)
- Operating expenses
- Wages
- Professional talent
- Moving costs
- Proximity to air transportation

CONSULTING TEAM MASTER REPORT FINDINGS AND CONCLUSION

The Master Report was the final deliverable from the consulting team. It included fact-based findings for the three Scenarios:



1. **Base Case**
(Stay and Renew Lease at 475 Riverside Drive)
- 2A. **Downtown New York**
- 2B. **Jersey City, New Jersey**
(to minimize commute)
3. **Long distance Locations**
(current 3 finalists: Atlanta, Indianapolis, and Philadelphia)

Based on their in-depth methodology, the consulting team recommended “a stay decision and renegotiation/renewal of the 475 Riverside Drive lease.” Furthermore, the consulting team concluded that “On balance, the business case to move does not appear supportable at this time.”

“Plus” Portion

This location study included an in-depth review of internal operations and needs to inform location selection.

In collaboration with the executives from both operating corporations, and the AAWS and AAGV Boards, work was done to determine the functions that are currently necessary to provide requested services to the membership. This included work to define the characteristics and space needs for office space/work areas in creating estimations of square footage needed and with consideration of a positive work environment for our employees and that reflects current best practices; including efficiencies of scale (physical and otherwise) throughout both operating corporations with the goal of best serving the Fellowship in a prudent and cost-effective manner.

The vendor further supported this exploration by review of all employee job descriptions, work schedules, and office utilization and the application of a remote work index to quantify hybrid and remote impacts and an agile calculator to determine overall square footage needs agnostic to location choice. This included an onsite tour of the existing offices to see the practical applications of space modeling and interviews and information collected from management, HR department, ad hoc committee.

At the October 2023 GSB meeting, the General Service Board made a decision to renew the lease on the 11th floor at the Interchurch Center, 475 Riverside Drive. Only the 11th floor lease will be renewed, and we will no longer occupy the 8th floor.

On Monday April 8th the GSB met and affirmed the October 2023 decision. The reason for this April 2024 meeting was so the Location Plus Ad Hoc committee could update the GSB on the status of lease negotiations and renovation projections and seek affirmation of the October 2023 decision now that the landlord and their agent have stated intended renewal terms.

During the period from November 2023 until just last week these discussions have progressed. We wished to retain the best possible negotiating position by ensuring that the landlord and their agent were aware that we seriously considered alternate locations, and that this

was not a guaranteed renewal for them. As requested by the GSB, the ad hoc also continued to pursue alternative locations in case the terms with the Interchurch Center were not satisfactory.

This also required us to maintain confidentiality with the employees to ensure that the negotiations were preserved and that we did not prematurely communicate a decision to them that was still subject to change. It is important that we all remember that while these discussions are of great interest and importance to all of us as AA members and as Conference members, for our employees this is about where they live and work and the outcome could impact their jobs, homes and families. For that reason, the report was withheld until the GSB affirmed the decision on April 8, and Chris and Bob had a chance to communicate this to the employees on April 9.

There was every effort to get the report to Conference members further in advance of the GSC. It was translated and ready to go. However, the leasing discussions and getting to a letter of intent took some negotiation and longer than expected. In the interest of securing the best possible deal for Alcoholics Anonymous this work was treated with urgency but not overly rushed.

After a period of negotiations with the landlord and their agent, we (our GM and our agent) were able to get a “Letter of Intent” with satisfactory lease terms (just last week). These terms were favorable, less than what was included in the projections we based the “stay decision” on.

Based on the terms in the Letter of Intent the base rent will be \$25.46/sq ft with an estimated 2% annual increase plus operational costs resulting in \$11,222,066 of total 10-year occupancy costs for the 11th floor.

For comparison the current base rent is \$24/sq ft for the 11th floor and \$23.28/sq ft for the 8th floor. 2024 budgeted occupancy costs are \$3.25 for both the 11th floor and 8th floor.

Various options for renovation will be investigated to ensure best use of space on the 11th floor, while also accommodating the 21 employees currently on the 8th floor. The ad hoc recommended, and the GSB agreed, to do the least possible renovations to achieve viable workspaces. The discussion included concerns regarding costs, as well as ensuring an attractive and functional work environment.

We have estimates only at this stage. Initial estimates used to compare the financial impact of “stay vs go” were \$2.4 million based on typical per-square-foot costs. In the time since there has been a “test fit” completed by an architect who visited the space to tighten up the estimate. This brought the estimate for the minor refit down to \$1.4 million including furniture, cabling and telecom, etc. Although this is more location-specific than the initial estimate, it is still an estimate. The next step is for us to engage an architect to complete a detailed plan and develop a budget.

For additional information, contact the General Service Office.

*Carolyn W., general service trustee,
committee chair ad hoc Location Plus*

■ International Convention Report

Early International A.A. Conventions were focal points for important moments in A.A. history. At the first Convention, in Cleveland in 1950, our Twelve Traditions were confirmed, helping to ensure the future of our Fellowship and at the 1955 Convention in St. Louis, Bill W. and the Oldtimers turned the leadership of the Fellowship over to the General Service Conference.

International Conventions offer the occasion for rich and varied experiences, some dramatic and historical, others quiet and serene. Those who talk about attending an International Convention speak of it as a highlight of their sobriety, and the emotion universally expressed is one of gratitude — gratitude for sobriety in A.A. and for having had the opportunity to celebrate that sobriety with tens of thousands of A.A. members and their loved ones in a spectacular gathering.

When we announced the cancellation of the 2020 International Convention in Detroit, July 2-5, it was with heavy hearts. Planning for the 2020 International Convention started in 2008 when Detroit was chosen to host the event. From the moment the city was selected, local leaders extended a warm welcome to A.A., and the event was representative of Detroit's own rebirth as a great convention city. The excitement shown by the A.A. community and the people of the greater Detroit area was seen throughout the 12-year planning process. We want to thank all the local A.A. members who were ready to volunteer and welcome members from all over the world to the International Convention. Because of the 2020 cancellation, it has been ten years since we held an International Convention.

Bringing us to A.A.'s 90th Anniversary Celebration in 2025! The theme is "Language of the Heart." In the November 1972 *Grapevine*, Bill W. wrote of his first visit to A.A. overseas with his wife Lois: "As we journeyed from land to land, we had the same magnificent adventure in kinship over and over again... Everywhere, everywhere, it was the same. This was something much greater than people cordially meeting people. This was no merely interesting comparison of mutual experiences and aspirations. This was far more; this was the communication of heart to heart in wonder, in joy, and in everlasting gratitude. Lois and I then knew that A.A. could circle the globe — and it has." (*Grapevine*, January 1988)

In just a little more than a year we will meet to celebrate in Vancouver, British Columbia, Canada. July 3-6, 2025, so mark your calendar! Plans are well under way to make this a joyous and memorable event.

Vancouver is located on the unceded traditional territories of the **xw̓məθkʷəy̓əm** (Musqueam), **Skwxwú7mesh** (Squamish), and **səlilwətaʔt** (Tsleil-Waututh) peoples, who have lived on this land for thousands of years. In 2014, Vancouver was designated a City of Reconciliation, embarking on a sustained relationship of mutual respect with local First Nations. A cosmopolitan city right on the edge of nature, Vancouver makes it easy to combine an urban getaway with outdoor adventure. From fam-

ily-friendly fun to thrill-seeking exploits; from marine exploring to mountaintop luxury, you'll find plenty of things to do in Vancouver. Vancouverites know their city's culinary scene. They know where to find the best tower of fresh seafood, the finest house-made charcuterie, and the most delicious taco truck!

Now, close your eyes and breathe in deep. As the earthy, cedar-scented air fills your lungs, listen to the birds twittering, wind rustling through leaves, and evergreen needles crunching underfoot as you wander the forest's carpeted path. The sound of ocean waves lapping at rocks comes from nearby. The canopy of trees overhead is dappled with sunshine. As you round the corner, Stanley Park's Lost Lagoon comes into view. Just a few minutes past are the towers and skyscrapers of downtown Vancouver. This is what inspires us every day. When we get there, we'll pack the Vancouver Convention Centre with handshakes, hugs, kisses, and lots of meetings, panels, and workshops. And of course, we'll have those extraordinary Big Meetings in the BC Place Stadium.

The festivities will begin on Thursday night, July 3, 2025, with a Block Party with designated venues set up around the Convention Campus. Music will fill the summer night and you will enjoy a beautiful view of downtown Vancouver, BC, Canada, dancing like no one is watching, while enjoying fun and Fellowship with other conventioners.

At midnight on Thursday, marathon meetings will start, and will continue through Sunday morning. Starting Friday morning, hundreds of meetings will begin at the Vancouver Convention Centre and around the Convention Campus, and that night we will hold the exciting Parade of Flags of countries represented at the Convention, followed by the three-speaker Big A.A. Meeting in the BC Place stadium.

The wonderful Oldtimers Stadium Meeting will take place on Saturday night where Oldtimers will be selected from the hat to share with us. What a great way to honor our history and hear first-hand what we used to be like. Then, on Sunday morning, we will have our customary three-speaker Big Meeting to close out the weekend and we will say farewell until 2030 in St. Louis, Missouri.

Many who travel to Vancouver with old friends, sponsors, or home group members, will have those on-the-road meetings that form such an important part of our Fellowship sharing. Those A.A. "coincidences" will occur — a beloved friend you lost track of will show up sober. Someone on your Eighth Step list will appear and provide you with the opportunity to make amends; perhaps you'll be on their Eighth Step list, as well. New and lifelong friendships will be made — perhaps in the wee hours of the morning, as we fellowship over ice cream and coffee. And Twelfth Step work will take place — we have all heard the stories of alcoholics who got sober during an International Convention.

International Conventions affect not only the A.A. members in attendance — they provide a chance for the

public to see us firsthand and lets the world know that A.A. is still alive, flourishing, and available as a community resource, locally and internationally.

At the 2005 International Convention in Toronto, Canada, one of the city department managers who was there to demand that every city ordinance be followed to a tee, ran up to a group on Sunday afternoon and practically shouted “I have one thing to say to you guys!.....Don’t go home.” During the weekend, the love and fellowship expressed among the attendees had converted her into an A.A. fan. She said in all her years of city service, she had never seen such cooperation and harmony among such a varied group. In Atlanta, a police officer “complained” that he had never been hugged and thanked so much in the line of duty.

International Conventions truly enable attendees to live the spirit of love and tolerance and witness the success and growth of A.A. around the world. The event provides members with the opportunity for a rededication to A.A.’s primary purpose.

You, the members of the 74th General Service Conference, will have a large part to play in the success and tone of the upcoming International Convention. Most of the speakers will come from your recommendations. You have already received requests to suggest non-A.A. speakers from professional fields. This fall, we will be asking you to send us suggestions for A.A. members to participate in the over 700 meetings taking place over the weekend.

Another major part in organizing this event is working with the 2025 Volunteer Welcome Committee. We would not be able to welcome so many members from around

the world without an able and enthusiastic Welcome Committee. The core of the committee is in place. They are eager to start and will begin gathering names of volunteers with a Kickoff Event in January 2025. We anticipate that upward of 4,000 volunteers will be welcoming convention goers to Vancouver, BC, Canada.

All this information will be communicated on GSO’s A.A. website, in *Box 4-5-9*, in special Convention mailings as well as on our other communication channels, such as LinkedIn and our Meeting Guide App. In August 2024, we will be mailing out the Registration Forms for the 2025 International Convention to all Conference members, to the GSRs of all active groups and to others in the service structure, as well as to Intergroups, Central Offices and General Service Offices around the world.

Registration and housing will open in September 2024. Rooms will be available on a first-come, first-served basis. As in the past, members will be able to register by mail or online. Once you have registered, you will be able to book your housing accommodations.

So, one day at a time, we are preparing for an international celebration of A.A.’s 90th Birthday. We know this Convention will be a powerful example of the joy of living. And amid the festive crowds, I hope each of us is reminded that “In spite of the size and the span of this Fellowship, at its core it remains simple and personal. Each day, somewhere in the world, recovery begins when one alcoholic talks with another alcoholic, sharing experience, strength, and hope.” (Alcoholics Anonymous, p. xxii)

*Patrick C., GSO Staff,
International Convention Coordinator*



The 475 Riverside Drive Players provide a skit highlighting the 2025 International Convention, featuring characters from the Addams Family.

■ Presentations

Safety Throughout the Structure in our Fellowship

My name is Doug and I'm a grateful member of Alcoholics Anonymous! ¡Mi nombre es Doug y soy un miembro agradecido de Alcohólicos Anónimos! It's an honor and privilege to serve Southern California Area 5 as delegate for Panel 73. My sobriety date is May 22, 1988, and for that I'm truly grateful!

I was asked to present on the topic: "Safety Throughout the Structure in Our Fellowship." When I came into A.A. I wasn't thinking about safety in the rooms and knew nothing about our structure. I just wanted to repair the marriage I had destroyed and maintain a relationship with my two-year-old daughter, Amanda. Over the years she and her sisters were frequent visitors at my Friday night home group meeting where childcare was offered. That group was kid-friendly and knew how to

control their language if you know what I mean! Not so with many other meetings where kids had no business attending.

I often heard members talking about sobering up a horse thief. When that happens, you have a sober horse thief! Nothing changes if nothing changes. I've witnessed many fights between members before, during and after meetings. I stood between plenty of guys over the years keeping them away from each other as nasty words and threats were flying freely, as well as cleaning up after one woman attacked another in the restroom before a meeting.

Years ago, one of our long-time members, Toni L., shared about bringing Roscoe into the meetings. She would set her purse on the table and made certain her purse was wide open so everyone could see she was packing! Yes, Roscoe was the name of her handgun. We laughed every time she shared that story! A.A. meetings were different back then. However, no one felt threatened by an 80-year-old woman weighing 100 pounds soaking wet, especially since Roscoe was no longer her companion.

As my sobriety and membership in A.A. solidified, I matured inside and outside the rooms, my awareness of safety issues then came to the forefront. I saw how some members were targeted, some were taking advantage of newcomers and our elderly members. Eventually, the instinct to protect vulnerable members switched on my part into action. The casual conversation with my friends and other solid A.A. members was the beginning. Confronting members who preyed upon those newcomers and our vulnerable members became natural, including a long-timer who was a convicted sex offender and released back into our community. Groups asked him to find meetings elsewhere as he was no longer welcome to attend our meetings. Long talks about our Traditions ensued so we could talk it out and that all had the opportunity to express their concerns, whether for the groups' safety or the long-time A.A. member's right to attend meetings.

Hearing safety topics at PRAASA in my early general service years changed my focus, as the breadth of these issues were raised at a larger forum, further discussions made their way into my Area and local groups as well.

One recent safety concern was brought to my attention by a friend. A preliminary agenda item for this year's Conference, "Consider a request to develop a pam-



phlet on the transgender alcoholic.” One member shared when issues like this come up in the Fellowship, it typically reveals personal ideology of certain fellows that adversely affect the transgender community. That’s not something I would have predicted. I would hope that “Love and tolerance of others is our code” (Big Book, page 84), but certainly that’s not always the case.

I’ve also seen Central Office delist meetings due to unruly, raunchy, and unacceptable behavior within online meetings.

Last year’s Conference was another example where some folks felt their safety was threatened due to the tone in discussion at the microphone related to the Board Chair situation. Personally, I didn’t share that sentiment, and didn’t feel threatened in any way. However, I believe the concern wasn’t just from shares at the Conference, but other outside circumstances, as well.

I’m impressed with the number of items A.A. has produced to help the Fellowship address safety. Let me quote a portion of the “Safety in A.A. flyer” (F-228). “Safety is a topic within A.A. that groups and members may need to address to help ensure the ability to carry the message to the alcoholic who still suffers.

“A.A. membership does not include having to tolerate sexual harassment, threats of violence, financial coercion, or bullying. Nor is pressuring A.A. members into a particular point of view or belief relating to medications, religion and other outside issues acceptable. No one should have to tolerate racial, sexual orientation, gender, age or other discrimination when they seek help from A.A.”

Another beautifully written service piece is the “Safety Card for A.A. Groups” (F-211).

“This group strives to safeguard the anonymity of A.A. members and attendees; however, keep in mind that anonymity in A.A. is not a cloak for unsafe and illegal behavior. Addressing such behavior and/or contacting the proper authorities when appropriate, does not go against any A.A. Traditions and is meant to ensure the safety of all in attendance.”

Unfortunately, some members refuse to call authorities on another member, thinking that’s just not right. It’s incumbent that we, the Fellowship, continue educating our groups and A.A. members of the resources available, that A.A. should always be inclusive, never exclusive, and that our work is not done even when love and tolerance is embodied in every A.A. member.

In conclusion, let it begin with me. “I am responsible, when anyone, anywhere reaches out for help, I want the hand of A.A. always to be there. And for that: I am responsible.”

Douglas S. — Southern California

1728 Sponsorship

Aloha. I’m an alcoholic and my name is Tommy G.. My homegroup is the Defective Characters on the virtual platform. By god’s grace I get to serve Hawaii Area 17 as their Panel 73 delegate. I would like to thank the Conference for the loving invitation to share

on “1728 Sponsorship.”

A.A.’s 12 Steps X 12 Traditions X 12 Concepts equals 1728. Last year when I attended my first Conference, I had the opportunity to attend my first 1728 meeting and it was actually the first time I heard the term 1728. The concept of 1728 was foreign to me, yet it gave me a whole new aspect to the way I can use my experience, strength and hope to spread A.A.’s Three Legacies: Recovery which brings love, Unity and Service to spread A.A.’s primary purpose of helping the still-suffering alcoholic.

From my experience taking a sponsee through the first twelve principles of A.A., the Twelve Steps was a spiritual journey to recovery that brought the sponsee and I closer to knowing ourselves and our character defects, then closer to a higher power that brought grace, then the ability to serve others by connecting with love, unity, and service.

At my first home group the daily reprieve I learned about serving my home group, first as greeter, coffee-maker, supply chair, literature chair then GSR, then the launch into general service. I realized I had to learn and grasp the second twelve principles of A.A. -- the 12 Traditions, which I consider as guidelines for the group and guidelines for me to live life with others. My sponsor at the time guided me through the Traditions. So, when it was time and the student appeared I could help my sponsees to learn these principles which are guidelines to be a part of the group and live life with others.

Most of the sponsees I had helped were local bradahs like me, court ordered meat head natives that ran it hard and fast, so the journey through the first 24 principles of A.A. was a must for us to stay sober and in recovery. Not until going to district meetings and area assemblies did I start hearing about the third set of principles of A.A. -- the 12 Concepts, which I learned later would give me structure. By god’s grace I did well in school, I learned English well. Me and most of my sponsees were country raised, you could call us Hawaiian rednecks. So even though I could read the Concepts well it took a while for me to comprehend them. For most of the sponsees, when they first saw the twelve Concepts, found it was like reading a foreign language, and most stopped there.

The journey through general service started at GSR then DCM, when I really needed the structure of the Concepts. I started learning the Concepts and also got my service sponsor at the time, she was area chair and helped walk me through them. She is a past delegate now, then Intergroup chair, area standing committee chair (CPC), area alternate chair, then area chair. This is when I started being a service sponsor and realized that members who really loved service wanted and felt like they needed to learn the third set of 12 principles to complete the circle of love that was in the program and recovery.

I still find that most of my sponsees hit the roadblock at the Concepts and I have learned to share how all 36 principles help my recovery and use the attraction aspect of the program to get them interested. Suggestion is like subtle commands and when someone asks for me to be

a service sponsor I suggest we work the Concepts and it will be a part of that sponsorship.

Now, whenever I get to lead a meeting or speak at one, I share about the 36 principles of A.A.: the 12 Steps, the 12 Traditions and the 12 Concepts. I share the message of hope and love in all 36 principles and how by god's grace I connect with Love, Unity and Service.

Mahalo,

Tommy G. Hawaii

Overcoming the Barriers to Participation

Thank you to the 2024 Conference Coordinator for inviting me to give you a brief presentation on "Overcoming the Barriers to Participation." Remember that the theme of the 2024 Conference is "Connecting with Love, Unity and Service." In it, we trace all the elements of participation: being warmly connected to other members who love the mission of A.A. and are willing to serve together to achieve their common goal, helping the alcoholic who still suffers. The notion of participation in A.A. is defined as a personal commitment as a member to cooperate and advance the Fellowship's operation and achieve its mission and goals. Participation implies member involvement in discussions and decisions affecting the organization, operating rules, and future. It is carried out according to the rights of decision, participation and appeal vested in all members in a position to serve.

On page 120 of *Daily Reflections*, we read these words from the book *Dr. Bob and the Good Oldtimers*: As Dr. Bob himself said, "I don't think we can do anything very well in this world unless we practice it. And I don't believe we do A.A. too well unless we practice it. . . . We should practice . . . acquiring the spirit of service. We should attempt to acquire some faith, which isn't easily done, especially for the person who has always been very materialistic, following the standards of society today. But I think faith can be acquired; it can be acquired slowly; it has to be cultivated. That was not easy for me, and I assume it was difficult for everyone else." Believing in what you do is, therefore, a prerequisite for participation.

In the Big Book, on page 88, we read: "There is action and more action. 'Faith without work is dead...'" Our only aim is to make ourselves useful. I would add: To make ourselves useful with self-sacrifice, humility, honesty, and respect for our abilities and those of others.

However, on page 62 of the Big Book, we glimpse the biggest obstacle to proper participation and involvement. "Driven by a hundred forms of fear, self-delusion, self-seeking, and self-pity, we step on the toes of our fellows and they retaliate..." Indeed, the alcoholic's unrecognized, unacknowledged, unmanaged personality could well be the fundamental obstacle to any healthy and effective participation and make it perilous: saying we're too embarrassed to serve instead of talking about misplaced pride; being self-righteous instead of admitting

our lack of self-confidence; thinking we're right about everything, so as not to admit our insecurity in the face of events and change, wanting to put everything in order at all costs because of our insecurity, creating controversy because of our rebellious and sometimes belligerent side, losing our senses to be right by distorting the facts, letting others speak for us for fear of rejection, for fear of losing the recognition of our counterparts... Needless to say, as noted on page 1 of *As Bill Sees It*, a "profound personality change" is necessary to advance in one's life, and this can only come about through the unceasing practice of the Twelve Steps and the Twelve Traditions. This explains the need to give oneself the time necessary to achieve stable emotional sobriety (the so-called suggested times of abstinence), an indispensable state of mind to develop before thinking of participating fully, serenely, and lovingly in and for A.A.

As we know, the Steps teach us honesty, hope, faith, courage, integrity, a well-placed will, humility, brotherhood, justice, perseverance, spiritual awareness, and service through attentive, selfless listening. Through Traditions, we understand the meaning of WE, the importance of unity, and the idea of rowing in the same direction towards a goal understood and known by all. Putting these principles into practice overcomes the obstacles to participation, at least those that are intrinsic to us. Publications, sponsorship, and being an assiduous member of a home group are the tools to prepare for better participation.

There are also the so-called extrinsic or factual phe-



nomena that can seem to be obstacles to participation: language, stuttering, not being able to read and write, physical or mental disabilities, being multi-dependent, remoteness, distance, career, an aversion to the word God, sexual orientation, ignorance, illness...and the list goes on!

Alcoholics Anonymous has adapted its publications and services to overcome most of these obstacles, apart from illness I would say. And yet, I've seen members gather around a sick, hospitalized member to maintain the bonds they've forged with him or her. How many illiterate members have carried out tasks in A.A. with enough humility to ask for help from those who can read and write? I was told by a mentally disabled person: Accept...when I was going through a difficult situation. He had understood!

I'm sharing with you today, despite being a unilingual French speaker. I need to overcome the difficulties that this represents to fulfill a promise: to lose my sense of uselessness and my fear of people, to experience a new freedom and happiness because God has done for me what I couldn't do on my own, namely, to meet you and participate in the destiny of the Fellowship.

Hoping to have forged more connections with you with love, unity, and service, thank you, interpreters, and thank you for your attention.

Céline L., Montmagny, Quebec

A.A. International

23RD MEETING OF THE AMERICAS

Hi everyone, my name is Robert and I am an alcoholic. The date of my sobriety is August 10·1985. My home group is Le Premier Jour, a French Group in Montreal but online group since the pandemic, and I'm serving Alcoholics Anonymous as Trustee-at-Large/Canada since I was elected at the last General Service Conference held in NY in April 2023. Many of you were present. I am so grateful to share with you all today. The further I get into this task, the more I realize that it's a real privilege. I still have so much to learn...

Trustees-at-large have the duty and honor of being delegates to the A.A. World Service Meeting, representing the U.S. and Canada in even-numbered years, and to the Meeting of the Americas (REDELA) which includes Canada, United States, Mexico, Central America, the Caribbean and South America in odd-numbered years. In the year 1978, the Zonal Meetings were born through a recommendation of the 5th World Service Meeting and the first one was hosted by Colombia in 1979. At this time, the meeting was called the *Iberoamerican Meeting*. It was not until 1997, that the 10th meeting, hosted by Mexico, changed the name to Reunión de las Americas (REDELA) - Meeting of the Americas.

It was in Colombia, 44 years later, that the 23rd REDELA was held, and where I had the privilege of living my first experience of this kind, in October 2023. This first REDELA experience enabled me to learn by listening to different experiences, while at the same time having

the opportunity to share those of our structure.

After a warm welcome at the airport, we visited the General Service Office where we were greeted by Plinio, the General Manager, surrounded by his team.

We then all set out to visit the Botero Park, with all its marvelous sculptures. We concluded our outing with a dinner in a typical Colombian restaurant, during which we shared our friendship...and a bit of Rule 62. Isn't the joy of living the theme of our Twelfth Step?

There was a pre-REDELA meeting on October 7, which gave some 450 members, mostly Colombians, the opportunity to hear delegates to the REDELA share on a series of panels. The event was launched by a virtual flag ceremony.

While the morning plenary focused successively on concepts (Marita's superb presentation) and on ways to attract new generations and ensure the Fellowship's growth after the pandemic, the afternoon plenary focused on three topics that called for reflection on the preservation of our message and the possible integration of online groups into the General Service Conference.

It was on this integration of online groups that I had the privilege of sharing within a presentation entitled *Virtual groups: how can they be integrated into the General Service Conference structure?*

Among the presentations, those featuring the highlights of each country enabled us to clearly identify the specific characteristics of each structure and appreciate the hard work accomplished by each. Other presentations focused on our principles, from leadership and unity to the responsibilities of a Class A trustee.

Throughout the rest of the week, international delegates shared the experiences, strengths and hopes of their respective countries, through presentations, in workshops and in committees.

Although all the presentations generated a great deal



of interest, it had to be said that the topics of country sponsorship and the proliferation of online groups were the ones that appealed most to participants. We can feel a wind of change, linked in particular to technology, and an openness to sharing in order to remain united in diversity. In fact, I had been asked to kick off the last round table with a presentation entitled *Virtual groups: how can our structure be inclusive?*

Of course, there was also the committee work, which raised exciting comments and sharing. For my part, I attended at Working with Others and Policy/Admission/Finances committee - which, in addition to updating the Meeting of the Americas guidelines, selected Bolivia as the host country for the 24th REDELA.

While it's remarkable to see the work each country is doing to improve, it's equally remarkable to see the impact of the pandemic. In the wake of this turning point, it's clear that we're writing a new page in history, especially with the explosion of online groups that have sprung up as a result.

Inspired by our pioneers who overcame several obstacles, and by our 36 spiritual principles that allow us to nurture the hope of moving forward, we can rest assured that, even if "we realize we know only a little" as we think about the future, "God will constantly disclose more to us (...). Ask Him what we can do each day for the man who is still sick. The answer will come if your own house is in order." *Alcoholics Anonymous, page 164*

The conclusion, meanwhile, urged us to keep our eyes firmly fixed on the foundations that have shaped our history, and to put into practice our program that enables us to see beyond the horizon and sow hope for a better future despite adversity.

Finally, it's important to point out that we used the REDELA fund to enable Bolivia, Costa Rica, Ecuador, Peru, and Venezuela to take part. In addition to that, our structure sponsored Uruguay to take part. Daniel, their international delegate, expressed his gratitude to us, and his participation helped enrich the group conscience expressed throughout the week. All the countries expressed the idea that it is important to ensure that as many countries as possible with a structure take part in this bi-annual meeting.

This year, with this in mind, REDELA has decided to do outreach to all Spanish- and English-speaking countries to invite them to our virtual meeting to help them grow their structure through country-to-country sponsorship and learning through the sharing at our monthly virtual meetings. So far, Trinidad and Tobago, and Barbados, two younger countries in terms of participation, are joining us. Finally, we also discussed the cases of Nicaragua and Cuba, with a view to giving them special attention so that they can take part in the 24th REDELA, to be held in Bolivia in 2025.

Thank you for your confidence, thank you for my sobriety, thank you for my life.

Robert L., Trustee-at-large Canada

A.A. Around the World

My name is Irene, I am an alcoholic, and I am grateful to be a member of staff at the General Service Office. Currently I have the privilege of serving on the International desk. I've been asked to share with you, in a few minutes, about A.A. around the world. The International desk is the contact point at GSO for members on all continents and for all who participate in and support the world activity of A.A. This is a truly exciting assignment, where you can see A.A. springing up in places where there was none before. But even from the vantage point of this desk, what can be seen is only a small fraction of the world activity of A.A.

Today, A.A. is present in approximately 181 countries, with about 66 GSOs around the world. Most recently, virtual platforms have offered additional accessible avenues to potentially connect with alcoholics. In recent years the phrase "A.A. around the globe" has taken on a much broader meaning.

GSO's International desk shares information and experience on the General Service Board structure, activities and GSO services with A.A. groups in countries that request help in establishing literature distribution centers, boards or general service offices; and cooperates and exchanges information with A.A. groups and members in countries that do not have a General Service Office or comparable structure.

Our trustees-at-large are our delegates to the World Service Meeting (WSM) and the Meeting of the Americas (REDELA), and GSO management and staff are invited to the other zonal meetings or national events, such as a General Service Conference or conventions as observers and resources. International trips are intended to help to carry the message and to further our relations with A.A. structures that express a need for shared experience.

Country-to-country sponsorship is a natural focus at these service meetings; delegates from countries where the Fellowship is firmly established or where it barely has a toehold offer progress reports on how they are carrying the message. Just as at regular A.A. meetings, they share their experience, strength and problems — and frequently return home armed with some very workable solutions.

The World Service Meeting convenes every two years, alternating between New York and a site in a host country. In October of this year delegates from participating countries will be meeting in New York with the theme "The Three Legacies in the Digital Era: Our Great Responsibility to the Alcoholic Being Born Today." The 28th WSM's logistics and programming is the responsibility of the international desk. None of this would be possible without the help of a stellar Staff Assistant who is fluent in three languages and several GSO departments and their dedicated employees.

The World Service Meeting was conceived as a closed forum where members from around the world could share with each other how A.A. operates in their respective countries. While the WSM is not a policy-making body, and their decisions pertain only to the functioning



of the WSM itself, the sharing of experience, the sponsorship, and the bonds created at these meetings are invaluable in our common purpose of reaching suffering alcoholics anywhere in the world.

Early on our founders understood the importance of reaching out to other countries. Bill W. wrote in *The Language of the Heart* (pages 152-153) that:

“We now know it is only a question of time when every alcoholic in the world will have as good a chance to stay alive and happy as we have had here in America. Serving the foreign groups has therefore become a major activity, though we’ve scarcely scratched the total problem so far. If A.A.’s Headquarters had never done anything else, this effort alone is worth many times its cost.”

The explosion of new A.A. activity internationally since the 1980s has created an enormous need for basic A.A. material. In response, GSO U.S./Canada allocates funds from the International Literature Fund to assist

in translating, printing, and distributing A.A. literature in countries where assistance is needed. This helps ensure consistent translation of the A.A. message of recovery and supports the management of copyrighted A.A. material through licensing arrangement. This, in turn, supports the integrity of the A.A. message, and our unity.

Our nonalcoholic friends are a vital part of the growth of A.A. around the world. A highlight of many international trips is meeting Class A trustees and other professional friends of A.A. Last November I flew to Guantanamo City, Cuba, invited by the 8th Congress on Addictions organized by one of the largest Medical Universities in the country. While our class A Molly Oliver spoke via Zoom on A.A. as a resource for the health professionals, I was able to witness the incredible work that Cuban A.A. members do to reach out to professionals. During the event, a chance encounter with one of the guests, a high-ranking military officer from Venezuela (many health professionals in Cuba are in the military) led to an opportunity to share about our Traditions and explain that no, the U.S. Government has no control of A.A. I don’t think I ever shared about our Traditions in such an impactful way, the General was surprised to know about our principle of non-affiliation and was willing to receive some pamphlets and my old pocket version of the book *Twelve Steps and Twelve Traditions*.

To conclude this presentation, I want to share a couple of things I have learned in the few months in the

assignment: There are still countries where there is no A.A., and others where there are vast distances between meetings and members. In many countries women are still finding difficulties ranging from attending meetings to serving at the structure level. I have also learned that requests for translated literature can often come from our own structure: recently a professional in Illinois called asking for literature and meeting information in Swahili. The completion of the translation in Haitian Creole of the pamphlet “Is AA for Me?” and Chapter 5 of the Big Book “How It Works” followed an expressed need of literature for the large Haitian population living in our structure.

We may not be able to find *established* A.A. meetings everywhere we go, but we can be the spark that starts them. The A.A. message of hope will continue to spread, as long as we, the members, carry it with us, and act as the messengers.

Irene D., GSO Staff, International Assignment

■ Workshop Summary

This year, on the Sunday opening of the 74th General Service Conference, the Workshop topic was “Connecting Home Groups to the Conference Throughout the Year, to Better Inform the Group’s Conscience.” The workshops were attended by all Conference members: delegates, trustees, GSO and Grapevine/La Viña staff, as well as by AAWS and Grapevine directors.



This year on the Sunday and Monday of the 74th General Service Conference, the Workshop topic was “Connecting the Home Group to the Conference throughout the Year to Better Inform the Group’s Conscience.” The workshops were attended by delegates, trustees, GSO and Grapevine staff, as well as by AAWS and Grapevine directors. Ten breakout groups of a dozen or more attendees met in Marriott Hotel conference rooms to discuss the posed questions covering how to bring the Fellowship and the service structure in closer alignment.

The first question was, “How can General Service Reps engage with the Conference structure throughout the year? What opportunities are there?”

Some of the common themes stressed throughout the breakout rooms were engaging with members on a personal level and making service attractive. Some of the common challenges were knowing who is receiving information provided, and then determining who is engaged after communicating. And to acknowledge that technology is changing so fast and affecting what and how we share information. Some shared how their Assemblies offered the chance to share information and how good communication between the delegate and the GSRs was paramount.

Suggested opportunities included: Area Assemblies, workshops, district meetings, AAWS Highlights, Service Manual training, service sponsorship, and becoming a

member of a local or area committee.

Newsletters and hybrid meetings also fostered helpful communication. Most agreed that Regional Forums with the GSO staff were quite helpful. Many reported that they hold mini conferences to go over agenda items, and that GSR sharing sessions, held virtually, have been initiated, however they are not yet well attended.

One concern expressed several times was that GSR engagement is limited — not enough groups have a GSR to participate. We should make service attractive with sharing sessions, and personal engagement and do more to inform and educate the GSRs on how they can participate. Most of the delegates stated that their areas hold GSR orientation sessions to help GSRs get started. A new GSR often feels like they are trying to “drink from a firehose.”

Much was said on the importance of educating the Fellowship on the importance of the group. That GSRs are active when they have an active sponsor, just as with groups. If they have a GSR, they are involved. As delegate help keep a district active. As regional, try to educate on a regional level. Dark Districts are fostered back into activity by adjoining districts. Just reading the Service Manual is not enough! We must add joy to be attractive! Folks today need more engagement than just books. GSRs are able to engage if they are informed on how they can engage.

Sharing sessions, delegate reports or roundups, assem-

blies, and pre-Conferences are all utilized. One area has all their GSRs register for pre-Conferences and then the GSRs are randomly selected to a “Conference committee” and participate just like the Conference. Some delegates travel around to their areas and bring the “Conference” with them along with holding workshops to encourage enthusiasm. Servants in the bottom of the triangle need to make time to engage with all members. It is important not to be “too advanced” with those newer to service.

This discussion led into the second question posed, “How do we make General Service Work more accessible?”

By performing Conference work throughout the year, not just in preparation for the Conference. We need to concentrate on positive aspects in reports and personal engagements, expressing enthusiasm. We should encourage an appropriate tone of voice when talking about service, invite “new” people to district/area service meetings and show an interest and willingness to reach out.

Face to face meetings helped improve a better understanding of service. As delegates reaching out the hand of A.A. can be more effective than telling the individual to serve. Demonstrate the joy of service.

One area grouped districts into “clusters” and each district in a cluster hosts a forum once during the two-year rotation, to move discussions around. Another area holds three in-person sharing sessions where anyone can address any Conference agenda item they wish. Area officers and committee chairs travel to the districts, rather than having GSRs and DCMs, and other trusted servants travel to area events. And, an active accessibility committee is key to reaching all who need to be reached.

Both previous questions touched on the use of technology which was highlighted in the third question — “How are we using technical advancements in technology to

distribute Conference information at the area, district, and group level, so that individual members can have a voice on Conference topics?”

Great strides in using tech were taken due to the pandemic. Several use virtual meeting spaces to update and share information. Translation software has come into use. Moving documents online, holding virtual information meetings, using QR codes for reports, as well as Survey Monkey, password protected docs, and WordPress forms were all practical suggestions.

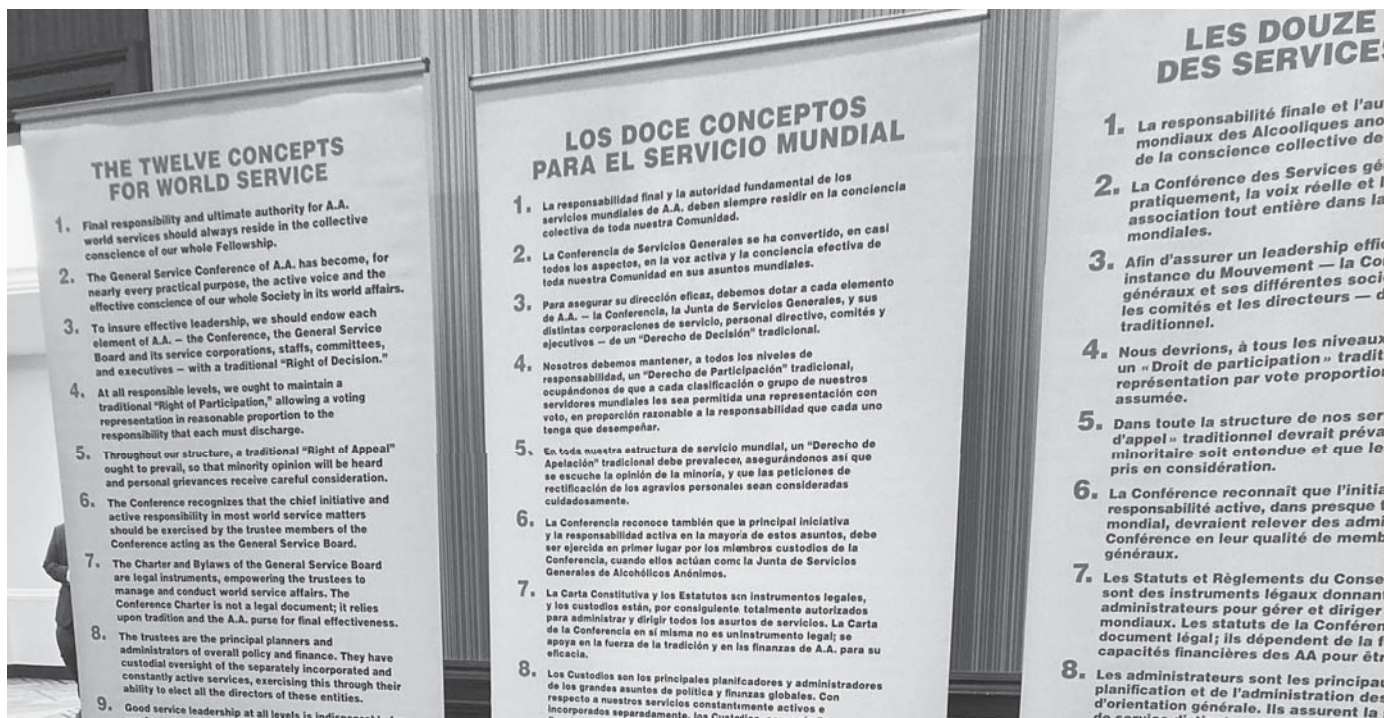
Password protected places on area websites to share agenda items and background material and MailChimp to send out high volume emails, including large attachments like background information. Google workspace has a free service for 501c3 organizations, where each trusted servant is assigned an account that can roll over during rotation. Some areas make their virtual accounts available to all districts for virtual meetings or sessions.

All agree, if people are not accessing the material, then all the technology won’t help.

Delegates share information through Zoom sharing sessions, Google Drive for background dissemination and Google Forms for collecting Group Conscience back. Area websites have been a steady platform for distributing information. One area utilizes Drop Box links.

Delegates shared varied experience on hybrid assemblies: Some very successful and a few still working it out. Every area reported they have a technology committee.

One visitor from the UK service structure said they put their service magazine online and nobody read it, so they went back to print. Gauging by responses, they feel more people are reading it in print, and they have more filled service positions. Despite the savings garnered by taking publications online instead of printing them, “We can’t put a price on peoples’ lives.”



■ Advisory Actions

Conference Advisory Actions represent recommendations made by the standing committees and approved by the Conference body as a whole or recommendations discussed and voted on by all Conference members during general sessions. The group conscience of the Fellowship in the United States and Canada was expressed in the following Advisory Actions, which the General Service Board accepted in its legally required annual meeting following the 2024 Conference.



FLOOR ACTIONS

It was recommended that:

- A pamphlet on the Asian and Asian-American alcoholic in A.A. be developed and that a draft or progress report be brought to the 2025 General Service Conference.

AGENDA

It was recommended that:

- The following theme for the 2025 General Service Conference: “Working Together, Increasing Trust.”
- The following presentation theme and topics for the 2025 General Service Conference:
 - » “Delegating: It is okay to ask for help.”
 - » “Closing the Gap: How do we make the voice of every Group count?”
 - » “Our Financial Responsibility in carrying the message.”
- The following workshop topic for the 2025 General Service Conference: “How do we address the new financial reality facing our spiritual movement?”
- The General Service Conference Inventory Plan be approved and that an inventory summary (not to

exceed eight pages), be included in the 2025 Final Conference Report.

- A comprehensive summary of the 2025 General Service Conference Inventory be developed and distributed as an electronic version only.

ARCHIVES*

No recommendations.

COOPERATION WITH THE PROFESSIONAL COMMUNITY

No recommendations.

CORRECTIONS

It was recommended that:

- The Singleness of Purpose description in the pamphlet “A Message to Correctional Professionals,” which currently reads:

“Some professionals refer to alcoholism and drug addiction as ‘substance abuse’ or ‘chemical dependency.’ Nonalcoholics are, therefore, sometimes introduced to A.A. and encouraged to attend A.A. meetings. Nonalcoholics may attend open A.A. meetings as

*Members serve on this committee as a secondary committee assignment.

observers, but only those with a drinking problem may attend closed meetings.”

Be replaced with the following text:

“Some professionals refer to alcoholics and drug addicts as a single group when using professional terminology. Nonalcoholics are, therefore, sometimes introduced to A.A. and encouraged to attend A.A. meetings. Nonalcoholics may attend open A.A. meetings as observers, but attendance at closed meetings is limited to persons who have a desire to stop drinking.”

- The video “Carrying the Message Behind these Walls” be discontinued.
- A pamphlet on the transgender alcoholic in A.A. be developed. The committee requested that a draft pamphlet or progress report be brought back to the 2025 Conference Committee on Corrections.

***Note:** As a result of the 2023-2024 Equitable Distribution of Workload plan, the previous item was on the agenda of the Conference Committee on Corrections.

FINANCE

It was recommended that:

- The following change to the language in the pamphlet “Self-Support: Where Money and Spirituality Mix” be implemented:

At the bottom of page 9 where it currently reads:

Q: Who manages GSO’s share of your group contributions?

A: The General Service Board’s Finance Committee meets quarterly to review and approve GSO’s budget and the audited financial accounts.

The A.A. World Services Board meets monthly and maintains direct control of income and expenditures. The annual General Service Conference reviews A.A.’s finances through its own Finance Committee. A.A.’s financial affairs are an “open” book. A summary is published in each Quarterly Report and a full accounting is in the Final Conference Report. The account books themselves are available at the General Service Office for scrutiny at any time.

Be revised to read:

Q: Who manages GSO’s share of your group contributions?

A: The General Service Board’s Finance Committee meets quarterly to review **and approve the financial reports of the General Service Board, inc., A.A. World Services, Inc., and AA Grapevine, Inc. In addition, the committee reviews and approves the budgets two times per year.**

The A.A. World Services Board meets regularly and maintains direct control of income and expenditures. The annual General Service Conference reviews A.A.’s finances through its own Finance Committee. A.A.’s

financial affairs are an “open” book. A summary is published in each Quarterly Report and a full accounting is in the Final Conference Report. **These reports are available at aa.org and at the General Service Office for review at any time.**

*Suggested changes highlighted in black.

- The maximum annual contribution from an individual A.A. member to the General Service Board be increased from \$5,000 to \$7,500.

GRAPEVINE AND LA VIÑA

It was recommended that:

- The AA Grapevine Board develop a 5-year financial plan for La Viña with the goal to reduce shortfalls and increase revenue to be brought back to the 2025 Conference Committee on Grapevine and La Viña.

INTERNATIONAL CONVENTIONS/ REGIONAL FORUMS†

It was recommended that:

- An anonymity-protected photograph of the flag ceremony be taken at the 2025 International Convention.
- An encrypted, delayed anonymity-protected Internet video of the 2025 International Convention Opening Flag Ceremony be approved and that the video be placed on appropriate communication channels.
- Providing six options for closing the Big Meetings at an International Convention: The Serenity Prayer, Responsibility Statement, Declaration of Unity, the Third Step Prayer, the Seventh Step Prayer, or a Moment of Silence.
- Anonymity-protected video footage with highlights of the 2025 International Convention be produced for maintaining archival footage of the Convention, as well as for sharing the spirit and enthusiasm of the 2025 International Convention.
- That a delayed, anonymity-protected, digital access stand-alone product offering of the three Big Meetings be created.

LITERATURE

It was recommended that:

- The pamphlets “It Happened to Alice” (P-39) and “What Happened to Joe” (P-38) be retired.
- The draft of the revised pamphlet “A.A. for the Black and African American Alcoholic” (retitled “Black in A.A.: Experience, Strength and Hope”) be approved with the following minor editorial changes:
 - » Generalize terminology surrounding drug and addiction references.
 - » Removal of one story.
 - » The removal of the political commentary within two stories.

†Members serve on this committee as a secondary committee assignment.

- The draft manuscript *Plain Language Big Book: A Tool for Reading Alcoholics Anonymous* be approved with minor editorial changes to include:
 - » Relocation of the “A.A. Steps Table” to constitute an Appendix (on the Twelve Steps) at the back of the new publication.
 - » Replace the references to “addiction” and “addicted” with language related to alcoholism.
- The “Too Young?” video adaptation project be permanently suspended.
- The word “donation” be utilized to state that A.A. does not accept donations from outside entities; and that the word “contributions” be utilized when referring to Seventh Tradition contributions from A.A. members, in AAWS literature as it comes up for reprint.

POLICY/ADMISSIONS

It was recommended that:

- The Equitable Distribution of Workload (EDW) process be adopted and implemented.
- The Proposed Agenda Item (PAI) submission date deadline for the 2025 General Service Conference be moved to a date no earlier than September 30, 2024.

Committee recommendations approved by videoconference April 9, 2024, at the Pre-General Service Conference meeting:

- Alice G., who currently serves as the Area 80 Alternate Delegate and has been selected by the Area to replace Lawrence P., serve as a 2024 Conference Member during Conference Week. The Area has communicated that Lawrence P. will continue to serve as the Area 80 Delegate.
- Dwayne M. (who is replacing Gerry W. as Area 82 Delegate) serve as a 2024 Conference Member.

PUBLIC INFORMATION

It was recommended that:

- The :30 English language version of the Public Service Announcement (PSA) “Since Getting Sober I Have Hope” be discontinued.

- The :60 English language version of the Public Service Announcement (PSA) “Since Getting Sober I Have Hope” be discontinued.
- The :15 English language version of the radio Public Service Announcement (PSA) “We Know How You Feel” be discontinued.
- Two Public Service Announcements be distributed on broadcast media, tracked and evaluated at a cost of \$17,000 which would be in addition to the \$48,000 that is planned to be spent to track the Value of Donated airtime on PSAs in 2024 per the audit requirement. The total expenditure should not exceed \$65,000 and that the information gathered from the process be brought back to the 2025 Conference Committee on Public Information.
- The 18 interviews recorded to date as part of Young People’s Video Project be approved, giving the General Service Office (GSO) the latitude to edit and distribute the videos in the style of “I Thought Drinking Made Me an Artist (working title)” and “The World Has Color Now (working title)” The videos can be produced in various formats and made available on our communication channel platforms. The committee requested that an update report be provided to the 2025 Conference Committee on Public Information.
- The revised draft of the flyer “A.A. at a Glance” (F-1) be approved with minor edits.
- The revised pamphlet “Speaking at Meetings Outside of A.A.” (P-40) be approved.
- The flyer “A Message to Teenagers” be retired.

REPORT AND CHARTER

It was recommended that:

- The section “The (Typical) Area Assembly” in the “Area Assembly and its Activities” chapter of The A.A. Service Manual be amended to add a text reference in addition to the color reference in order to address readability for members that are color blind.
- In the draft section “Board’s Custodial Oversight” in the “The Board’s Operating Corporations” chapter of The A.A. Service Manual be amended from:



“To facilitate the board’s custodial oversight, there are three corporate mechanisms: electing directors, approving budgets, and authority to make changes to corporate bylaws. These are used for the primary in the management of the principal assets of the General Service Board: the trustees’ Finance and Budgetary Committee, the General Service Board Reserve Fund, and the many trademarks, copyrights and logos maintained on behalf of A.A. as a whole.”

to:

“To facilitate the board’s custodial oversight, there are three primary corporate mechanisms to manage the principal assets of the General Service Board: electing directors, approving budgets, and authority to make changes to corporate bylaws.”

- The order of the chapters in The A.A. Service Manual be amended from:

Chapter 8: The General Service Board
 Chapter 9: The Board’s Operating Corporations
 Chapter 10: The General Service Office
 Chapter 11: A.A. World Services, Inc.
 Chapter 12: AA Grapevine, Inc.

to:

Chapter 8: The General Service Board
 Chapter 9: The Board’s Operating Corporations
 Chapter 10: A.A. World Services, Inc.
 Chapter 11: AA Grapevine, Inc.
 Chapter 12: The General Service Office

- In Article 9, “The General Service Conference Meetings,” a footnote be added to the Current Conference Charter with the following text:

“In 2023 an Advisory Action was passed by the General Service Conference outlining a process for polling the General Service Conference body between annual meetings using virtual technology.”

- The items that receive simple majority be included in the Final Conference Report under the heading “Recommendations that achieved Simple Majority – These items did not receive the two-thirds majority required to pass as a Conference Advisory Action.”

TREATMENT AND ACCESSIBILITIES

It was recommended that:

- The draft pamphlet “Bridging the Gap” (P-49) be approved with minor editorial revisions.
- The flyer “Where Do I Go from Here?” (F-4) be updated with current inclusive language and information on how to find A.A. both in person and online. The committee requested that a progress report or draft flyer be brought back to the 2025 Conference Committee on Treatment and Accessibilities.

TRUSTEES

It was recommended that:

- The following slate of trustees of the General Service Board be elected at the annual meeting of the members of the General Service Board on April 20, 2024,

following presentation at the 2024 General Service Conference for disapproval if any:

Class A Trustees†

Sr. Judith Ann Karam, C.S.A.
 Dawn Klug
 Hon. Kerry Meyer
 Al Mooney, M.D., FAAFP,
 FASAM
 Anadora (Andie) Moss
 Molly Oliver
 Kevin Prior, MBA, CFA, CPA

Class B Trustees

Cathi C.
 Charles H.
 Tom H.
 Scott H.
 Teresa J.
 Reilly K.
 Deborah K.
 Robert L.
 Gail P.
 Paz P.
 Marita R.
 Joyce S.
 David S.
 Ken T.
 Carolyn W.

†Nonalcoholic

- The following slate of officers of the General Service Board be elected at the annual meeting of the members of the General Service Board on April 20, 2024, following presentation at the 2024 General Service Conference for disapproval if any:

<i>Chairperson:</i>	Scott H.
<i>First Vice-Chairperson:**</i>	Deborah K.
<i>Second Vice-Chairperson:**</i>	David S.
<i>Treasurer:</i>	Kevin Prior, MBA, CFA, CPA*
<i>Secretary:**</i>	Teresa J.
<i>Assistant Treasurer:</i>	Paul Konigstein*†
<i>Assistant Secretary:</i>	Racy J.*

*GSO employees

** Elected by Third Legacy Procedure

†Nonalcoholic

- The following slate of directors be elected at the annual meeting of the members of the A.A. World Services Corporate Board on April 20, 2024, following presentation at the 2024 General Service Conference for disapproval if any:

Vera F.	Ken T.
Racy J.*	Carolyn W.
Reilly K.	John W.
Deborah K.	Bob W.*
Clinton M.	

*GSO employees

- The following slate of directors be elected at the annual meeting of the members of the AA Grapevine Corporate Board on April 20, 2024, following presentation at the 2024 General Service Conference for disapproval if any:

Teddy B-W.	Molly Oliver†
Morgan B.	Paz P.
Chris C.*	Joyce S.
Teresa J.	David S.
Nikki O.	

*AA Grapevine employee

†Nonalcoholic

■ Committee Considerations

An Advisory Action of the 1990 General Service Conference states: "Items discussed, but no action taken or recommendation made, as well as committee recommendations which are not adopted, be included in a separate section of the Final Report." Listed by committee, such items are included here "in their entirety" per Advisory Action of the 2019 General Service Conference.



AGENDA

Committee Considerations:

- The committee discussed the printing and distribution of a comprehensive summary of the 2025 Conference Inventory and noted that the cost estimates for printing and shipping could change in the next year. The committee suggested that a plan to print and distribute the comprehensive summary of the 2025 General Service Conference Inventory be brought back to the 2026 Conference Committee on Agenda.
- The committee reviewed the 2023 Conference evaluation summary noting the new streamlined format that included a list of proposed improvements with a list of cost savings. The committee noted several improvements were being made at the 74th General Service Conference. The committee looks forward to reviewing the 2024 evaluation summary at the 2025 General Service Conference.
- The committee reviewed the 2023 evaluation questionnaire that includes opportunities for Conference Members to share feedback about the changes implemented to the 2024 Conference Week Schedule, and to weigh in on proposed future changes.
- The committee discussed the improvements to the schedule of the 2024 General Service Conference implemented by the trustees' General Service Conference Committee and appreciated the thoughtful and thorough cost saving measures to the Conference budget.
- The committee also discussed Area Service Highlights presentations during the Conference week. The committee felt that these presentations about service areas could provide Conference Members with an opportunity to learn how local committees carry the A.A. message, foster participation, and overcome challenges. The committee also noted that conducting Conference business can encompass sometimes harsh experiences while Conference Members reach a group conscience on Committee recommendations and felt that Area Service Highlights can provide balance. The committee also noted the priority of completing Conference business in a timely manner and suggested that including Area Service Highlights in the Conference Manual could provide other Conference Members with opportunities to make notes and be informed about other service areas.
- The committee discussed a Saturday evening meet-and-greet gathering of Conference Members and the Sunday night A.A. Banquet that includes a plated dinner. While the committee appreciates the prudent review of the Conference budget, the committee

requested that the trustees' General Service Conference Committee continue with these pre-Conference gatherings. The committee felt that including these pre-Conference events provide Conference Members with unifying, welcoming, and cohesive experiences that help usher in the Conference Week.

- The committee also noted that meal stipends could provide Conference Members with opportunities to spend some quiet time during a busy Conference week schedule. The committee requested the trustees' General Service Conference Committee consider ways to add 2-3 additional meal stipends for Conference Members.
- The committee discussed opportunities to give more time to complete Conference business and felt that reinforcing the mechanics of the Conference agreed to by Conference Members would be useful.
- The committee discussed the value of Workshops during the Conference week and noted that local committees conduct workshops based on these topics and provide opportunities to inform delegates with a broad range of experiences.
- The committee discussed the number of videoconference meetings that occur within service areas, regions, and for Conference Members. The committee felt that some local events share misinformation, or incon-

sistent materials, which is troubling. The committee discussed ways that could help clarify and support accurate information and felt that the three Board chairpersons could explore aligning their efforts to share information within the Fellowship.

ARCHIVES

Committee Considerations:

- The committee discussed the recent update to the Archives video *Markings on the Journey* and accepted the verbal report on the status of the video by Gospelizing Director. The committee requested that the AAWS Board continue to explore all means of delivery and distribution of the video, not to be limited to DVD, Flash Drive, or downloadable digital file on the AAWS Online Bookstore.
- The committee reviewed the newly revised Archives Workbook and made the following suggestions for inclusion in a future printing:
 - » Add appropriate images to enhance the content, where applicable, as determined by the GSO Archives Department.
 - » In the section "What to Collect?" add reference to digital materials in the suggested list of materials local archives might consider collecting.

COOPERATION WITH THE PROFESSIONAL COMMUNITY

Committee Considerations:

- The committee reviewed a progress report on the development of an outward facing pamphlet for mental health professionals and noted the continued work moving forward toward the production of the pamphlet. The committee requested that a progress report or draft pamphlet be brought back to the 2025 Conference Committee on Cooperation with the Professional Community.
- The committee suggested the trustees' Cooperation with the Professional Community/Treatment-Accessibilities Committee (TCPC/TA) consider developing additional service materials as follows:
 - » A "hard copy" service piece for local Cooperation with the Professional Community (CPC) committees to provide to professionals in their face-to-face contact and when exhibiting or presenting at professional events.
 - » That the service piece includes newly designed infographics gleaned from existing content in the draft pamphlet for mental health professionals.
 - » That the service piece also includes a way to link to material for the mental health professional, such as the content of interviews already conducted and content from the draft pamphlet.
 - » That the presentation of materials developed reflects a modern look and feel appealing to professionals.



The committee requested that a progress report on the development of the service piece be brought to the 2025 Conference Committee on Cooperation with the Professional Community.

- The committee discussed the impact of the Comprehensive Media Plan (CMP) in carrying the message to the professional community and provided the following suggestions to be forwarded to the trustees' Public Information Committee regarding the CMP:

» That the Conference Committee on Cooperation with the Professional Community contribute annual input to the revision of the CMP and collaborate with the Trustees' Public Information Committee for effective use of technology in how we reach professionals using current industry standards and adapting to new and emerging technologies including, but not limited to:

- ▶ QR codes
- ▶ Infographics
- ▶ Templates for CPC outreach to professionals
- ▶ Audio
- ▶ Podcast features
- ▶ And additional media

- The committee considered the request to develop a pamphlet for the unhoused alcoholic in A.A. and took no action. The committee felt that a pamphlet would not be an effective tool to carry the message to the unhoused community. The committee suggested that the trustees' Cooperation with the Professional Community/Treatment-Accessibilities Committee consider exploring methods of how to better serve the unhoused population.
- The committee reviewed the content and format of the Cooperation with the Professional Community (CPC) Kit and Workbook and noted the updates that were suggested by the 2023 Conference Committee on Cooperation with the Professional Community. The committee provided suggestions for updates to be included in the next printing of the Workbook; minor formatting updates to the list of the Kit contents, and recently updated CPC service material in the Kit. Minor editorial changes to CPC materials are to be forwarded to Publishing.
- The committee suggested considering CPC pamphlets as topics for podcasts or other formats to aid local committees in their service work.
- The committee reviewed the three existing Cooperation with the Professional Community videos for professionals available on aa.org and requested that the trustees' Cooperation with the Professional Community/Treatment and Accessibilities Committee explore the option of repurposing the videos, including updating the scripts with new voiceovers while also using stock footage and images to replace outdated video/images. The committee requested that a progress report be brought back to the 2025 Conference Committee on Cooperation with the Professional Community.

- The committee reviewed the progress report on the LinkedIn page and received a verbal update from the Communication Services Department. The committee noted the formatting and content to include informing professionals in three languages within the limitations of the platform and best practices for posting to social media. The committee requested that a progress report be brought back to the 2025 Conference Committee on Cooperation with the Professional Community.

CORRECTIONS

Committee Considerations:

- The committee reviewed the Corrections Kit and Workbook. The committee noted that the suggestions made by the 2023 Conference Committee on Corrections had been included in the Workbook and provided an additional editorial update for the Contents of Corrections Committee Kit List.
- The committee requested that the staff coordinator on the corrections desk gather shared experience on how local corrections committees encourage and engage members in corrections service. The collected shared experience would be available upon request from the corrections desk.
- The committee suggested that AA Grapevine consider including shared experiences on how to encourage and engage A.A. members in Corrections service within their July prison issue.

FINANCE

Committee Considerations:

- The committee reviewed the video "Hope: Alcoholics Anonymous" for effectiveness and relevance and took no action. The committee agreed that the information in the video is still relevant, and the video is still useful. The committee also agreed that it wouldn't be prudent to update the video at this time. *
- The committee reviewed the progress report reflecting shared experience from the Fellowship on possible future changes to literature written by A.A.'s founders and took no action. After thorough consideration and mindful reflection of the comments received from Founders' Writings sharing sessions, as well as the valuable input received from the Fellowship via Area Delegates, the committee agreed that current Conference procedures provide a process wherein future proposals for changes can be considered by the group conscience of each Conference, negating the need for a mandated policy.†

†Carryover from a previous EDW plan

*2024 EDW distribution

- The committee discussed a request that the General Service Board develop supplemental financial reporting focused on the actual costs of the various service items we provide. The committee requested that the Trustees' Finance and Budgetary Committee produce

an initial draft of the supplemental financial reporting based on projects and that a draft be brought back to the Conference Committee on Finance for review at the 75th General Service Conference. The committee requested that:

- » The draft include reporting on the following service items:
 - ▶ Development of certain new literature titles.
 - ▶ Cost of capital projects such as software, app, and website development.
 - ▶ Maintenance cost of software, apps, and website.
 - ▶ International services.
- » The frequency of reporting is suggested to be quarterly and be included in quarterly reports.
- » The level of detail reported should include:
 - ▶ Revenue numbers for items we sell (and identify “no cost” items, perhaps providing separate sections for priced items vs. “no cost” items). Also, include reporting on any draws from the reserve fund for any item.
 - ▶ All long-term costs such as server fees, development costs as platforms evolve, and ongoing content creation such as podcasts, apps, Instagram accounts, etc.
- » Additionally, if any project under development is included as a Conference agenda item, then the relevant parts of the new financial reporting would be included as background for the item.

GRAPEVINE AND LA VIÑA

Committee Considerations:

- The committee requested that the Grapevine Board develop a plan for a more effective La Viña subscription procedure, fulfillment process and customer service experience and that a progress report be brought back to the 2025 Conference Committee on Grapevine and La Viña.
- The committee requested that the Grapevine Board develop a Grapevine and La Viña financial reporting system that is clearer and easier to understand for the Fellowship.
- The committee explored the services provided by AA Grapevine and how they should be funded and took no action. The committee felt they needed feedback from the Fellowship and requested that the Grapevine Board conduct a survey to the membership to identify relevance, usefulness and financial viability of products and services provided by the AA Grapevine, such as Podcast, Instagram and YouTube, with a report to be brought back to the 2026 Conference Committee on Grapevine and La Viña.
- The committee considered a request to develop a pamphlet on the Asian and Asian-American alcoholic in A.A. and took no action. Because of the anticipated cost and workload associated with developing a

new pamphlet at this time, the committee suggested that the need expressed in this agenda item may be addressed in other AAWS and AA Grapevine publications instead.

Note: As a result of the 2021-22 Equitable Distribution of Workload plan, the above item was on the agenda of the Conference Committee on Grapevine and La Viña.

- The committee reviewed the AA Grapevine Workbook and provided some editorial suggestions.
- The committee agreed to forward to the AA Grapevine Board the suggestion that AA Grapevine, Inc. produce in the year 2025 or later:
 1. Sober Holiday Stories (working title)
A helpful book where members share about the joys and challenges of staying sober through the many holidays of the year.
 2. Dating & Relationships (working title)
Members share stories about learning how to date in sobriety and/or how their relationships have changed since they’ve been in A.A. awhile.
 3. Lo Mejor de La Viña III (Best of LV III) (working title) (La Viña book)
The stories demonstrate the various ways members get active in A.A. to stay sober, carry the message and live useful and rewarding sober lives.
 4. En las prisiones (Jails and institutions) (working title) (La Viña book)
Stories by sober Hispanic members who have experienced A.A. in prison and are helping one another and carrying the message.
 5. La derrota (Surrender) (working title) (La Viña book)
A.A. members share what helped them get sober, surrender and handle their new lives of recovery.

INTERNATIONAL CONVENTIONS/ REGIONAL FORUMS

Committee Considerations:

- The committee discussed a report concerning virtual programming for the 2025 International Convention. The committee agrees with including a two-day 8 session virtual track in the program. The committee believes that the \$35.00 (USD) per attendee fee for the programmed virtual session track is prudent and provides a desired accessibility for members who may not be able to attend the convention in person. The committee made the following suggestions to the trustees’ International Convention Regional Forums Committee related to the two-day 8 session virtual program track:
 - » That there be virtual hospitality suite.
 - » That virtual technology support be provided.
- The committee requested that the trustees’ International Convention and Regional Forums Committee explore ideas to develop a new declaration to be adopted at the 2030 International Convention. The concept is to



review the history of The Responsibility Statement or the “I Am Responsible” Declaration that was introduced at the 1965 International Convention in Toronto. In addition to the history of the “Unity” declaration that was introduced at A.A.’s 35th Anniversary International Convention held in Miami Beach, Florida in July 1970. The committee looks forward to a progress report being brought back to the 2025 Conference Committee on International Convention and Regional Forums.

- The committee discussed ways of encouraging interest and participation in Regional Forums and made the following suggestions:
 - » Continue to announce Regional Forums at all local A.A. events within the Region.
 - » That the staff coordinator on the regional forum assignment communicate with the Area Contact and Volunteer Committee earlier in the Regional Forum planning process.
 - » That the staff coordinator on the regional forum assignment continues to disseminate Regional Forum information early and often using all modes of communication including email, aa.org website, Meeting Guide App., *Box 4-5-9*, and AA Grapevine and La Viña.
 - » Consider creating short current anonymity protected videos about Regional Forums that can be shared on our communication channels.

- » That the General Service Board consider adding the use of current technology including streaming, virtual and/or hybrid components to the Regional Forum; and the possibility of using local A.A. resources.
- » Consider adding an additional full virtual forum.

LITERATURE

Committee Considerations:

- The committee reviewed a progress report on revisions to the pamphlet, “The Twelve Steps Illustrated.” The committee requested that a new draft, partial draft, or progress report be brought back to the 2025 Conference Committee on Literature. The committee discussed post-Conference follow-up processes at the General Service Office. The committee noted the value of communication memos for clarity and process transparency.
- The committee reviewed a progress report on revisions to the pamphlet “A.A. for the Native North American.” The committee noted that the introduction section has been drafted and that outreach efforts have been efficient, effective, and resulted in an increased number of story submissions. The committee requested that a draft or progress report be brought back to the 2025 Conference Committee on Literature.
- The committee reviewed a progress report on the development of the Fourth Edition of the book *Alcohólicos Anónimos – Spanish*. The committee noted that the story submissions reflect a broad and diverse cross-section of the A.A. Fellowship, reflecting each of A.A.’s Three Legacies. The committee requested that a draft manuscript or progress report be brought back to the 2025 Conference Committee on Literature.
- In addition to recommending permanent suspension of the “Too Young?” video adaptation, the committee noted the potential value provided by other projects currently in development such as the “Young Peoples’ Video Project” which address similarly stated needs.
- The committee reviewed a progress report on revisions to the pamphlet “Questions and Answers on Sponsorship.” The committee noted that much of the work was outside of the scope of the committee consideration from the 2023 Conference Committee on Treatment/Accessibilities. The committee requested that the work going forward reflect the 2023 Treatment and Accessibilities suggestion to “consider updating the pamphlet ‘Questions and Answers on Sponsorship’ to add language on working with alcoholics with intellectual or information processing challenges, communication challenges and diverse neurological abilities.” The committee requested that a progress report or draft pamphlet be brought back to the 2025 Conference Committee on Literature.
- The committee reviewed the 2024 Recovery Literature Matrix and noted the need for procedural guidance through rotation memos and a reference to the informa-

tion provided within the “AAWS Policy on Publication: Keeping A.A. Literature Current.” The committee requested that a footnote be added to the Literature Matrix referencing the value of this policy as a resource.

- The committee requested that the list of formatting priorities, as established by A.A. World Services, Inc. Publishing Department, be included within future Recovery Literature Matrixes.
- The committee requested that A.A. World Services, Inc. consider developing guidelines relative to style and format to provide greater consistency of appearance and presentation between individual pieces of Conference-approved literature.
- The committee discussed Reflexiones Diarias, the Spanish translation of the Daily Reflections book. The committee suggested that AAWS consider providing Reflexiones Diarias in a large-print format.
- The committee reviewed a progress report on the development of the Fifth Edition of the book Alcoholics Anonymous. The committee looks forward to a progress report or draft manuscript to be brought back to the 2025 Conference Committee on Literature.
- The committee reviewed a progress report on the video animation of the pamphlet “The Twelve Concepts Illustrated.” The committee requested that the project proceed with Phase II Option I to include translation of narration voiceover and visual text into French and Spanish.

POLICY/ADMISSIONS

Committee Considerations:

- The committee met February 8, 2024, to consider a request from the trustees’ General Service Conference Committee and General Service Board that a trustee of the Great Britain General Service Board, Joanna Faul and the Great Britain General Service Office General Secretary, Ranjan Bhattacharyya, be approved to attend the 2024 U.S./Canada General Service Conference as observers. The committee agreed to grant admission which is in keeping within the scope of the committee, per the 2022 Policy/Admission Advisory Action.
- Regarding the Equitable Distribution of Workload (EDW) process, the committee requested that the trustees’ Committee on the General Service Conference and Conference Coordinator develop a finalized operational procedure and implementation plan. The committee requested that a progress update be brought to the 2025 Conference Committee on Policy/Admissions on the finalized EDW implementation.
- The committee suggested that the trustees’ Committee on the General Service Conference create a proposal providing simpler methods of balancing conference workload which might include, but not limited to, the following suggestions:
 - » Reimagining current Conference committees in ways that could accommodate heavier workloads.

- » Some Committee literature on recovery or more general topics of service could be moved under the purview of committees which historically have agendas with less items. Some Conference-approved items that don’t set policy but rather, reflect factual information might be moved to service material, to allow for more timely updates.
- » Providing Conference committees a clear understanding and list of all items within their scope and purview. (Example: A committee that has an agenda item of “Review Kit and Workbook” does not necessarily have less “work” to do but rather an opportunity to do a more thorough review of the pamphlets and service material under their purview within the contents of the kit, that can often unintentionally get neglected and become increasingly dated when a committee’s agenda becomes lengthier.)
- » That the function and purpose of Equitable Distribution of Workload (EDW) be more centered on *lessening* the workloads of committees that may not have ample time to complete their work rather than focusing on *adding* to agendas to lengthen the work.
- » Adding additional Conference Committees or secondary Conference committees.
- » The Conference Agenda Routing (CAR) form may be an unnecessary internal reporting mechanism for the General Service Office and a simpler method of documenting Proposed Agenda Item (PAI) review might be considered.
- » An adjustment to the Conference schedule to allow for more committee time to handle additional workload, in lieu of presentations and workshops.
- The committee also discussed the need for updated language to the current Proposed Agenda Item (PAI) form and provided the following suggestions:
 - » Include clarifying language that PAI submissions received past the deadline would not be considered for the upcoming General Service Conference (GSC) but would be considered for the following year.
 - » The note provided in section 3 of the form, also be included at the top of the form in **bold** font.
 - » Under section 3 add a question, “If this item is being submitted by an individual, was the item forwarded to another level of group conscience and if it was not considered, please provide an explanation.”

(Note: This section could use a “check box” system for Area, District, group, individual, or other.)

If the “individual” or “other” box is selected, then the submitter would be asked to provide additional information as to why. This question would have an asterisk and would be required to be answered before submission.
- The committee reviewed the GSO General Manager’s memo regarding General Service Conference site selection. The committee asked that the General Manager provide a progress report regarding site selection for

the 77th and 78th General Service Conferences as soon as they are finalized.

- The committee reviewed the dates for the 2028 General Service Conference. In order to provide additional flexibility to the General Service Office management in contracting the most cost-effective and appropriate venues for the General Service Conference, the committee agreed to select these proposed dates for the 78th General Service Conference, as follows (in order of preference): April 23-29, 2028; May 7-13, 2028; April 2-8, 2028. The committee noted that these proposed Conference dates are the best choices available for avoiding conflicts with significant holidays. The committee asked that all Conference members be notified of the final dates for the 77th and 78th General Service Conference as soon as they are finalized by GSO management.

- The committee reviewed the “Report of the GSB Ad Hoc Committee on Participation of Online Groups (POG) in the U.S./Canada Service Structure” and had a wide-ranging discussion.

The committee expressed appreciation for the Ad Hoc report, particularly the results of the survey to online groups. Based upon the Ad Hoc report findings, the committee noted that at this time there are no clearly expressed needs outlined in order to move forward with the creation of an additional delegate area for online groups. The committee noted that the suggestion of a future guideline service piece on the participation of online groups may be a helpful resource to consider for the future as information continues to be shared and gathered from the U.S./Canada service structure.

- The Committee discussed a suggestion to revise procedures for electing the delegate chairperson, Conference Committee chairpersons and their alternates and took no action. The committee noted that the timing of the election at the close of the final committee meeting as well as the process for electing Conference committee chairs is an effective voting procedure.

The committee also noted that while the process for electing the General Service Conference Delegate chair from the remaining delegates (not yet selected for Committee or alt chair) remains a viable procedure, a more effective, improved, communication would be useful in outlining the current roles and responsibilities.

There was consensus by the committee that all Area Delegates have been chosen by their areas as qualified and ready to serve in many capacities at the Conference. While some delegates may choose not to be included in the election, any qualifying delegate who wants to be considered be allowed to submit their name. The committee suggested that the trustees’ Conference committee develop a guideline “For the Role and Responsibilities of Delegate Chair” that could be included in the Conference manual and be read prior to the election at the delegate’s only meeting. The committee asked that the Staff secretary send a memo

to the trustees’ Conference Committee with suggestions for content in the guideline.

PUBLIC INFORMATION

Committee Considerations:

- The committee reviewed the memo from the General Service Office Chief Financial Officer related to tracking Public Service Announcements. In addition, the committee reviewed background addendum on both distribution and tracking of TV PSAs, noting that \$48,000 to track PSAs has been accepted as an audit requirement. The committee requested that this expense be allocated to the trustees’ Finance and Budgetary Committee budget. The committee suggested that for the tracking of PSAs more cost-effective means of tracking be researched.
- The committee reviewed and accepted a progress report on the development of a General Service Office podcast. The committee noted the planning, development, and production of episodes on many service-related discussion topics and looks forward to a progress report with analytics data on the first season of this audio service material to be brought back to the 2025 Conference Committee on Public Information.
- The committee reviewed and accepted the 2023 Report on the Alcoholics Anonymous World Services, Inc. Meeting Guide app. The committee offered the following suggestions and looks forward to a report to be brought to the 2025 Conference Committee on Public Information:
 - » Consider a suggestion to add A.A. literature to the Meeting Guide app.
 - » Consider creating a mechanism for listing online meetings on the Meeting Guide app without tying them to particular locations.
 - » Consider adding a clarification to the location information on the Meeting Guide app to specify that locations (like churches) do not imply affiliation.
 - » Consider adding an option to make Seventh Tradition contributions possible through the *Meeting Guide* app.
- The committee reviewed and accepted the 2023 Reports on aa.org. The committee made the following suggestions and looks forward to a report being brought back to the 2025 Conference Committee on Public Information.
 - » The committee suggested that the trustees’ Public Information Committee explore adding chat functionality to the aa.org website, noting that the General Service Offices of Australia and Great Britain have already adopted this feature on their websites.
 - » The committee suggested that the trustees’ Public Information Committee explore adding meeting information feature to aa.org by connecting to the local feeds that populate Meeting Guide.
- The committee reviewed and accepted the 2023 annual report from the AA Grapevine and La Viña website, marketing, podcast and app, noting appreciation for

the continued growth of the podcast and expressed support for the AA Grapevine app. The committee made the following suggestions:

- » The committee suggested that future AA Grapevine reports include more detailed analytics on their communication channels.
- » The committee requested the opportunity to review the AA Grapevine Five Year plan.
- » The committee offered suggestions for the AA Grapevine App and Podcast and suggested that the staff secretary forward these to the AA Grapevine Publisher.
- The committee reviewed and accepted the 2023 Analytics Working Group Report and noted all the work that had gone into laying out a framework for improving analytics reporting in the future and looks forward to a report to be brought to the 2025 Conference Committee on Public Information.
- The committee discussed the revised proposal for Alcoholics Anonymous World Services, Inc. to establish an Instagram account and took no action, noting that a social media policy should be established before additional social media platforms are added.
- The committee suggested that efforts to collect user-generated Young People videos be permanently suspended and that the web page and portal for these submissions be taken down.
- The committee requested that consideration be given to adding a QR code to the flyer “A.A. at a Glance” (F-1).
- The committee suggested that consideration be given to adding a QR code to the pamphlet “Speaking at Meetings Outside of A.A.” (P-40).
- The committee suggested that the staff secretary ask that delegates gather feedback on how young people would like to be communicated with and submit the shared experience back to the staff secretary before October 1, 2024, using an online survey tool. The committee requested that a report be brought back to the 2025 Conference Committee on Public Information.
- The committee reviewed and accepted the progress report on the request to create a new form of communication to address anonymity on social media and understands that responses to questionnaire were collected during a one-month period in March and April 2024. The committee looks forward to a progress report to be brought to the 2025 Conference Committee on Public Information and offered the following suggestions:
 - » That future surveys have fewer questions and that efforts be made to communicate clearly with delegates about future requests for sharing from the Fellowship.
 - » That future staff reports to the Conference Committee on Public Information include information about anonymity and social media work by the Public Information Desk.

» That findings from the questionnaire on social media and anonymity be incorporated into the pending social media policy.

» That future surveys of this type be shared more broadly with the Fellowship understanding that large-scale requests for sharing from the Fellowship may incur additional expense.

- The committee reviewed the progress report on the A.A. Membership Survey Convenience Sample Pilot and looks forward to a report being brought back to the 2025 Conference Committee on Public Information. The committee requested that staff provide more clear and timely communications about Membership Survey processes that impact delegates and their areas.
- The committee reviewed and accepted the 2024 Public Information Comprehensive Media Plan (CMP). The committee expressed continued support for this version of the CMP, but noted that when a major re-write is completed, a coversheet outlining the changes would be useful. The committee expressed appreciation that the plan details useful guardrails and captures the public information work, messaging, and communication channels the General Service Office and AA Grapevine are using to make the Fellowship, general public, media, and professionals aware of Alcoholics Anonymous.

The committee offered the following suggestions for the next iteration of the Comprehensive Media Plan to be brought back to the 2025 Conference Committee on Public Information.

» That continued review of the Comprehensive Media Plan focus on ensuring that each section focuses on strategic goal setting versus facts or operational processes.

» That the trustees’ committee consider adding Alcoholics Anonymous World Services Inc. brand guidelines to the Comprehensive Media Plan.

» That developing guidelines for using the Comprehensive Media Plan in other parts of the service structure would be useful.

» That consideration be given to adding a list of the PSAs and when they were approved to the Comprehensive Media Plan.

» That a more robust analytics section would be a useful addition to the Comprehensive Media Plan.

» That trustees’ Public Information collaborate with any other trustees’ committee that has responsibility for content areas detailed in the Comprehensive Media Plan and identify ways for the corresponding conference committees to collaborate with one another on the relevant sections of the CMP.

» That consideration be given to accepting user generated content from members who are under the age of 18.

- The committee suggested that once a social media policy is completed, a section about the social media policy be added to the Comprehensive Media Plan.



- The committee reviewed the 2023 report on the “Relevance and Usefulness of Video Public Service Announcements.” Committee members noted that the membership survey seems to indicate that members are not finding A.A. through the media. The committee expressed general criticism about the tone and communication style of the current PSAs.
- The committee suggested that the annual report on “Relevance and Usefulness of Video Public Service Announcements” be revised to more clearly articulate the process for suggesting changes or retirement of any PSAs.
- The committee requested that any suggestions to retire Public Service Announcements be communicated as agenda items.

The committee suggested that the trustees’ Public Information Committee reimagine the overall strategy for Public Service Announcements (PSAs) and offered the following suggestions:

- » Noting the challenge of balancing budget constraints and the need to update our PSAs, that the trustees’ PI Committee consider less expensive methods of creating and modifying content.
- » That shorter PSAs are more useful (:60 is too long).
- » The committee suggested that consideration be given to working with Australia’s service structure to use the Australian Public Service Announcements in the U.S. and Canada.
- The committee also suggested that the staff secretary continue to encourage local Public Information committees to distribute Public Service Announcements (PSAs) in their local areas.
- The committee accepted the Progress Report on the Feasibility of Paid Placement of PSAs on streaming

platforms and noted that while the information it contained is useful, questioned whether the currently available Public Service Announcements would be effective on streaming platforms.

- The committee suggested that before Public Service Announcements are placed on streaming media, methods for measuring their impact should be established.
- The committee suggested that trustees’ Committee Public Information create two plans for placing PSAs on streaming media with a focus on reaching a general audience with budgets not to exceed \$50,000 and \$100,000. The committee suggested that the trustees’ Committee on Public Information keep in mind A.A.’s Twelve Traditions in developing this plan.
- The committee discussed the progress report on the Mesmerize Point Public Service Announcement (PSA) distribution channel and was pleased to see the ongoing opportunity to reach a large audience at no cost. The committee suggested that the trustees’ Public Information Committee renew the annual contract with Mesmerize Point for the 2024-25 year, providing it could be done so at no cost. The committee suggested that the trustees’ PI Committee research whether there are opportunities like Mesmerize Point available in Canada.

The committee expressed support for requesting more data about the impact and reach the PSAs have through Mesmerize Point. The committee looks forward to a report to be brought to the 2025 Conference Committee on Public Information.

- The committee expressed support for adding QR codes to our Public Service Announcements (PSAs) as soon as possible and requested that the Communication Services Department provide estimates for the cost of

doing so and suggested the work be done if it could be completed for less than \$5,000.

- The committee reviewed and accepted the 2023 Report on the Alcoholics Anonymous World Services YouTube account.

The committee noted that the PSA playlist on Alcoholics Anonymous World Services (AAWS) YouTube page only includes two videos, suggesting that the tool would be more useful if all PSAs were included in the playlist.

- The committee offered the following suggestions regarding the AAWS YouTube page and looks forward to a report to be brought to the 2025 Conference Committee on Public Information.

» The committee suggested that the trustees' Public Information Committee consider organizing the YouTube page more effectively.

» The committee pointed out that the YouTube page is not intuitive to navigate and suggested that efforts be made to change how translations of videos get displayed.

» Noting the Search Engine Optimization (SEO) challenges, the committee reported that a search of YouTube using keywords like AA or Alcoholics Anonymous did not bring users to the AAWS page and suggested that additional work on SEO be considered.

» For future reporting to this committee, the committee requested that trustees' Public Information Committee consider tracking the impact of outreach efforts (for instance an email blast) and whether those efforts impact the traffic on YouTube.

» The committee questioned whether YouTube and Vimeo are both needed.

- The committee reviewed and accepted the 2023 Report on Google Ads. The committee noted appreciation for the formatting of the report and made the following suggestions:

» That efforts should be made to maximize our use of the Google Ad grant each month.

» That staff continue to look at whether search terms (like aa.org) used with Google ad groups are the best use of the Google Ad Grant program. The committee looks forward to a report to be brought to the 2025 Conference Committee on Public Information.

The committee reviewed and accepted the 2023 Report on Online Business Profiles (OBP). The committee offered the following suggestions for Online Business Profiles and looks forward to a report to be brought to the 2025 Conference Committee on Public Information.

» That Online Business Profile analytics reporting be more consistent with quarterly reporting of activity per quarter.

» That Online Business Profile responses be provided as background each year.

» That Online Business Profiles cross link with other sites managed by AAWS.

» That in responding to Online Business Profiles consideration be given to the principle of attraction.

- The committee discussed the content and format of the Public Information Kit and Workbook and noted contents of the kit are useful to local Public Information Committees.

- Noting that a Public Information Workbook revision is underway, the committee agreed to provide with emailed suggestions for the Workbook to the staff secretary

REPORT AND CHARTER

Committee Considerations:

- The committee reviewed a list of editorial updates from the Publishing Department for *The A.A. Service Manual/Twelve Concepts for World Service* and accepted the updates.

- The committee accepted a report from the Publishing Department outlining the General Service Office process for timely and accurate preparation and publication of the proposed *The A.A. Service Manual/Twelve Concepts for World Service*, 2024-2026 Edition and the 2024 General Service Conference Final Report.

- The committee discussed the current process for reviewing substantial updates to *The A.A. Service Manual/Twelve Concepts for World Service* and agreed that it lacks cohesiveness and accountability. The committee expressed their concerns to the Board chairs and General Manager and suggest that the General Service Board explore the creation of a corresponding Trustees' committee for Report and Charter comprised of members of all three boards and the General Service Office and that a progress report be brought back to the 2025 Conference Committee on Report and Charter.

- The committee underwent a multi-year process of assessing the accuracy and effectiveness of the redesigned 2021-2023 edition of *The A.A. Service Manual/Twelve Concepts for World Service*. While further functional clarity is needed, in order to prevent a further delay in printing, a significant number of revisions were identified and corrected. The committee requests that the General Service Board assign a dedicated trustee liaison to the Report and Charter conference committee to ensure the accurate implementation of those revisions to the 2024-2026 *The A.A. Service Manual/Twelve Concepts for World Service* for printing in 2024.

- The committee reviewed the draft of the new section "Amendments" to be added to the Twelve Concepts for World Service. The committee agreed that a full reexamination is needed to achieve the intent of this section, to be of benefit to the Fellowship as a clear source of reference. The committee requests that the General Service Board review the draft along with the committee's feedback and provide an updated draft or

progress report to the 2025 Conference Committee on Report and Charter.

- The committee noted that there may be policy implications associated with Simple Majority items and suggested this question be referred to the Conference Committee on Policy and Admissions for further consideration.

TREATMENT AND ACCESSIBILITIES

Committee Considerations:

- The committee reviewed and accepted the progress report on the Military Outreach Project noting the importance of adding interviews with A.A. members who are veterans. The committee forwarded to the trustees' Cooperation with the Professional Community/Treatment and Accessibilities Committee the following suggestions:

- » Focus on creating a landing page for the military audio interviews on the General Service Office's website www.aa.org.
- » Prioritize an interview with a Canadian Francophone A.A. member in the military.
- » Include the military audio interviews on A.A.'s YouTube page using a simple image.

The committee requested that a progress report on the Military Outreach Project be brought back to the 2025 Conference Committee on Treatment and Accessibilities.

- The committee requested that the staff coordinator on the Accessibilities desk solicit current shared experience from the Fellowship on outreach efforts to Veteran Affairs (VA) and active military in the U.S. and Canada to be utilized in service material. The committee looks forward to a progress report at the 2025 General Service Conference.
- The committee reviewed the Treatment Kit and Workbook and forwarded to the trustees' CPC/Treatment and Accessibilities Committee a list of minor edits to the workbook to be implemented at the next printing.
- The committee reviewed the Accessibilities Kit and Workbook and forwarded to the trustees' CPC/Treatment and Accessibilities Committee a list of pamphlets/resources to be added to the kit.
- The committee reviewed updated Bridging the Gap service materials and made further suggestions for consistency across Bridging the Gap materials.
- The committee reviewed the accessibilities inventory provided by the trustees' CPC/Treatment and Accessibilities committee and suggested minor edits. The committee asked that the staff coordinator on the Accessibilities desk make the list available to download from the Accessibilities Committee's page on aa.org and share the link with the staff coordinator on the Cooperation with the Professional Community desk for

potential distribution among professionals and inclusion on the A.A. LinkedIn page. The committee also asked the staff coordinator on the Accessibilities desk to share the list periodically in activity updates.

The committee requested that a progress report be brought back to the 2025 committee on how useful this list has been to local accessibilities committees.

- The committee reviewed the pamphlet "A.A. in Treatment Settings" (P-27) and recognized its continued effectiveness and relevance. The committee suggested that the Publishing department update the cover of the pamphlet and add current information on how to contact A.A.
- The committee reviewed the Remote Communities and Cooperation with Elder Community resource lists and forwarded several suggestions to be added to the lists to the trustees' CPC/Treatment and Accessibilities Committee.
- The committee reviewed the progress report on updating A.A. service material to better carry the message to alcoholics with intellectual or information-processing challenges, communication challenges and diverse neurological abilities and noted that much of the service material is not relevant to the subject. The committee asked the staff coordinator on the Accessibilities desk to follow up on the 2023 General Service Conference considerations related to the revisions to the pamphlet "Questions and Answers on Sponsorship" and the publication of an issue of AA Grapevine magazine with stories from neurodiverse alcoholics.

The committee forwarded a list of service material that could be updated to the trustees' CPC/Treatment and Accessibilities Committee.

The committee looks forward to a progress report to be brought back to the 2025 Conference Committee on Treatment and Accessibilities with shared experience from the Fellowship on neurodivergence and alcoholism to inform service material updates.

TRUSTEES

Committee Considerations:

- The committee reviewed the résumés and approved as eligible for election all Class B trustee candidates for West Central Regional trustee and Western Canada Regional trustee.
- The committee reviewed an update report regarding the pamphlet "Do You Think You're Different?" The committee noted that the trustees' Literature Committee has called for story submissions with an April 30, 2024, deadline. The committee requested that the trustees' Literature Committee provide a draft pamphlet or progress report to the 2025 Conference Committee on Trustees.

Note: As a result of the 2021-22 Equitable Distribution of Workload plan, the above item was on the agenda of the Conference Committee on Trustees.

- The committee discussed the agenda item to consider guidelines and parameters regarding the deadline to submit Conference agenda items and took no action. The committee affirmed that Proposed Agenda Items (PAIs) received after the current year's deadline are processed in the following year.

Recommendations that achieved Simple Majority — These items did not receive the two-thirds majority required to pass as a Conference Advisory Action.

TRUSTEES

The committee recommended the following change to the Scope of the Conference Committee on Trustees' Composition, Scope, and Procedure:

Currently reads:

2. The committee reviews the resumes of all newly nominated Class A and Class B trustees of the General Service Board and nontrustee directors of the corporate boards (AAWS and the AA Grapevine). The committee reviews the slates of members and officers of the General Service Board and the slates of corporate board directors, before the Conference meeting, and expresses disapproval, if any.

Revised to read:

2. The committee reviews the resumes of all Class A and Class B trustees of the General Service Board and nontrustee directors of the corporate boards (AAWS and the AA Grapevine). The committee reviews the slates of members and officers of the General Service Board and the slates of corporate board directors, before the Conference meeting, and expresses disapproval, if any.

Recommendations Not Resulting in Conference Action

These recommendations were presented but did not receive the two-thirds vote necessary to become a Conference Advisory Action.

FINANCE

- The committee recommended that the General Service Board hold one Quarterly Board weekend a year virtually when possible. The committee is respectful of the General Service Board Bylaws, and Concept 3, Right of decision of the General Service Board Chair.
- The committee recommended that the Trustees Emeriti of the General Service Board be invited to the Annual General Service Conference and to the General Service Board weekends at their own expense.

AGENDA

Motion made at Opening Session:

- The committee recommended suspension of oral presentation of all Area Service Highlights during the 74th

General Service Conference to allow for additional time on the agenda for general sharing and questions.

PUBLIC INFORMATION

- The committee recommended that a social media policy be developed for all current and future social media channels and requested that a draft be brought back to the 2025 Conference Committee on Public Information.
- The committee recommended that to better provide equality in availability and messaging, starting with the July 2024 General Service Board Meeting, that unedited but anonymity-protected minutes, including trustees' committee reports in English, Spanish, and French, be provided to all Conference members within three weeks following quarterly Board Weekends. Minutes should retain the current format and scope.

Floor Actions Not Resulting in Conference Advisory Actions

- A pamphlet for the unhoused person that specifically addresses alcoholism, what A.A. is and is not, who is welcome at A.A. meetings, and includes stories from AA members who have experienced homelessness be developed and a draft or progress report be brought back to the appropriate 2025 Conference committee. ***(Conference declined to consider)***
- PAIs requesting censure and reorganization have no submission deadline and be forwarded directly to Conference Committee on Trustees. ***(Not Approved)***
- All memorandums between Conference Committee and Trustees Committees or Boards be made available to all members of the Conference. ***(Conference declined to consider)***

Motion passed to recommit Floor Actions #5-#15 to the appropriate trustees' Committee or Corporate Board

Floor Action #5:

It was recommended that:

The Conference affirm that La Viña continue to be published by the AA Grapevine and supported by the General Service Board as a service to the Fellowship. La Viña continues to be published utilizing AA Grapevine resources in order to achieve efficient production and distribution.

Submitted on April 18, 2024, by

Richard O.

Panel 74 A8, San Diego/Imperial California, Delegate

Floor Action #6:

It was recommended that:

The Grapevine Board develop a plan for a more effective La Viña subscription procedure, fulfillment process and customer service experience, and that a progress report be brought back to the 2025 Conference Committee on Grapevine and La Viña.

Submitted on April 18, 2024, by

Irene D., GSO Staff Member

Floor Action #7:

It was recommended that:

All non-offensive PAIs submitted for consideration of the 72nd, 73rd and 74th General Service Conferences regarding the change made to the A.A. Preamble by the 71st General Service Conference be grouped as one item, and forwarded to the appropriate 75th General Service Conference committee with the following suggestion: given the importance and interest of this issue, consider forwarding the item to the general service areas for wider discussion, looking toward a fair and reasonable solution to the division within the Fellowship by the use of different copyrighted Preambles.

Submitted on April 18, 2024, by

Ilir T.

Panel 74 A12, Delaware, Delegate

Floor Action #8:

It was recommended that:

The additional feedback from the Conference Committee on Literature identified in their memo to the Publishing Department on sticking points for the Plain Language draft manuscript be implemented in the draft before printing.

Submitted on April 19, 2024, by

Nick K.

Panel 74 A41, Nebraska, Delegate

Floor Action #9:

It was recommended that:

Whenever any changes are brought to the Conference floor to the Founders' writings, considered by this motion to be:

1. The book *Alcoholics Anonymous* — specifically, the first 164 pages, the chapter "The Doctor's Opinion," Forewords to the first and second editions, the Appendices on Spiritual Awakening and the Traditions, and Dr. Bob's Nightmare
2. The book *Twelve Steps and Twelve Traditions*

the Conference must achieve a supermajority of 75% for the General Service Board to act upon it. However, the General Service Board shall not immediately act upon the Conference's directions, and instead, shall request all Area Delegates to conduct further discussions in their respective Areas. Area delegates' report backs will be conducted the second following General Service Conference at which the Conference may amend or change the previously approved change to the Founders' writings described above. For final action by the General Service Board, the Conference must achieve substantial unanimity.

Submitted on April 19, 2024, by

Ilir T.

Panel 74 A12, Delaware, Delegate

Floor Action #10:

It was recommended that:

The AA Grapevine Board develop a 5-year financial plan

for the Grapevine with the goal to reduce shortfalls and increase revenue to be brought back to 2025 Conference Committee on Grapevine and La Viña.

Submitted on April 19, 2024, by

Pablo H.

Panel 73 A93, Central California, Delegate

Floor Action #11:

It was recommended that:

Reaffirming the 1975 Advisory Action that in reports to their areas delegates place more emphasis on group support. Delegates should emphasize to the groups the effect that inflation has had on the contribution dollar and the necessity for adjusting contributions accordingly to support services provided by the General Service Board.

Submitted on April 19, 2024, by

Suzanne S.

Panel 73 A30, Eastern Massachusetts, Delegate

Floor Action #12:

It was recommended that:

Delegates who require translation be provided with all documents, materials, reports, communications, etc., in their native language, with all necessary information to be able to fulfill their role as trusted servants, bearing in mind the traditional Right of Participation.

Submitted on April 19, 2024, by

Julio A. Maldonado

Panel 74, A77, Puerto Rico, Delegate

Floor Action #13:

It was recommended that:

In the flyer "A.A. At a Glance" — in the last paragraph on page one under the heading "Who can attend A.A. meetings?" that the last sentence "Closed discussion meetings are for alcoholics only" be changed to: "Attendance at a 'closed' meeting is limited to A.A. members and persons who have a desire to stop drinking."

Submitted on April 19, 2024, by

Irma V. B.-N.

Western Canada Regional Trustee

Floor Action #14:

It was recommended that:

The explanations of the Steps, Traditions, and Concepts be removed from the Plain Language Big Book.

Submitted on April 19, 2024, by

Jimmy W.

Panel 74, A64 Tennessee, Delegate

Floor Action #15:

It was recommended that:

The Plain Language Big Book be retitled to: "The Plain Language Guide to A.A.'s Twelve Steps of Recovery."

Submitted on April 19, 2024, by

Debbie H.

Panel 73, A39 Western Missouri, Delegate

■ GSO Department Reports

Administration — General Manager: *Robert (Bob) W.* is an A.A. member and provides overall leadership to the General Service Office (GSO). A busy role and one he refers to as “a labor of love,” he leads through the philosophy of Servant Leadership, which is a principle-based leadership style. Bob is committed to infusing the principles of A.A., the Steps, Traditions and Concepts, into the operations of the office.

Through delegation to the twelve departmental directors and managers who directly report to him, the day-to-day management and execution of the many services and functions is carried out by the 92 dedicated employees of A.A. World Services (AAWS). This delegation is necessary for the effective functioning of the office, is characteristic of Servant Leadership and is in line with our Twelve Concepts.

Proper delegation allows him to also serve as a director of the AAWS Board and its president. He is also closely connected to the General Service Board (GSB), serving as their chief executive of the office, and ex officio on most of their committees. The relationship with each board carries much responsibility in the way of meeting participation, time commitment and organization. The general manager is also a voting member of the General Service Conference and serves as its co-chair.

In addition to the responsibilities to the Boards and GSO, the general manager maintains communication with the Fellowship through regular letters and updates and correspondence received at GSO. He also attends and participates in various service assemblies and conferences throughout our structure. He also engages in global meetings, including the World Service Meeting, which allows for the facilitation of connections with A.A. structures and members around the world, maximizing the ease of the licensing of our literature and fostering communications to strengthen A.A.’s international presence.

Direct support of the general manager has been retained in the executive assistant (EA) role. It has been clear that additional support was needed, particularly with the extensive duties of the Secretary to the AAWS Board, a position held by the EA. In addition to the need for more administrative support, a gap between the connection and relationship between the GSB and the general manager existed. Traditionally, service and support to the GSB has been provided through the GSO staff coordinator role. Like the EA, the staff coordinator also has extensive AAWS Board duties serving as one of its directors. They also have much responsibility to the GSO Staff in the way of training, coordination of the weekly staff meeting and many other functions. The service and support of the GSB is often directly related to areas very relevant to the duties of the general manager. The nature of the staff coordinator and general manager roles have made connection with these services feasible.

All of this necessitated reorganization of the staff coordinator role and the Administration department, including reshaping the executive assistant’s role and also the addition of a new position of Administrative Coordinator to the General Manager. Implementation of these changes began last fall and was done with full collaboration with the staff coordinator, director of staff services, the new administrative coordinator, the executive assistant to the general manager and the general manager.

Administrative Coordinator to the General Manager: *Jacob Diaz* holds the role of administrative coordinator to the general manager. Recognizing the need to have administrative support to the GSB more centralized and closer to the general manager, the role of administrative coordinator was developed to provide high-level administrative support to the General Service Board. The role now serves as the central point of contact for all matters concerning the General Service Board, including coordinating GSB Weekends, interim board meetings, and regular meetings between the GSB chair and the general manager. The coordinator also now shares direct support of the general manager with the executive assistant, providing additional general support and allowing the general manager to fulfill many other responsibilities.

Executive Assistant to the General Manager (EA): *Pamela P.* holds the position of executive assistant to the general manager. She provides high-level administrative support, maintaining the efficiency and effectiveness of the administration department. She manages the general manager’s calendar, daily schedules, and correspondence. She also coordinates the general manager’s many meetings both in person and virtually, arranges travel logistics, prepares expense reports, and maintains relationships with management and leadership teams. The EA also serves as secretary to the AAWS corporate board by scheduling meetings, preparing agendas and background materials, recording meeting minutes, and providing executive support to the chair of the AAWS Board by ensuring all materials are distributed promptly, recording accurate meeting minutes and decisions, and following up on action items such as the development and distribution of the AAWS Highlights newsletter.

Restructuring of the Administration department has centralized and brought the support of the AAWS Board and General Service Board closer to the general manager role, consolidated administrative duties across the Boards improving service and support to them. Additional benefits are: much needed additional support to the general manager, more balanced workload for the EA and the allowance for more focus for the staff coordinator on training and GSO Staff activity and assignment coordination. The administration team works together closely, meeting several times a week to discuss the department’s operations, management of

projects and meeting deadlines, as well as strategies to strengthen the support of the GSO, the Boards, and the Fellowship of A.A.

Archives — *Michelle Mirza (nonalcoholic), Archivist:* The mission of the Alcoholics Anonymous General Service Office Archives is to document permanently the work of Alcoholics Anonymous, to make the history of the organization accessible to A.A. members and other researchers, and to provide a context for understanding A.A.'s progression, principles and traditions.

Consistent with A.A.'s primary purpose of maintaining our sobriety and helping other alcoholics achieve recovery, the Archives of the General Service Office will:

- Receive, classify, and index all relevant material, such as administrative files and records, correspondence, digital materials, and literary works and artifacts considered to have historical importance to Alcoholics Anonymous;
- Hold and preserve such material;
- Provide access to this material, as determined by the archivist in consultation with the trustees' Archives Committee, to members of Alcoholics Anonymous and to others who may have a valid need to review such material, contingent upon a commitment to preserve the anonymity of our members;
- Serve as a resource and laboratory to stimulate and nourish learning;
- Provide information services to assist the operations of Alcoholics Anonymous;
- Promote knowledge and understanding of the origins, goals and programs of Alcoholics Anonymous.

Communication Services — *Clorinda V., Director:* The Communication Services Department (CSD) continues to grow in its reach, impact, and areas of responsibility. Created by the General Service Board in 2019 (and previously a Staff Assignment), the department continues to evolve to serve the needs of our Fellowship.

The department is a dynamic hub for integrated communications focused on "carrying the message" in the digital age. The CSD team works to develop and deploy strategies to implement initiatives in keeping with the group conscience, Conference advisory actions, board directives, office needs, and A.A. Traditions. CSD employs best practices in communications to effectively share information about A.A. and make it available to our intended audiences, including A.A. members, suffering alcoholics, the professional community, and the media, as well as the public at large.

CSD is responsible for the ongoing development, implementation, operation, and updating of multiple digital products, platforms, and services including:

- the Alcoholics Anonymous website aa.org
- the Meeting Guide app — a free A.A. meeting finder
- Social media platforms, including YouTube and LinkedIn

- Google Ads campaigns
- Analytics for our digital platforms to inform decision-making and strategy
- Coordination of email campaigns and communication distribution to the membership and the public
- Production and distribution of GSO newsletters
- Work with Public Information coordinator on media relations, including press releases and media management platform
- Content creation, including social media posts and graphics
- Discovery, planning, and strategy for best tools, platforms, and practices to advance the reach and impact of A.A. messages.

Of note is the growth in traffic to aa.org, which serves as the primary portal for members and others looking for information about A.A. and resources for the suffering alcoholic. CSD continues to focus on maintaining and advancing the site's functionality so that our life-saving information is easier to find, view, and share. Today, the site sees more than 800,000 visitors per quarter with consistent growth in both number of visitors and engagement with the site content.

With more than 750,000+ active users, the Meeting Guide app continues to provide a free, critical connection for those looking for accurate and up-to-date meeting information. CSD is always exploring ways to improve the functionality of the popular app, with a map function planned for rollout in 2024.

CSD also works closely with the Publishing Department and Public Information coordinator on public-facing initiatives, collaborating on strategies to build consistency in how we communicate A.A. identity and messages across all digital projects and departments. Such projects include the new Membership Survey webpage to accompany the print pamphlet and the upcoming GSO podcast. CSD also is working with the International Convention coordinator on the communications strategy for the 2025 convention in Vancouver.

CSD supports the AAWS Technology/Communication/Services committee, the General Service Board Trustees' committees on Public Information and Cooperation with the Professional Community, and the Conference Committee on Public Information, as well as supporting/ serving on ad hoc and subcommittees as requested, such as the annual Comprehensive Media Plan subcommittee. The director also works with the general manager on communications to the Fellowship.

The CSD team also includes:

- Senior Communications Manager (Julie Gonzalez): Guides day-to-day oversight, development, and management of CSD projects and activities; responsible for the development, execution, and policy of analytics and search engine optimization (SEO) across all GSO digital communications platforms.
- Senior Digital Strategist (Tracey G.): Leads ongoing development of digital strategy, products, and ser-

vices, including websites and applications, such as the Meeting Guide app, that offer user-friendly tools and critical information to members and others.

- Communications Specialist (Samantha Nieto): Supports multiple digital communications projects and serves as a lead content creator and strategist across our platforms to reach our intended audiences.
- Communications Assistant (Tara Lafemina): Provides administrative support to CSD, assists with communication distribution, and provides support for the website and Meeting Guide app.
- Online Content Manager (Marc Bucaoto): Supports all aspects of aa.org, including web design and development, routine site and content maintenance, and updates to ensure sites align with GSO and goals and objectives and offers an optimal user experience.

Finance and Accounting — *Paul Konigstein (nonalcoholic), Chief Financial Officer and Zenaida Medina (non-alcoholic), Controller*: The mission of the Finance and Accounting department is:

- Within the framework established by the AAWS corporate Board, the General Service Board, and their appropriate committees, to provide the Boards, General Service Conference delegates, and the Fellowship with the transparent financial information needed to ensure the financial health of A.A., be good stewards of A.A.'s assets, and make sure financial activity is faithful to the Twelve Traditions and Concepts.
- To provide the general manager and GSO directors, managers, and Staff with the financial information needed to make informed decisions consistent with our financial plan.
- To facilitate GSO's day-to-day business by processing transactions such as contributions, payment for literature, and payments to vendors.

Responsibilities of this department include:

Financial control includes creating and monitoring compliance with procedures to safeguard assets, minimize errors, ensure that expenditures are prudent, and ensure that financial information is accurate.

Accounts receivable includes reconciling daily cash receipts for literature orders, preparation of bank deposits, recording of customer payments, respectful collection of outstanding balances, and management of credit for customer accounts. Responsibilities also include account balance research and sending statements to customers with outstanding balances. In 2023, the department processed payment of 55,132 literature orders from 28,743 customers.

Contributions includes daily processing of contributions received, ensuring that all contributions are consistent with the Seventh Tradition, classifying contributions as individual, group, or special, acknowledging all contributions, answering inquiries, and doing any research necessary regarding contributions. In 2023, the department processed 76,531 contributions. 27% of individuals con-

tributed by paper check, requiring additional research, time, and money to process. You can help reduce processing cost by encouraging online contributions through our website: www.aa.org. For those who wish to contribute by check, our mailing addresses for contributions are:

For US Dollar checks:

James A. Farley Station
P.O. Box 2407
New York, NY 10116- 2407 USA

For Canadian Dollar cheques:

P.O. Box 459
New York, NY 10163 USA

Accounts payable includes verifying receipt of goods and services, verifying proper approval and accuracy of payments, and issuing payments to vendors through specialized software that records the expenses in the appropriate accounts. In 2023, the department processed over 2,000 payments to vendors.

Payroll includes communicating with Human Resources regarding personnel, salary and benefits changes, calculating bi-weekly pay and certain employee benefit amounts, communicating with the payroll service to pay employees and tax authorities, paying employee benefits providers, and recording the expenses in the appropriate accounts.

Budgeting includes collaborating with the AAWS corporate Board and Finance Committee, the General Service Board, Trustees Finance and Budgetary Committee, the General Manager, and GSO directors, managers, and Staff to draft a financial plan for each GSO department and Staff assignment and submitting the plan for approval to the appropriate AAWS and GSB committees and Boards. Budgeting also includes monitoring actual financial activity compared to plan, calling leadership attention to variances from the plan, and recommending revisions to the plan when appropriate.

Assistance with Regional Forums, Conference, World Service Meeting, and International Convention includes serving as secretary to the Conference Finance Committee and providing support to its chair, being a resource for information during the budget process for these events, processing GSC and WSM delegate fees and additional contributions, coordinating with International Convention vendors, reconciling bank accounts, and providing cash activity reports.

Management reporting includes performing account analysis and bank reconciliations to ensure accurate reports, summarizing income and expense transactions, preparing financial profit and loss, asset and liability, budget, and cash reports, and distributing these reports to GSO staff and, as provided by Conference Advisory Actions and governed by the Boards, to delegates and the Fellowship.

Facilitating audits includes providing information to and responding to inquiries from auditors of the financial records of AAWS and GSB and the employee retirement plan. Responsibilities also include providing information for insurance company premium audits.

Literature inventory valuation includes ensuring the accuracy of inventory counts and that appropriate, generally accepted accounting principles are followed in the valuation of AAWS literature inventory.

Assistance with the General Service Board's Reserve Fund and the AAWS and AA Grapevine employee retirement plans includes managing the investment of the Reserve Fund in certificates of deposit within the parameters set forth by the Reserve Fund policy adopted by the General Service Board. This also includes participating in retirement committee meetings, reconciling reserve fund and retirement account statements, and reporting on funding status to the Boards and the Fellowship.

Property and liability insurance includes, under the governance of the AAWS Internal Audit Committee, collaborating with the insurance broker to draft an insurance plan and purchase insurance policies which ensure that financial risks are prudently covered.

Sales tax includes ensuring that the applicable sales tax on literature sales is collected from customers and remitted to the appropriate local, state, provincial, or national taxing jurisdiction along with filing of the appropriate tax return.

Human Resources — *Dina F., Director*: Our mission in the Human Resources department remains steadfast: to cultivate a workplace where every individual feels valued, supported, and proud of their contributions to AAWS. As we navigate the dynamic landscape of our organization, and the ever-changing market for talent, it's imperative that we not only manage the full spectrum of the employee lifecycle but also prioritize initiatives that enhance engagement and foster a culture of collaboration.

At the heart of our efforts lies a commitment to promoting a positive work environment focused on supporting our Fellowship. This encompasses everything from refining our recruitment strategies to consistently enhancing our onboarding and training plans, implementing robust learning and development programs, effective performance management, bolstering employee relations, rolling out impactful and cost-effective employee benefits, ensuring fair compensation, and being a trusted resource for all of our employees.

Moreover, we are dedicated in our commitment to compliance with all relevant federal, state, and local laws and regulations; and ensuring that our employment practices remain ethical, transparent, and inclusive. The Human Resources team works closely with the General Manager, and in collaboration with other department Directors, advising on industry trends, developments in compensation and employee benefits, mitigating risk, and revising existing plans and policies.

In 2023, AAWS experienced an 8.3% increase in personnel alongside a 12.3% turnover rate (compared to a 22% turnover rate in the preceding year). The average length of service among our employees is 6.5 years, with 22% of our team having dedicated over a decade to our organization! Notably, our longest-serving employee has been with AAWS for an impressive 42 years, a milestone they will reach this summer.

In addition to our internal endeavors, the Human Resources department continues to extend our support to AA Grapevine, providing resources as needed to assist in their mission.

Language Services — *Stéphanie Bozino-Routier (nonalcoholic), Director of Language Services*: The Department of Language Services was created in the fall of 2022. It is now composed of the Director of Language Services, French Translation Managing Editor, French Translator, Spanish Language Translator, and our full-time consultant (Translator/Editor/Interpreter). The department also uses the services of contractors to complete all assignments as per allocated timelines.

In his 2022 Gratitude letter, the General Manager writes: "The Language Services department centralizes the function of translation of our literature and thousands of documents into several languages each year. It also coordinates essential interpretation services that allow for direct interaction and communication with other A.A. structures around the world. These services ensure full participation and help to unify our worldwide Fellowship."

The Department approaches its initiatives with the principles of diversity, equity, inclusion, and accessibility, and strives to provide high-quality services to serve all stakeholders and members of our Fellowship in English, Spanish, and French, simultaneously. Embracing a holistic methodology, the department has been working on further developing its policies and procedures and implementing innovative processes, involving all constituencies. The department is researching industry-related technology and will be undergoing training on the effective use of our current software, to improve the quality, speed, and consistency of translation.

Translation, editing, and proofreading services include:

- A.A. literature, new and revised
- A.A. sales materials
- General Service Conference documents, including background documents, Manual, communications, onsite translation, and final report
- Outward-facing materials, such as press releases, and LinkedIn posts
- Staff correspondence
- Activity updates
- Fellowship services
- Corporate communications
- Newsletters, including Box 4-5-9, Sharing from Behind the Walls, About AA, and the Remote Communities Communicator
- Service material
- A.A. event programs and reports
- Website/Webstore and social media content
- Internal documents, emails

Interpretation services include:

- A.A. events, including the General Service Conference, the World Service Meeting, and the Meeting of the Americas (REDELA, zonal service meeting)
- Other interpretation services for board members and GSO staff

Other services include:

- Revision of materials for reprint
- Audio
- Scripts for Public Service Announcements
- Transcription
- Printer's proofs
- Digital and website proofs

Legal, Licensing and Intellectual Property — *Beverly Jones-King, Director Legal, Licensing and Intellectual Property*: This newly created department is tasked with reviewing existing contracts, standardizing and organizing both vendor and employee new contracts. The department performs many fundamental needs of the Fellowship regarding responding to requests and supplying translations and licenses of literature to the international community and responding to Intellectual Property requests ensuring our trademarks/service marks are not infringed.

The Licensing (International Licensing) section of the department transitioned into the new department in September 2022 and continues to respond to International Licensing queries and requests. We conduct one-on-one Licensing virtual meetings with the Fellowship to determine their needs for various materials regarding licenses, permits, printing and to familiarize them with the department and its processes. With the implementation and creation of the Translations Licensing Connection (TLC) portal that was launched in April, we have had a significant impact on the effectiveness of the delivery of our international licensing services. We transferred approximately 1,095 email requests into the portal. TLC is actively in use by 50 structures as the primary source of all correspondence and processing. As of October 2023, the backlog has been completed and we are current with the requests! The use of TLC has allowed us to expedite our progress and respond within a 45-day timeframe. We are creating new policies and procedures based on the creation and use of TLC portal, and addressing the demand for digital, eBooks and audio books as the need for these has increased. Also, we are in the final stages of development of the multi-purpose license form (an à la carte document) for use for licensing and renewals. This form should be finalized within a few months. Translation of the Big Book "Alcoholics Anonymous" in Haitian Creole is under way and will be completed soon. The pamphlets "Is AA for Me?" and "How It Works" in Haitian Creole are completed. The Fellowship will be notified of the availability. Our collaboration with other departments assists us in identifying the communities who have the

need for new translation in languages and communities not represented by GSOs. We are reviewing pending translations, including sign language, to translate literature to share with the Fellowship. A.A. items of literature (books, booklets, pamphlets, *Alcoholics Anonymous* and the Twelve Steps to name a few) are available in 109 languages worldwide. The Grapevine request form is active and available for use on TLC. These requests are for license, translation and information requests. Collaboration with Grapevine is ongoing to fulfill the requests.

The Intellectual Property functions/tasks also transitioned from the Publishing Department into the new department. The IP role is responsible for the screening of requests for permission to excerpt from and/or reprint AAWS copyright protected materials and for AAWS owned trademark and domain name registrations and renewals. Additionally, the IP Administrator is responsible for investigation of reported abuses of AAWS copyright or other intellectual property interests. We respond to requests from the Fellowship regarding: reprint requests, including requests to adapt A.A.'s Twelve Steps, and/or Twelve Traditions and the Big Book, use of A.A. materials as set dressing in movie, TV, stage, and similar productions. Review of current policies, procedures and processes for processing requests are ongoing.

Meetings, Events and Travel Services (METS) — *Sharon Vasquez (nonalcoholic), Manager*: This team coordinates travel and accommodations for trustees, nontrustee directors, ACMs, staff and the personnel at GSO. This group also serves as GSO's event planners, organizing and assisting at major GSO-managed events, especially the General Service Conference, Regional Forums and the World Service Meeting. METS is available during all events to provide virtual and/or onsite assistance.

Operations — *Malini Singh (nonalcoholic), Director of Operations*: **Inventory management**: This unit monitors inventory on-hand at the warehouses and reviews the rates of depletion to project future inventory requirements. The department determines reorder points based on average monthly distribution and advises the senior production manager when items are up for reordering. This unit ensures that inventory is kept at optimal levels at all warehouses. We update and maintain each unique item maintenance file on NetSuite. New items are issued and set up as needed by this team. We determine and set up safety stock levels for each item and review the safety-stock alert report weekly. The Inventory department peruses the goods received reports from the warehouses and resolves inconsistencies. We post the goods received and issue inventory transfers to and from all distribution points. We also monitor the inventory levels for the service kits and issue work-orders to the warehouse to assemble the kits. This department reviews monthly warehouse activity reports and reconciles significant item discrepancies.

Warehousing and shipping: This unit is responsible for researching and negotiating with freight companies to guarantee that AAWS is getting the most competitive pricing and to secure new freight vendors as needed. Another function of this department is to audit the freight invoices to ensure that shipments are charged at the correct rates and that truckers' discounts are properly applied. The department assigns freight carriers for all shipments from the printers/manufacturers to the distribution points. We manage the two outsourced warehouses. The team reviews and processes warehouse invoices and fulfillment reports and investigates and resolves discrepancies. We also monitor the yearly physical count at the Kansas City warehouse, and we update NetSuite accordingly whenever a physical count is conducted at each warehouse.

Member Services: The Member Services department manages and troubleshoots all member and customer-related issues that arise in the order fulfillment, contributions, and records update processes. They manage the warehousing, shipping, and literature delivery issues to ensure smooth operations and timeliness. They also troubleshoot issues relating to the online bookstore and Fellowship Connection portal.

The Member Services department is responsible for processing and posting all literature orders; determining from which location to ship each order. The team processes orders received each day from the United States, Canada and overseas. We receive orders via the online bookstore, phone, mail and fax. Overseas orders are typically shipped from the Canadian warehouse. Member Services also generates and processes the invoices for sales orders. The department gives price quotes and provides members and customers with general information regarding the ordering of literature. We also process all complimentary literature initiated by Staff, which includes New Group, New GSR and other complimentary literature. Literature orders are transmitted to the warehouse daily via Celigo integrator. The team processes members' contributions and ensures that acknowledgments are credited to the correct accounts. They conduct the necessary research and provide information related to member contributions.

The Member Services team updates group information in NetSuite, processing new group applications, responding to email/phone inquiries, and maintenance of the mailing lists. This team is the direct link from GSO to the Area Registrars. They provide Fellowship Connection training to the Area Registrars and advise on any updates or changes to the online portal. They also update and maintain the Fellowship Connection User Manual and instructional videos.

Front Desk/Receptionist: This department is responsible for managing operations at the Front Desk, including but not limited to greeting visitors to the General Service Office, answering incoming switchboard calls and forwarding the calls to the appropriate individuals.

Mail and Shipping: This team of two was responsible for processing approximately 35,623 pieces of incoming and 9,599 pieces of outgoing mail in 2023. This unit manages the assembling, packing and shipping of various complimentary packages including Conference, Public Information and DCM packages. They also manage the picking and shipping of literature for Regional Forums and Health Fairs. This team is also responsible for troubleshooting challenges that occur with mail delivery to our two P.O. Boxes. This team is responsible for supporting AA Grapevine for all matters related to their mail and shipping needs.

Publishing — *David R., Publishing Director:* All of the Publishing department's efforts continue to serve the mission of AAWS, Inc., and our primary purpose of carrying the message to the next sick and suffering alcoholic via our literature — with this overarching imperative: To maintain the highest quality editorial, production and distribution standards while implementing best industry-wide practices and leveraging economies and cost containment. This year, continuing to be challenged by ongoing industry-wide print supply-chain obstacles and escalating inflation and expenses, we worked diligently across office departments and with the fiduciary oversight of the AAWS board, exploring and implementing new processes (and formats) with much success. This resulted in reducing backorders and containing printing, binding and distribution expenses. Throughout, we sought to regularly communicate with local groups, Intergroups, central offices, and the Fellowship on the availability of our items of literature.

List Price increases

After several years of financial analysis exacted by trustee committees, finance committees and sub-committees along with professionals across departments in the General Service Office — and careful consideration by the board, all of which responding to the challenge of escalating cost of goods and inflation throughout the supply chain dramatically cutting into our literature margins, in April 2023 the List Prices of AAWS books and pamphlets underwent a List Price increase for print and digital formats. This was the first "across-the-board" increase implemented since the Fall of 2014.

In sum, it is the responsibility of the Publishing department to meet overall publishing goals determined by the General Service Board, A.A. World Services, Inc., and the General Service Conference.

Notable progress was achieved moving forward items that, for various reasons, were out of production and distribution in the "Covid Era" to be back in stock and available for distribution; working together closely in an intra-office working group comprised of the Staff Group Services desk coordinator, key Member Services and Operations personnel, and professionals in the Finance, Editorial and Production departments — particularly in the categories of addressing pamphlets, our service materials and kits in English, French and Spanish.

Throughout 2023, we continued our focus on attraction, inclusivity and accessibility. Notably, great strides marched forward in making our digital formats (audio, PDF and ebook) available on tablets to persons who are in custody, the sick and suffering alcoholic “behind the walls,” in jails, prisons and other Corrections locales.

Publishing department divisions are: Editorial, Production (print and digital), Digital Distribution and Webstore. The Publishing department coordinates all aspects of publishing literature, shepherding the ideation, draft origination, editing, revision and implementation of General Service Conference Advisory Actions that pertain to items of Literature, including supplying content for GSO’s website aa.org. The Publishing department collaborates closely with all other departments in the office.

Our Publishing team

The publishing director works with the general manager and the chief finance officer to determine Publishing department budget requirements and literature sales projections. Regular reports are presented by the publishing director to the AAWS Publishing Committee and other trustee committees, as necessary. The publishing director works with the general manager and director of finance with cost and pricing information gathered and analyzed from our production and fulfillment department professionals for proposed new AAWS items, discount test pilots, special offers, house-cleaning flash sales, and List Price analysis to be presented to the AAWS board for their fiduciary oversight, consideration, and approvals.

The executive editor and managing editor work closely with each GSO staff member to provide editorial direction and expertise regarding Conference-approved literature in print and digital formats, Conference background, reports, service material, and other items. Copyediting draft manuscripts, incorporating board and Conference committee and staff suggestions for editorial changes, re-writing and preparing copy and layouts for the Production team and Literature-related texts for aa.org are the responsibility of these editors. Freelance writers, copy editors and proofreaders, as well as artists and designers, are also hired from time to time to develop material, create illustrations and animation, and design item covers and layouts.

A newly created position of Publishing editorial project manager was created this year, with a new hire who is a seasoned professional joining our team in March. This position brings to the team much-needed contemporary experience in organization, tracking, reporting, editing and proof-reading that benefits our Editorial and Production workflows. Working closely across departments, this much-needed addition of talent to our team had an immediate, measurable, direct positive impact on streamlining our workflows and triaging our backordered items, bringing back into distribution dozens and dozens of items of literature and service materials in English, French and Spanish — which had been “stuck” along

the way in committee process, in the revision process, in French or Spanish translation, or for various reasons. There are no “stuck items” now.

The senior production manager/print works with the production coordinator to ensure optimum manufacturing quality of print literature at the most competitive costs. Bids are gathered and vendors selected from a pool of vendors and printers, who will produce quality products on time and at a reasonable expense. Paper costs, often quite volatile, are monitored and negotiated. Ongoing worldwide supply-chain disruptions for paper and other printing and manufacturing materials and stiff competition for press time have necessitated daily diligent pro-active attention to these important tasks. Several solutions and cost-containment innovations were brought to the fore by this experienced professional team and were implemented in 2023.

The senior production manager/digital works closely with the senior production manager/print, the executive editor, the managing editor, and also with professionals in the Communication Services department, and as a resource for relevant Staff services positions, AAWS and Trustee committees and workgroups to gather costs, budget, contract vendors, and produce ebooks, audiobooks and videos through the production, manufacturing and on-sale / on-website digital distribution processes.

The AAWS Digital Publishing Manager has oversight over the maintenance of our state-of-the-art AAWS webstore and plays a leadership role in distribution and sales analytics and in our ongoing enhanced vendor-hub distribution of ebooks and audiobooks to individuals, institutions, professionals, libraries, and Corrections venues. The incumbent, certified in NetSuite SuiteCommerce, also participates in significant NetSuite e-commerce webstore new functionality development and maintenance, and collaborates closely with our technology services department professionals and contracted support experts.

The Publishing Administrative Specialist performs a plethora of support tasks for the Publishing Director and supports our entire team; notably in the areas of coordinating, recording, and updating our budget process with Finance colleagues; as well as being proficient in digital design, facilitating board meeting preparation; email blasts; and acting as primary point person and liaison and with colleagues for specific projects being coordinated with Language Services, Tech Services, Communication Services, Intellectual Property, Licensing and International Translations.

2023

Publishing-Related Highlights

Enhanced Digital Distribution of AAWS Literature — Now in the third year of distribution of our materials to be sold (downloaded at a selling price) via an enhanced vendor hub, which now totals more than 70 platforms — in order to make our items of literature accessible

and available on the platforms that members and professionals use to purchase their digital literature, our digital (audiobook and ebook) distribution continues its uptick as a revenue stream to individuals, professionals, institutions, libraries, subscription services (including Amazon, Google Play, Apple, Kobo, OverDrive, VitalSource and others). Progress for digital distribution to Corrections venues via tablets throughout the United States reached another significant milestone in 2023.

2023 Revenue from Digital Distribution in 2023 — The cumulative net total sales for eBooks and Audiobooks via Ingram CoreSource Plus for 2023 is \$206,330.71.

- The net total for eBooks is \$160,327.44.
- The net total for Audiobooks is \$46,003.27.

This combined net revenue demonstrates a total 11 % net increase in Digital Distribution revenue for 2023 as compared to 2022.

Below you will find the 2023 item distribution data, including units sold.

EBOOKS

Item	Item	Quantity	Amount
EB-1	Alcoholics Anonymous	16,056	\$64,726.40
EB-12	Daily Reflections	2,573	\$10,374.41
EB-13	Inmate to Inmate	57	\$64.22
EB-2	Twelve & Twelve	10,172	\$38,589.43
EB-20	Experience, Strength & Hope	561	\$1,295.15
EB-3	A.A. Comes of Age	1,100	\$4,461.1
EB-5	As Bill Sees It	3,382	\$13,171.14
EB-6	Came to Believe	1,735	\$3,706.96
EB-7	Living Sober	3,522	\$7,760.29
EB-70	Our Great Responsibility	258	\$1,201.79
EB-8	Dr. Bob & the Good Oldtimers	858	\$3,714.51
EB-9	Pass it On	530	\$2,302.86
EFB-1	Alcooliques Anonymes	362	\$1,443.58
EFB-12	Reflexions Quotidiennes	84	\$339.61
EFB-13	Les AA en Prison — D'un Detenu — L'autre	7	\$7.48
EFB-2	12 Etapes et 12 Traditions	177	\$708.24
EFB-20	Experience, Force & Espoir	9	\$21.62
EFB-3	Le Mouvement des AA Devient Adulte	21	\$99.26
EFB-5	As Bill Sees It	68	\$261.32
EFB-6	Nous en Sommes Venus a Croire	52	\$126.66
EFB-7	Vivre... sans alcool!	164	\$371.03
EFB-70	Notre grande responsabilite	7	\$32.67
ESB-1	Alcoholicos Anonimos	412	\$1,812.
ESB-12	Relfexiones Diarias	114	\$499.21
ESB-15	Doce Pasos y Doce Tradiciones	409	\$1,698.80
ESB-3	AA Llega a su Mayoria de Edad	53	\$219.56
ESB-5	Como Lo Ve Bill	102	\$404.89
ESB-6	Llegamos a Creer	99	\$242.59
ESB-7	Viviendo Sobrio	162	\$418.18
ESB-70	Our Great Responsibility	54	\$251.64
TOTAL		43,160	\$160,327.44

AUDIOBOOKS

Item	Item	Quantity	Amount
AB-1	Alcoholics Anonymous	30,241	\$29,224.75
AB-12	Daily Reflection	366	\$622.59
AB-2	Twelve Steps and Twelve Traditions	11,177	\$11,417.73
AB-7	Living Sober	3,453	\$2,360.62
AFB-1	Les Alcooliques Anonymes	623	\$577.92
AFB-12	Reflexions Quotidiennes	21	\$125.61
AFB-2	Les Douze Etapes et les Douze Traditions	295	\$240.53
AFB-7	Vivre... sans alcool!	742	\$295.98
ASB-1	Alcoholicos Anonimos	437	\$541.67
ASB-12	Relfexiones Diarias	15	\$23.69
ASB-15	Doce Pasos y Doce Tradiciones	348	\$390.43
ASB-7	Viviendo Sobrio	217	\$181.75
TOTAL		47,935	\$46,003.27

Distribution to Corrections venues — via tablets

Charting our progress over the 22 months since the onset of making our digital format items of literature via tablets in Corrections venues, this progress has been reported:

- *via Edovo (GTL)*: 393 facilities throughout the U.S. have accessed AAWS digital literature across 62 unique Areas in our structure.

Close to 20,000 unique “starts” (opening and starting to read a given item of literature) have been reported.

Daily Reflections audiobook — a standout

The newest AAWS item to be made available on Edovo/ GTL tablets is our recently recorded, completed and released *Daily Reflections* audiobook (in English, French, and Spanish editions). In its first month, reporting shows the Spanish-language edition is the leading audiobook item accessed across all three languages, having had 2,586 “unique starts.”

- *Via Securus Jpay*: Reporting continues to be refined and developed by this vendor. More than 200,000 tablets in Corrections venues across the United States include our digital items in place for access.

Note: Edovo has informed us that it is moving toward sharing its content on Securus Jpay tablets, across all devices in place in Corrections venues, an estimated 2 million tablets plus other devices.

Also note: No revenue to AAWS is delivered from this Corrections-specific tablet distribution channel nor is there measurable cost or expense absorbed by AAWS for using this accessibility-driven distribution channel.

Also note: No specifics regarding individuals’ names or individuals’ reading behavior is reported, and therefore our Tradition of anonymity is maintained.

- *via Ingram CoreSource Plus (in Corrections libraries)*: This vendor’s portfolio of items includes AAWS and AAGV digital items as well, provided via the OverDrive hub — the major vendor platform used by public and institutional libraries, and a portal that is also accessed by some prisons, rehabilitation locales, and other venues.

Canada Corrections venues

Ongoing meetings between the office's Corrections staff coordinator, AAWS publishing director, AAGV publisher, and Corrections Trustees Committee Canadian Corrections Working Group have been established with Canada Corrections Services (CSC), and together we are exploring enhanced delivery of items of literature into Canadian Corrections facilities and collaboration with professionals serving them.

Additional Publishing Highlights

New format: Jacketless hardcovers and other innovations

Jacketless hardcover formats of the Big Book and *Twelve Steps and Twelve Traditions* were made available beginning in December 2022.

On the whole, Publishing department professionals are actively pursuing industry best practices in the face of rising materials and printing/manufacturing cost of goods (COG) affecting print production materials suppliers, paper mills, printers, binders, and delivery providers. The jacketless format (also called “paper-over-board”) has greatly shortened print turnaround times, eliminated book backorders, and helped us in our efforts to deliver our basic life-saving texts to all who need them in hardcover formats — and best serve A.A.'s Fellowship.

New! “Soft-touch Velvet” cover finish on Softcover Big Books

In 2023 we announced that a new “soft-touch velvet” cover treatment is now being used on our softcover Big Books.

This cover treatment makes use of one of the most commonly used cover finishes available — that eliminates the need for the special order of “custom” high-cost materials, which also have come to be accompanied by long lead times resulting in backorders.

Often used on classic softcover book editions, the “soft-touch velvet” finish is well known among readers everywhere for its high-quality look and feel — and its durability.

Copies of our softcovers with this new cover treatment continue to be put in circulation, as reprints are needed and printed.

New! — Daily Reflections Audiobook

This newest audiobook was completed in 2023, and it is now accessible in new professional recordings in English, French and Spanish editions on aa.org (where you can listen to it at no charge) as well as available for download at a selling price from the major audiobook platforms, and on Edovo / GTL tablets for people who are in custody.

New 2024 Catalog

Will be released “digitally-first” in early 2024, followed by a print version.

Revisions to AAWS literature and other items

Note: The implementation of revisions to text, formatting, and design from draft to finished printed and/or digital piece that is called for by trustee committees, Advisory Actions, and Committee considerations are routinely implemented in our items of literature — the result of collaboration across departments, with Staff service desk coordinators and committee work.

- *New! “Young People in A.A.” pamphlet* (Item P-4)

This fully revised and redesigned item of General Service Conference-approved literature features new stories by seven young A.A. members, and we follow their experience, strength and hope as they share: *how it was*, *what happened*, and *what it is like now* on their sober journeys as members of our Fellowship. Color “profile” avatar illustrated images of the young people accompany their stories.

- *New! “A.A. for the Older Alcoholic” booklet* (Item B-28)

Formerly available in an oversized, folded Large Print pamphlet (Item P-22), this new expanded, rewritten, and redesigned A.A. General Service Conference-approved item features eight (8) new stories by A.A. members.

Widespread member feedback requested the format for this material be made more accessible, and we are pleased to have delivered this solution.

- *Newly revised! “A.A. in Your Community” pamphlet* (Item P-31)

This newly revised A.A. General Service Conference-approved pamphlet has been completed and is available for distribution.

- *New! Experiencia, Fortaleza y Esperanza* (Item SB-20)

This much-requested item of literature in a new Spanish translation of the English edition was completed in digital format first and posted on aa.org and then made available in a new print softcover edition in early 2023.

This book includes 56 stories that have been retired from the first three editions of the English-language editions of the Big Book, *Alcoholics Anonymous*, and for the first time are translated into Spanish and collected in this anthology.

Special Offers — a New! Fall Flash Sale

An AAWS Fall Flash Sale, with limited special discount prices on select items of literature was held October 16-November 3, 2023. House-cleaning of old-format and overstocked items in our warehouses was achieved — as well as offering price breaks on a variety of literature.

Projects in Process Highlights

Plain Language Big Book

The Publishing director and Managing editor, working closely with members of the Plain Language Big Book subcommittee of the Trustees' Literature Committee and the Literature desk staff coordinator, have carefully addressed feedback from the 73rd General Service

Conference regarding the first half of the draft manuscript, continued working with the writer and committee, and have completed the full draft manuscript.

Fourth Edition Spanish Big Book

Two streams of work continue:

- the working group review of revised translations of the text Forewords and Chapters
- new stories by members from the Spanish-speaking A.A. Fellowship

Fifth Edition Big Book

Review of the more than 2,500 stories received from the Fellowship continues by Trustees Literature.

“A.A. for the Native and Indigenous North American” pamphlet: Work continues, with an extension of deadline for personal stories to be submitted.

“Black in A.A.: Experience, Strength and Hope” (pamphlet revision of “A.A. for the Black/African-American Alcoholic”): The final completed draft manuscript has been forwarded from the Trustees’ Literature Committee to the Conference Literature Committee.

“Twelve Concepts Video”: This Americanization of the English version of the A.A. Great Britain whiteboard animation video, with French and Spanish versions, is in the preproduction stage. Selection process for talent for the English version is in process. Whiteboard animation tweaks and translations are in process. Timeline for completion by Fall, 2024.

Staff Services — *Sandra W., Director:* Bill W. once wrote, “without A.A.’s services, we’d often fumble that new man just coming in the door; without our services we’d certainly spoil the main chance of those millions who don’t yet know.”

The Department of Staff Services provides A.A. services to the Fellowship of Alcoholics Anonymous as guided by the Twelve Steps, Twelve Traditions and Twelve Concepts for World Service. In addition to its director, the department is comprised of one manager, twelve staff (all who are required to be members of Alcoholics Anonymous) and eleven staff assistants who perform the duties associated with the department’s twelve assignment desks. Since the 73rd General Service Conference, we welcomed three new staff hires (Kelley C., Ranier L., and Nick S.) and two staff assistants: Payge N. and Andrew T.

Through the collaborative efforts of the staff and staff assistants, administrative support and resource is provided to the General Service Board, the General Service Conference, and to A.A. World Services, Inc., including AAWS’ Internal Audit, Publishing and Technology/Communication/Services committees, as well as a variety of Board ad hoc and internal committees.

As one of the pivotal entry points for information on A.A., the department provides one of the main sources for sharing GSO’s repository of collected group and member experience, responding to correspondence and phone calls from the eight regions in the U.S./Canada

structure, and from around the world. The department receives correspondence by postal mail, email, fax, and phone calls. Last year, we responded to 165,420 emails and 1,677 phone calls.

In addition to day-to-day communication with the Fellowship and public, department staff are responsible for regional correspondence, and coordination of GSO newsletters (specifically, *Sharing from Behind the Walls*, *LIM*, and *About A.A.*; *Box 4-5-9* is under the purview of the *Communications Department with the literature assignment retaining responsibility for the A.A. Events Calendar in Box 4-5-9*).

Staff members are also invited to A.A. events throughout the U.S. and Canada such as assemblies, conventions, workshops, and days of sharing, and the International assignment coordinator regularly attends events in different zones and regions throughout the world. Whether in person, virtual or hybrid, our staff members look forward to participating at local area events.

GSO tours and the Friday A.A. meeting remain a highlight for many visitors to the General Service Office. In fact, last year (2023) we welcomed 1,470 visitors and 12 large groups (20 or more members) to GSO. The following excerpt from a thank you letter from a member reflects the sentiment expressed by many who visit the office:

Thank you for the warm welcome and the insightful tour of the GSO office. It was truly a pleasure to meet you and the team and to witness firsthand the remarkable work that you do. I appreciate the attachment of the most recent Box 459 Edition and look forward to reading it.

Thank you also for the invitation to share information about the Open A.A. meetings and office tours. I will certainly pass along this invitation to friends who would benefit from and appreciate such a meaningful experience.

The 2025 International Convention was activated in September. Patrick C. (the staff member coordinating the event) and his staff assistant Marissa S. hit the ground running with an official “kick-off” meeting at the office, providing GSO employees with an introduction to the International Convention, timeline of events and snapshot of the work ahead of us. With the theme, “90 Years — Language of the Heart,” the 2025 International Convention promises to be a spectacular event. We hope to see you there!

The following is a *snapshot* of some of the activities throughout the year (exclusive of the work related to the voluminous list of projects related to Conference Advisory actions, such as the pamphlet for the mental health professional, “Military Outreach Project,” Plain Language Big Book, Membership Survey, “A.A. at a Glance,” development of the Fourth Edition of the book *Alcohólicos Anónimos* — Spanish, development of the 5th Edition Big Book, *Alcoholics Anonymous* and updates/revisions to pamphlets “A.A. for the Black and African-American Alcoholic,” “Questions and Answers on Sponsorship,” “Do You Think You’re Different?,”



“The Twelve Steps Illustrated,” “The Twelve Concepts Illustrated,” “Too Young?,” and “A.A. for the Native North American”):

- *CPC* — Created a CPC service Card in digital template format which is available to download for local use. The card can be produced as a poster, flyer, distributed digitally, or added into a presentation. (<https://www.aa.org/cpc-service-card-do-you-know-someone-drinking-problem-were-here-help>)
- *Regional Forums* — Regional Forums provide a special opportunity to connect with the Fellowship. In 2023, forums were held in the East Central, West Central, Southwest and Northeast Regions. Robust sharing with thought provoking questions was in abundance. As always, the “circles of love and service” guided each forum. Final Reports for the 2023 Regional Forums can be found on aa.org.
- *World Service Meeting* — Coordinated by the International assignment, the 28th World Service Meeting (WSM) will be held in New York and is set for October 27-31, 2024. This year, WSM Delegates will

focus on the theme “The Three Legacies in the Digital Era: Our Great Responsibility to the Alcoholic Being Born Today.”

- *74th General Service Conference* — The planning and coordination of the General Service Conference is a year-long endeavor. A special note of gratitude to Diana L. who, working with Language Services and Publishing, facilitated the successful distribution of Conference background in all three languages.

In Concept I, near the end of the essay, Bill W. talks about the transfer of authority that took place at the Convention in 1954. “Hence it is with a sense of great security that we old-timers have now fully vested in A.A.’s General Service Conference the authority for giving shape — through the labors of its chosen Delegates, Trustees, and *service workers* [emphasis added]— to the destiny that we trust God in His wisdom is holding in store for all of us.” Through our work and relationship with the Fellowship, GSO’s Staff Services department is grateful for the opportunity to fulfill Bill’s vision.

Technology Services — *Lorna Graham (nonalcoholic), Senior Director:* The Technology Services department is an integral part of GSO and aligned with GSO’s business strategy and day-to-day functions.

The primary goal of the Technology Services department is to both improve and support GSO’s ability to provide service to the Fellowship, which we do through the following: design, manage and monitor the technical infrastructure; provide project management expertise; participate in major software design, development, and implementation projects; and to provide technical support to the employees of GSO. The Technology Services department also provides technical support to those in the Fellowship who use our applications, specifically, Fellowship Connection, Translation Licensing Connection and OnBoard.

The department is also responsible for GSO’s cybersecurity and PCI compliance. As such, the Technology Services department is responsible for keeping applications up to date with the latest versions and all hardware and software compliant by industry standards; preserving the anonymity of our data with tight security; and maintaining a healthy physical and digital environment with anti-virus and intrusion detection programs.

The Technology Services department provides leadership and expertise to the entire organization on company-wide projects, such as the selection and implementation of the new Board (GSB, AAWS and Grapevine) and General Service Conference communication software (OnBoard) that will also be used to support the 2024 World Service Meeting; design, development and implementation of a new portal (TL Connection) to facilitate the international translation and licensing processes; the selection and implementation of a new asset repository application to streamline and improve management of final assets (books, pamphlets, etc.) across GSO; and the continued migration of manual processes, e.g., Translations and Licensing, to our ERP platform.

■ Trustees' Committees and Staff Reports



ARCHIVES

Trustees' Report: The trustees' Archives Committee was established by the General Service Board and held its first meeting in October 1973. This committee is responsible for developing and implementing the policies that govern services provided by the Archives Department. The committee makes recommendations to the General Service Board on Archives procedures and budget. Through its group conscience and guided by A.A.'s principles and professional standards, the committee undertakes and upholds its responsibility and authority for the maintenance and use of the Archives. At each of the quarterly meetings, the committee was kept apprised of projects completed by the Archives staff, projected goals for the upcoming year, as well as tabulated research inquiries handled by the staff.

The committee supports the GSO Archives' commitment to permit access to members of Alcoholics Anonymous and others for research purposes. The committee, since the 73rd General Service Conference, granted permission to twelve researchers to access unpublished archival material onsite. The permission also included access to archival audio recordings, for limited use. Each request is carefully considered through recommendations from the Archives Director and established Archives policies. The permission to conduct research is granted conditionally on a signed agreement to strictly maintain the anonymity of all members, alive and deceased, including A.A.'s co-founders.

The committee discussed the 2023 Conference Committee on Archives Committee Consideration concerning the suggestion to refresh the subsection "Sharing

on Digital Archives" in the Archives Workbook. The subsection was last updated about eight years ago and contained outdated information. The committee agreed to remove the subsection in the next printing of the Archives Workbook and not refresh the stories. In our discussion, we noted that the Archives Department Service Material "Digitizing Archival Material Guidelines" is currently being revised and updated by the Archives staff, which will provide helpful guidance to local A.A. archivists around processes in relation to digitization of archival materials.

Archival Photographs — The Archives staff requested input and guidance from the committee on making previously approved archival photographs digitally available to A.A. members and groups. The printed photographs have been provided as a service to A.A. members for many years. Following discussion, the committee agreed to permit the Archives staff to distribute the photographs as a digital option and add copyright text on each of the digital images. The committee was also in favor of discontinuing the two sets of twelve photos and instead offering these as individual photos upon request. It was noted that the Archives does not engage in selling the photographs but suggests a contribution to defray printing and shipping cost.

GSO Archives pages on aa.org — The committee discussed improvement of navigation and linking within the GSO Archives pages on aa.org and requested that the Archives Director gather input from the GSO Communication Services department (CSD) on resolving some of the issues encountered. We were satisfied with the updates

reported by the CSD and requested that the Archives Director keep us apprised of future developments and ideas related to Archives pages on aa.org.

GSO Archives Audiovisual Preservation Survey — The committee engaged in a lengthy discussion regarding the Archives department’s “Audiovisual Preservation Survey Report.” This report included basic information about the collection, documented concerns on maintaining audiovisual assets and a phased plan to help inform future decisions. We directed the Archives Director to proceed with “Part A” of Phase 1 of the plan and continue to provide us with status updates at future quarterly meetings.

GSO Archives Deaccession Form — The committee reviewed proposed changes to GSO Archives Deaccession Form that was initially approved in 2009. Following discussion, the committee accepted the changes to the form.

The committee was informed by the Archives Director that the historical footage of the co-founders was added to the Archives film “Markings on the Journey” and the updated video will be available mid-2024. This update is in accordance with a 2019 advisory action that read, “The 1940s home movie of the co-founders and their wives be added to the Archives video ‘*Markings on the Journey*’ at an estimated cost of \$5,000.”

We also engaged in discussion around some of the challenges faced by local A.A. Archives in terms of housing archives and finances to support these efforts. It was noted that local A.A. Archives are autonomous entities and GSO Archives staff provide guidance and shared experiences accordingly.

In the coming year, we look forward to engaging in discussions around GSO Archives Classification system and reviewing and updating the Deed of Gift Form.

The committee recognizes the professionalism, dedication, and special skills required by the Archives team and expresses its infinite gratitude for their outstanding efforts to preserve, protect, and share the history of our beloved Fellowship.

Reilly K., Chair

Staff Report: The Archives staff provides resource material and service to A.A. members, researchers, and others about A.A. history, responds to worldwide information requests, and offers professional support to local areas, districts or groups interested in researching their history. None of the work reported in this report would be possible without the assistance of a diligent team of experienced archivists, working to ensure that we fulfill the mission and goals of the GSO Archives.

We continued to respond to inquiries from the worldwide Fellowship and other professionals interested in A.A.; in 2023, we responded to approximately 1,450 requests for information, utilizing a combination of unpublished primary sources and published material maintained in the repository. We welcomed new local archivists and committee chairs serving either in the area or district position and furnished each individual with an Archives Workbook, Guidelines, and other resources.

In March 2023 we launched a new monthly newsletter featuring A.A. history-related events for internal distribution to GSO and GV employees. This endeavor exemplifies one of the many ways we serve our Mission and Purpose, by promoting knowledge and understanding of the history and origins of Alcoholics Anonymous.

Another new project launched in 2023 was the creation of a catalog for items held in the Ephemera Collection. Items in this collection include awards, tokens, memorabilia, flags, historical corporate seals from the Alcoholic Foundation and Works Publishing, and other A.A. related items. There are over 200 unique items identified. This significant project is being managed by our Special Collections Archivist, who is simultaneously working on an on-going project of organizing and creating industry-standard Finding-aids for the estimated 147 unique collections held in the Manuscript Collection.

Digital preservation of paper records is an ever-continuing, long-term project and there is no shortage of paper records in the Archives! Our newly hired Digital Archivist is working on refining our digitization preservation workflow from ingest to storage and establishing standards for both born-digital items and digitized material. Staff have completed an incredible amount of digitizing work this past year. They have organized, scanned, and preserved, as appropriate, background documents from various trustees’ and Conference committees; documents from various ad hoc committees of the corporate boards; and other paper records. In line with our more pressing goals, we are primarily focused on processing the increasing backlog of boxes of papers.

Another equally significant, high-priority scanning project staff commenced in 2023 was digitizing a unique collection of Bill W.’s unpublished, personal correspondence with A.A. members ranging from 1939 through 1962. To date, the Associate Archivist has scanned correspondence through 1949, encompassing approximately 1,000 pages. All original documents are preserved in archival enclosures and transferred to a secured, environmentally controlled offsite storage facility.

A much-needed update to the A.A. Timeline on aa.org was completed mid-2023. We worked on entries for 2018 through 2019, these entries were translated and added to the Timeline with ensuing updates to be accomplished in the coming year 2024.

We worked on updating the Archives Disaster Prevention, Preparedness and Response Plan, which was forwarded for review by the AAWS Internal Audit Committee (IAC). The new plan document is dated 2023-2024. In accordance with the plan document, we conducted a Facilities Audit for the year 2023. This audit documents any disasters or incidents, environmental data of the onsite storage facilities, and quality assurance checks around fire safety.

The assistant archivist, hired in mid-July 2023, has been busily working on several projects including reorganizing and creating an inventory of Archives oversized flat files, that encompasses images, artwork, posters and other oversized flat files. The project was initiated to obtain more precise intellectual control over and assess

the preservation and storage needs. The staff was also tasked with the Photograph Reorganization Project that was initiated in August 2023. This is a multi-phase project that includes assessing the digital files for quality, renaming files, adding appropriate descriptive metadata and cataloging the digital images in our database.

Several new and exciting onsite exhibits were curated in 2023 through January 2024, designed to convey historical knowledge, reveal lesser-known history, or showcase newly acquired collections. Exhibits were showcased on the following topics:

- A history of the publication of the book *Twelve Steps and Twelve Traditions* to commemorate the 70th anniversary of its publication (first published in 1953).
- Celebrating 85 Years — A.A.’s Big Book (1939 – 2024).
- An exhibit on the tools and methodology on conducting research in the Archives, with an interactive component.

In late November 2023, Archives staff engaged in conducting an inventory of the extent of the collection for the purpose of estimating its current size and rate of growth of the physical items. This inventory will help inform:

- Current size of the collection.
- Estimate the growth of the collection for the next decade.
- Make recommendations about storage priorities.

A comprehensive report of our findings is currently being compiled, which will be shared with GSO management, the AAWS Board and the trustees’ Archives Committee later in 2024.

In commemoration of American Archives month in October, staff launched a series of adventure-filled activities profiling the archives, and engaging GSO and GV employees to voluntarily participate in weekly activities.

Throughout the year, the Archives Director and Special Collections Archivist participated in several in-person and teleconferencing activities such as service workshops, the National A.A. Archives Workshop, area Archives meetings and other online service events.

Since the beginning of the year, staff accessioned about 325 novel materials for permanent preservation. Most of these materials include new printings of AAWS literature.

Finally, we extend gratitude to those members and others who have generously donated material to the Archives within the past twelve months.

Michelle Mirza, Archivist

AUDIT

Trustees’ Report: The trustees’ Audit Committee, formed by the General Service Board in 2003, is composed of a minimum of three and a maximum of five trustees who are appointed by the chair of the General Service Board.

The committee was created to assist the General Service Board in fulfilling its fiduciary obligation of

prudent corporate governance. Under New York State Nonprofit Law, the committee has specific responsibilities that are set forth under the law, some of which are stated in this report.

The committee meets at least twice a year with the outside independent auditors and GSO and Grapevine management; separately with the auditor; and in executive session without the auditor. Typically, the committee meets in January to plan the financial statement audit and in April to review the audit report. In 2023, the committee met on January 18 to plan the financial statement audit, on April 12 to review the financial statement audit report, and on October 11 to review the pension audit report. In 2024, the committee met on January 11 to plan the financial statement audit and on April 3 and April 8 to review the financial statement audit report.

The Audit Committee reports to the General Service Board and reviews such items as audit process, audit results, internal controls, best accounting practices, and management integrity. The Audit Committee also recommends appointment of the auditors to the General Service Board and the corporate Boards. In 2023, the Audit Committee conducted a process to request and evaluate proposals from public accounting firms for the next five years of financial statement and pension audits. This proposal resulted in the selection of BDO USA as the auditor for the audit of the financial statements for 2023 through 2027.

Kevin Prior, Chair

COMPENSATION

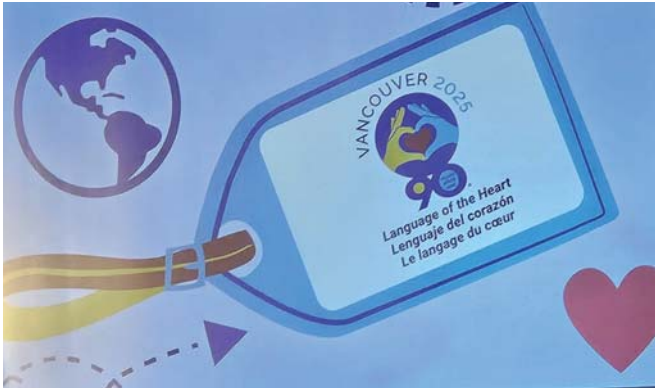
Trustees’ Report: The trustees’ Compensation Committee, formed in 2006 by the General Service Board (GSB), consists of at least four trustees (with at least one trustee from AAWS and one trustee from AAGV). As originally envisioned, the newly formed committee reflected an initiative-taking measure to assist our GSB in fulfilling its fiduciary obligation of prudent corporate governance (i.e., the processes, structures, and practices for effective oversight of our affiliate corporations).

The GSB Compensation Committee provides oversight regarding A.A. World Services, Inc. (AAWS), and AA Grapevine, Inc. (AAGV) compensation policies and practices, and advises the GSB on overall compensation policies for the two corporations A.A. World Services, Inc. (AAWS) and AA Grapevine, Inc. (AAGV).

The two operating corporations, AAWS and AAGV, are each responsible for their own respective compensation policies and administration, being mindful of the overall compensation philosophy of the General Service Board. The GSB Compensation Committee will specifically review the total compensation paid to senior executives of the two corporations annually.

The GSB Compensation Committee works with the AAWS and AAGV Boards to obtain professional consultant services, as needed, to comply with nonprofit corporation federal and state laws and regulations.

The GSB is mindful of A.A.’s spiritual principles and believes it is not wise for the GSB Compensation



Committee to have veto powers or final approval of individual operating corporation's compensation programs or the compensation of senior executives (even though these powers are sometimes found in compensation committees of other organizations).

The Compensation Committee reports to the GSB and reviews and, working closely with the Director of Human Resources, advises the GSB on such items as overall philosophies and A.A. World Services, Inc. (AAWS) and AA Grapevine, Inc. (AAGV) policies. The Compensation Committee serves in an advisory capacity with no decision-making authority regarding any individual's total compensation. Rather, the committee monitors compensation policies and oversees executive compensation and ensures adherence to good corporate practices, compliance with federal and state laws, and application of our spiritual principles.

This year the Committee worked with consultants SmithPilot to understand market analysis as it relates to our salaries and assessed executive compensation for the General Manager, CFO, Director of Publishing, Senior Director of Technology Services, and GV Publisher. In August, the AAWS Human Resources team will conduct a review of all AAWS and AAGV job descriptions and compensation benchmarks to ensure alignment with the 50th percentile of the labor market for pay rates. The Affiliate Corporations will adjust pay levels or ranges as needed to stay in line with our Compensation Philosophy.

Sister Judith Karam, Chair

CONFERENCE

Trustees' Report: The trustees' General Service Conference Committee (TGSCC) was first established as a subcommittee of the Policy Committee of the General Service Board in 1973. In July 1974, it became a full standing committee. At that time, primary responsibilities included determining Conference Themes, reviewing suggestions for participation by Conference Members during the week, and formatting workshops.

Since that time, the committee generally meets three times each year and the responsibilities of the committee have grown over time to be concerned primarily with planning the annual General Service Conference including: implementing related advisory actions and developing recommendations to the General Service Board (GSB)

related to its scope. In recent years, additional interim virtual meetings have been added.

The TGSCC is also responsible for reviewing theme, presentation/discussion/workshop topics, assisting the secretary in developing format and content of the Conference workshops, improving the participation of all Conference members, scheduling, reviewing the agenda, assigning the first term delegate members on each Conference committee, and communicating with all Conference members.

The TGSCC annually appoints a subcommittee on Conference Improvements (SCI) which is responsible to review feedback on the evaluation forms, make any needed changes, and work with the Conference Coordinator to develop a Conference week schedule. During the 3-year Equitable Distribution of Workload (EDW) pilot the TCGSC has also appointed a subcommittee on EDW to administer the pilot approved by the 71st GSC and complete the distribution of agenda items that are forwarded to the Conference, during the pilot this subcommittee collected feedback and adjusted the process where needed. The EDW subcommittee provided annual progress reports and a final report to the Conference Committee on Policy and Admissions. Taken together, the EDW and SCI subcommittees endeavored to provide opportunities for all Delegates to participate in the General Service Conference process more fully and equitably.

This year the TCGSC was also tasked to implement the GSB inventory in accordance with the advisory action from the 73rd GSC, this was completed and will be reported on by the Interim Chair of the GSB at the 74th GSC; and develop a plan for a conference inventory to occur at the 75th GSC for consideration by the Conference Committee on Agenda. An additional subcommittee, (Inventories Subcommittee), and two separate inventory working groups were formed for these purposes.

The committee met seven (7) times since the 73rd General Service Conference until January 2024. Additionally, to support subcommittee work, 28 meetings were also held: Equitable Distribution of Workload seven (7); Conference Improvements six (6); and Inventory six (6), which participated in the GSB Working Group one (1); and the Conference Inventory Working Group eight (8).

Composition, Scope, and Procedures (CSP): The committee asked a committee member to review the CSP and minor editorial changes were proposed and adopted to reflect current practices.

2024 Conference budget: The committee reviewed the 2024 Conference budget and agreed to incorporate cost savings of approximately \$112,000 suggested in the progress report from the Conference Improvements Subcommittee. The TCGSC chair sought input on these proposed changes from the Conference Committees on Agenda, Policy and Admissions, and Report and Charter during the October feedback meetings prior to finalizing these plans. The committee agreed to forward the 2024 Conference budget, with the cost savings, to the trustees' Finance and Budgetary Committee.

First year delegate assignment to Conference committees: The committee heard from the Conference Coordinator about the selection criteria for assigning delegates to Conference committees, and the custom software developed for this purpose. Delegate assignments to conference committees were completed by the chair, vice-chair, and conference coordinator with the support of the software developer.

Rebalancing first-year and second-year delegates on Conference committees: In response to a consideration from the 2023 Conference Committee on Corrections, the committee adopted a plan that balances the assignment of new delegates to a Conference committee to allow for a more even rotation of panels on each committee and will commence with Panel 75 delegates.

Simple majority Item from the 73rd General Service Conference: The committee discussed a Simple Majority item from the 2023 General Service Conference to consider allowing alternate delegates access to the same Conference materials as sitting delegates, except for materials shared during Conference week and took no action. The committee noted that a similar proposed agenda item was discussed during a feedback call with the conference committee on Policy and Admissions in October, which they express no interest in discussing at the 74th General Service Conference. It was noted that taking any action on this item would require disregarding the substantial unanimity of the 73rd GSC.

Final Conference Report: As a result of the 2023 Advisory Action, the anonymity-protected 2023 Conference *Final Reports* was posted on aa.org.

Sharing Sessions twice a year: The committee noted the 2023 Advisory Action that “to foster unity, trust, and transparency in the Fellowship, the members of the General Service Conference meet outside of the annual meeting for general sharing sessions at least two times per year utilizing virtual meeting technology. The General Service Board Chair and Delegate Chair will set the date and time as well as determine what issues currently facing the Fellowship would be chosen as topics” and affirmed that is being coordinated by the General Service Board chair, delegate chair, and the general manager.

Creating a video or communication about PAI submissions: The committee agreed to forward to the Equitable Distribution of Workload subcommittee a consideration from the 2023 Conference Committee on Policy and Admissions to create a simple video or other communication reinforcing the ideas that PAIs can be submitted year-round and can reflect the outcome of a group conscience rather than a petition or suggestion box.

While a video project was not started by the staff secretary, updates were made to the introduction section of the proposed agenda item form to communicate the ideas from the 2023 consideration by the Policy and Admissions Committee. Also, the committee discussed the distribution of the proposed agenda item form:

Proposed agenda item form updates:

- Reflects a pending deadline based on the outcome of the 2024 General Service Conference’s conclusion of the Equitable Distribution of Workload (EDW) three-year pilot.
- Describes that the General Service Conference is a year-round cooperative effort.
- Provides guidance and resources to clarify what submissions rise to the policy level.
- Encourages participation through the local area structure.

Committee discussion points on the distribution of the Proposed agenda item form:

- Raised concerns whether the wide online distribution of the form could create avoidance by the Fellowship to go through the assemblies and service structure.
- Expressed their support of the participation in the Conference agenda process and agreed to use the traditional method to distribute the form to the Area level through the Conference Members and Service Assignment.
- The General Service Office provides the form upon request.
- Previous articles placed in the Box 459 newsletter and Grapevine and La Viña magazines communicated information about the year ‘round Conference process and clarified what a policy-level idea is.

Survey on holding the 77th GSC outside of New York: There was an additional committee consideration from the Policy and Admissions Committee requesting that “the trustees’ General Service Conference Committee conduct a survey of current General Service Conference members regarding the spiritual implications of holding the Conference outside the New York area. An additional option to explore in the survey could be alternating between holding the Conference in the New York area and the Akron/Cleveland area. The committee looks forward to reviewing the survey results or a progress report at the 74th General Service Conference.” The TSGSC sent a memo requesting this topic be added to the agenda of the Videoconference sharing session in August, which was not done during this meeting due to time limitations. In consideration of the fact that there were several other surveys and requests for delegates to collect sharing already in progress and noting that the GSC sites have been contracted to 2026, this was deferred. This committee consideration from the 73rd GSC will be included in the July 2024 TCGSC agenda.

Ongoing work or proposed agenda item(s) forwarded to Conference Committees:

2024 Conference Committee on Agenda:

1. The 2025 Conference Inventory Plan.

Note: The committee expressed their gratitude for the Conference Inventory Planning Committee who attentively discussed the scope, structure, and logistics to

develop a comprehensive inventory plan, timeline, and cost estimate to complete a Conference Inventory at the 75th General Service Conference.

2. A final report from the Inventory Subcommittee.

Note: The committee received progress reports from the Inventory Subcommittee from June 2023 through January 2024 that included the activities of the GSB Inventory and Conference Inventory Plan. Additionally, the Working Group composition included: one delegate from each region (four from Panel 72 and 73 respectively), one non-trustee director, one GSO employee, one Grapevine employee, and three General Service Trustees. The committee agreed to select Conference Member participants by lot, except for appointing the Nontrustee Director (1) and the Trustees (3) based on their service on the Inventory Subcommittee. The committee expressed their gratitude for the GSB Working Group who proposed possible GSB inventory questions. The committee noted the Inventory's subcommittee's work to participate in selecting Conference Inventory Planning Committee members and also participated as members to develop the Conference Inventory plan. In addition to developing the scope and audience of the Inventory, the CIPC members discussed the number and type of questions, reporting, methodologies, and follow-up.

3. A final report from the Conference Improvements Subcommittee.

Note: The committee received progress reports from the Conference Improvements Subcommittee from October 2023 through January 2024. The subcommittee reviewed all the 2023 evaluations results from Conference Members and discussed opportunities. The summary of the improvement opportunities was based on the 73rd General Service Conference evaluations, and efforts to control costs. Opportunities to improve daily workflow and end times were noted in the Conference Week Schedule with cost savings of approximately \$112,000. Additionally, the Conference Coordinator and chair of the trustees' Conference Committee shared information about changes to the Conference Week schedule during a February 2024, Delegate only videoconference meeting.

4. The new streamlined format of the 2023 Conference evaluation summary.

Note: The summary included cost savings to give greater context to some of the items that were being changed.

5. The 2024 evaluation questionnaires.

Note: The Conference Improvement Subcommittee updated the questionnaire with opportunities for Conference Members to share feedback about changes implemented to the Conference Week Schedule, and to weigh in on proposed future changes such as more opportunities to have dinner on their own. The subcommittee also reviewed the 2024 evaluation questionnaire for Observers.

6. The feedback report of the Delegate Chairs on the quarterly communications.

Note: Based on the feedback received on quarterly communications, the trustees requested a clarification about the purpose of the October feedback call be included in the handout "Information and Suggestions for Conference Committee Chairpersons."

2024 Conference Committee on Policy and Admissions:

1. A proposed agenda item, "The request to revise procedures for electing Delegate chairperson, and Committee chairpersons. (PAI 10)."

2. The Equitable Distribution of Workload (EDW) final report that included a summary of each pilot year, a survey summary of Conference Members on their experience with the EDW pilot and provided considerations/recommendations about the overall pilot.

Note: The 2020 Conference-Approved three-year pilot plan of Equitable Distribution of Workload (EDW) requested that current Conference Members should have broad-ranging discussion pre-Conference. This meeting will be held by videoconference prior to the Conference Week.

3. A memo update from the General Manager on Site Selection status.

Note: The location of the 2027 General Service Conference is on hold pending results from the GSB Location Plus Ad-Hoc Committee.

2024 Conference Committee on Report and Charter:

1. A request to discuss if the practice of communicating items that failed to achieve substantial unanimity as suggestions is still desirable, and if the Conference would like to continue the reporting of these items separately from other items that did not carry from a General Service Conference.

Note: The committee felt that sentiment within the Fellowship may have shifted since the 1986 Advisory Action. Additional sharing by the committee on "Recommendations Passed by Simple Majority" was included as background that included consideration to:

- Concerns raised by Conference members and A.A. members.
- Ambiguity of the Conference Group Conscience when a recommendation that fails by a Simple Majority is automatically forwarded to a Trustees' Committee as a consideration.
- Unintentional fostering disunity within the Fellowship.
- Final Conference Report is used to clearly communicate the Group Conscience from the General Service Conference
- The Simple Majority section in the Final Report could lead to misunderstandings and confusion.

Items Related to the Conference Process and Cycle: In an effort to foster common expectations and commitments the TCGSC recommended the adoption of the following

timeline for developing background materials for the 74th General Service Conference to the GSB, who voted in favor and expressed support for mutually understood timelines:

1. Any completed items that are intended to be Conference background be submitted to their committee secretary as soon as it is available or by November 13.
2. All Conference bound work from trustee committees such as progress reports, plans, or drafts be submitted no later than November 13, except when:
3. If the item(s) will not be available by November 13, submit a list of those item(s) with a completion date to the Conference Coordinator.

Note: The committee agreed to have the Conference Materials timeline be a standing Committee item.

Delivery of Conference Background: The committee discussed the progress and timely delivery of the Conference Background materials in English, French, and Spanish and agreed to make this topic a standing committee item. The committee appreciated the harmonious participation and collaboration to meet the needs of delivering Conference Background materials to the 74th General Service Conference. The committee considered several questions raised by the Language Services Director and offered the following suggestions.

- “Committee Only” materials should be translated into the delegate’s preferred language, noting the important work done by the conference committees.
- During the Conference Week, Committee reports and floor actions should be translated into the delegate’s preferred language.
- Establish a common understanding of expectations and scope between the committee, AAWS, and Language Services Department to support mutual respect between the highly collaborative effort to support the Conference Process.
- Communications were sent to trustees’ Committee chairs and Committee secretaries about submitting materials as soon as possible.
- The Feb.16-23 deadlines to distribute Conference Background in three languages simultaneously and agreed that this deadline should involve those conference materials that are widely distributed in the Fellowship, followed by the delivery of Committee Only materials.
- The background for thirteen Conference committees was made available simultaneously in three languages during February 16-23, 2024.
- Additionally, the committee agreed that there is a need for timely distribution of the Conference Manual materials, to be distributed March 14-23.

74th GSC Week Schedule: Additional time for Conference Members to share on the topic of the writings of the co-founders was scheduled to occur before the committees begin their deliberations. Several workday flow improvements included scheduling videoconference

meetings for joint committees, Remote Communities and 1728 meetings prior to the Conference Week. As a result, additional time was available for Committee Reports, General Sharing Sessions, Questions and sharing related to the Board reports.

General Service Conference Banquet: The discussion about the Sunday Opening banquet began in January 2023 with a focus on fiscal responsibility, guiding principles, and logistical and financial concerns such as the number of attendees at the Sunday’s GSB A.A. banquet could limit the potential hotel venues.

The committee and the General Manager completed a review of invitees and the consideration of any needed changes, including potential policy development, to ensure that sufficient time to communicate any changes made that may impact the banquet attendance at the 74th General Service Conference. Additional feedback will be sought from Conference members this year on replacing the banquet dinner with coffee and dessert prior to the AA meeting.

Backup Plan for the 74th GSC: The committee felt the backup plan developed last year would support participation of Conference Members at the 74th General Service Conference. A plan was distributed that outlined how participation, discussion, and voting will occur through a “fourth floor microphone,” via videoconference meeting space, if a Conference member cannot physically be in the main session room. Information about masks, testing kits, and reporting illness or injury was also included in the backup plan.

Conference Communications Plan: The committee reviewed a Plan that resets timelines for Conference members receiving key communications. The committee agreed that the following documents be distributed to Conference Members regarding the status of Proposed Agenda Items and the GSC Agenda each conference year:

Document	Delivery Timeline	Content
1. Preliminary GSC Agenda	Following the Q4 Oct GSB	PAIs forwarded to GSC Ongoing work Standing Items New items from Trustee committees
2. Final GSC Agenda	Following the Q1 Jan GSB	EDW Distributions PAIs forwarded to GSC Ongoing Items Standing Items New items from Trustee committees
3. PAIs Not Forwarded to GSC	1-2 weeks after the Conference Background is distributed to Conference Members	List of PAIs Not Forwarded to GSC with rationale statements.

The committee held a wide-ranging discussion about how to communicate the status of Proposed Agenda Items (PAIs), and effective timelines to communicate the General Service Conference (GSC) Agenda. The committee agreed that the audience should be Conference Members who can further communicate to their regions

and areas and support local planning of service assemblies and events.

Other Topics:

Conference Committee Meetings: The committee discussed the need to develop best practices on how vendors and office resources are used to support Conference committees and requested information be brought to their July 2024 meeting. Additionally, the committee requested scheduling the delegate chair orientation prior to December when the assignment of new delegates to Conference committees occurs and include best practices on the frequency of Conference committee meetings. The committee felt that best practices could support meeting the escalating demands to the budget, staffing resources, delegates' schedules, and how these additional meetings are reported back to the General Service Conference.

Timing and process for registering elected delegates and alternates: The committee received an update from the Conference Assignment that the system previously used placeholders for the elected panel of delegates, but this was causing issues outside the office and was removed in support of the third legacy election process.

While the committee noted the proactive administrative effort, they expressed concerns with the use of placeholders, noting an issue from a local area that had not held its election. The committee felt that addressing this issue would support the Third Legacy election process and recognize that delegates serve until December 31. The committee requested that delegate information about incoming panels not be made available before rotation.

Delegate Chair Orientation

The chair of TCGSC participated in the Delegate Chair orientation and noted feedback and requests to do an initial orientation sooner (shortly post-Conference) to prepare for year 'round activities, and a second orientation to prepare for attendance at board weekend and fulfilling the role of Conference Committee chair at the GSC. It was further noted that the EDW report considers the possibility of inviting delegate chairs to the October Board weekend where PAIs are discussed instead of the January board weekend where this previously took place and that any changes made would require review of delegate chair orientation scheduling. It is requested that the Conference Coordinator and TCGSC further discuss this after the 74th GSC when it is known if EDW will continue beyond the 3-year pilot or not.

Carolyn W., Chair

Staff Report: The Conference coordinator is the GSO contact for General Service Conference members. The Conference process continues throughout the year and the coordinator corresponds regularly with delegates and alternate delegates who cooperate to make the annual Conference responsive to the needs of the Fellowship. The annual meeting of the General Service Conference, which first met in April 1951, is the closest thing A.A. has

to a group conscience in the U.S. and Canada.

A.A. members are encouraged to submit topics through their area structures for consideration by the Conference. Suggested topics may be forwarded to a trustees' committee for consideration and, where appropriate, referred directly to a Conference committee. Occasionally topics are submitted that are more appropriately under the purview of either the General Service Board, AAWS or Grapevine Boards. These items are accordingly forwarded to those boards for their attention.

The Conference coordinator is responsible for:

- Serving as secretary to the Conference Agenda Committee and the trustees' Committee on the General Service Conference;
- Assembling suggestions for the Conference theme, presentation/discussion and workshop topics that are reviewed by the Conference Agenda Committee, which makes selections that are recommended to the Conference for approval;
- Working with the GSO staff and general manager on planning and coordinating each phase of the Conference program, agenda and scheduling;
- Working with the Language Services Department to schedule, assemble and coordinate translation of Conference material;
- Working with the Publishing department on the summer edition of *Box 4-5-9* and the print and anonymity-protected digital copies of the Conference *Final Report*;
- Administrator of the OnBoard software for the distribution of Conference material to Conference members, meetings, and related surveys.
- Receives the proposed agenda items.

Diana L.

COOPERATION WITH THE PROFESSIONAL COMMUNITY/TREATMENT AND ACCESSIBILITIES

Trustees' Report: The trustees' committees on Cooperation with the Professional Community and Treatment Facilities were combined by action of the General Service Board in April 1998. In August of 2009, the trustees' committee expanded its scope to include service to Special Needs-Accessibilities Committee and oversight of Special Needs literature. The title of the committee was changed to Cooperation with the Professional Community/Treatment/Special Needs-Accessibilities in 2009. In November 2015, "Special Needs" was removed from the committee's name and throughout the committee's Composition, Scope and Procedure.

The trustees' Committee on Cooperation with the Professional Community/Treatment and Accessibilities (CPC/TA) is responsible for implementing pending advisory actions of the General Service Conference, developing recommendations for the General Service Conference if appropriate, providing the tools to reach the professional community, treatment, accessibility and remote communities with an interest in fostering the kind of attitudes



that allow A.A. to better reach the still-suffering alcoholic.

The trustees' Committee on Cooperation with the Professional Community/Treatment and Accessibilities met three times since the 2023 General Service Conference.

Activities over the past year have included:

Cooperation with the Professional Community (CPC):

"A.A. in Your Community pamphlet" — The July 2023 committee reviewed the 2023 Conference Committee on Cooperation with the Professional Community consideration that the pamphlet be approved with minor editorial changes resulting in the pamphlet's publication and availability on aa.org in October 2023.

Review development of a pamphlet for Mental Health Professionals — Following the 2021 Conference Committee on CPC advisory action "That the trustees' CPC/T-A Committee develop a pamphlet directed to mental health professionals...", the committee reviewed the continuing progress by the staff secretary, and committee members to develop material for a draft pamphlet. The committee recommended that the materials gathered to date be forwarded to the AAWS Publishing Department. At the January meeting, the Publishing Department provided an update noting a working title and the committee looks forward to a progress report or draft pamphlet at the July 2024 meeting.

CPC Exhibits Update — In July 2023 the committee noted the experience the staff secretary gained attending a national professional exhibit and reporting publications

that were popular with professionals reflecting inclusivity; "Hispanic Woman in A.A.," "A.A. for the Black and African American Alcoholic" and "LGBTQ Alcoholics in A.A." The committee expressed excitement about the increase of AA Grapevine materials being included in the materials at the exhibits and volunteers staffing the events sharing the included materials are popular with the professionals attending the events. At the October meeting, the committee offered suggestions for specific events to attend to broaden the array of professionals we inform about our program of recovery and encouraged the desk to continue to explore these events focusing on a breadth of professions.

- In January 2024, the committee noted that the 2024 exhibit calendar is under review to reduce costs and to focus on identifying effective expenditures. The committee agreed on the concept of attending professional events as presenters or workshop leaders to better inform professionals about our program of recovery and Traditions. Short-term goals are to focus on presenting to corrections professionals in the second half of 2024 in a coordinated effort with the trustees' Corrections Committee.

The committee suggested that the staff secretary develop presentation materials that include graphics without narrative as a template that can be adapted to present to other professional groups. The committee looks forward to a progress report at the July 2024 meeting.

LinkedIn — Following the 2018 Advisory Action and committee consideration for creating a LinkedIn page, the committee continued to review progress on the LinkedIn page. The committee continued to note the usefulness of the LinkedIn page to share information about A.A. and resources with professionals.

In July 2023, the committee discussed use of videos on the platform and was advised by the Communications Services Department (CSD) that the current AAWS policy does not permit posting videos and is under review. In October, the CSD followed up on the July discussion reporting that the AAWS Technology/Communication/Services (TCS) Committee is exploring a wider conversation about creating a policy for posting videos to social media platforms and will continue to provide updates as they continue to develop that policy. In January 2024, the committee received an update from the CSD that the department has explored resources that will expand the account's reach, using the tools LinkedIn offers mindful of our A.A. Traditions and how we present our message to the professionals.

CPC Kit and Workbook — In October 2023, the committee noted updates offered by the Trustees' CPC/T-A Committee and the 2023 Conference Committee on CPC have been incorporated into the kit. The committee noted the pamphlet "A Member's-Eye View of A.A." has been removed from the kit per the Conference Committee on CPC as it may appear outdated and less effective for providing information about A.A. to the professional community. The committee noted that the sug-

gestions and revisions to the CPC Kit and Workbook have been forwarded to the AAWS Publishing Department and are in the process of translation before being posted to the aa.org website and printed.

In January the committee received an update on the CPC Kit and Workbook, noting that the revisions submitted by the 2023 Conference Committee on CPC have been forwarded to AAWS Publishing and are in the process of being translated into French and Spanish. The committee looks forward to a progress report at the July 2024 meeting.

CPC service card — In October 2023 the committee was informed that the final draft of the CPC service card has been sent to AAWS Publishing and the card will be made available to the Fellowship on aa.org. The card went live on aa.org in January 2024.

Review effectiveness of CPC videos on aa.org — In October 2023 the committee discussed ways to update the videos focused for professionals and what approaches should be considered concerning the content, cost, and other factors that would influence the development of new CPC videos. The committee noted that the language used is changing and suggested that staff consider content that focuses on “pre-professionals” who are likely to view the video, not doctors or lawyers, but medical assistants, paralegals, and support staff to the professionals. The committee agreed to communicate future suggestions to the staff to keep the project fully informed.

In January 2024, the committee reviewed the update on a proposal to revise the three CPC videos on aa.org. The committee requested that the term “pre-professionals” be replaced with “para-professionals” to ensure that we are including those who work alongside the professionals in supporting roles, members of the professional staff, offices, etc. along with students, and other future professionals as part of the target audience. The committee noted the estimated production costs appear reasonable.

The committee *agreed to forward* to the 2024 Conference Committee on CPC the proposal to revise all three CPC videos.

Review F-2 “Information on Alcoholics Anonymous” — In the January 2024 meeting, the committee reviewed F-2 “Information on Alcoholics Anonymous” and discussed if it is a relevant and effective piece for professionals. The committee noted that the overall appearance of the one-pager seemed cluttered and inconsistent; and suggested that consideration be given to adding graphics and developing a more modern appearance. The committee also noted that other A.A. Conference-approved literature has similar messaging, and that consideration should be given to whether the piece should be repurposed or retired. The committee agreed to continue discussions at the July 2024 meeting and asked the staff secretary to provide samples of F-2 revised to reflect their suggestions to help inform the discussion.

Proposed Agenda Items (PAI) for the 2024 Conference — The committee discussed a proposed agenda item to bring out of retirement the pamphlet “Three Talks to Medical Societies by Bill W.” and took no action. The committee noted there was no widely expressed need at this time and that the content is not useful as a CPC tool. The committee recognized the love and devotion many members of the Fellowship feel for these historical pieces and that a watermarked copy of retired pamphlets for personal use — not to be distributed — are available from Archives upon request.

The committee discussed a proposed agenda item to develop a pamphlet with Bill W.’s Basic Concepts of Recovery with minor editorial updates for the purpose of PI/CPC committee work and took no action. The committee noted there was no widely expressed need from professionals for such a pamphlet at this time. The committee also noted the cost of producing a pamphlet and that there exists in our literature other ways to inform professionals about these concepts of recovery.

Treatment:

Bridging the Gap pamphlet — In July 2023, the committee made suggestions for edits to the pamphlet that were incorporated into the current draft. In October 2023, the committee agreed to forward the draft pamphlet to the 2024 Conference Committee on Treatment and Accessibilities for review.

Bridging the Gap service material — After discussion at the July 2023 meeting, the committee suggested edits for the Guidelines on Bridging the Gap and service pieces “A.A. Temporary Contact/Bridging the Gap Request — Inside” (F-183) and “A.A. Temporary Contact/Bridging the Gap Volunteer — Outside” (F-184). The updated drafts were presented at the October 2023 meeting and the committee agreed to forward to the 2024 Conference Committee on Treatment and Accessibilities for review.

Treatment Committee Kit and Workbook — Editorial suggestions from the staff secretary presented at the July 2023 meeting were incorporated along with editorial suggestions from the committee. At the October 2023 meeting, the committee made no additional changes. The updated Treatment Workbook is in the process of translation and will be added to the website as soon as possible.

Review of treatment material for effectiveness and relevance — The video “Hope: Alcoholics Anonymous”, the pamphlet “A.A. in Treatment Settings” (P-27), and the flyer “Where do I go from here?” (F-4) were reviewed at the October committee meeting for their current effectiveness and relevance. The committee noted these materials felt outdated and agreed to forward discussion questions to evaluate the effectiveness and relevance of the materials to the 2024 Conference Committee on Treatment and Accessibilities

Accessibilities:

The Military Outreach Project (formerly known as the Military audio interviews) — At the July 2023 meeting,

the scope and responsibilities of the subcommittee working on this project were decided. The subcommittee and staff secretary selected audio files from the military audio project to post on aa.org and other channels and developed a plan to outreach to military leadership. Since then, ten audio interviews have been edited and posted to aa.org. The staff secretary plans to edit and publish twelve more audio interviews in 2024. The committee voted to ask trustees' Nominating Committee to approve ACM positions to expand this Project consistent with the 73rd Conference Committee Action Item to veterans. After approval from Nominating, the search for two appointed committee members to support further outreach to military members through the A.A. service structure and communication with military officials began and is in process as of the writing of this report. The Communication Services Department plans to create a landing page on the aa.org website for the military audio interviews in 2024.

Inventory of Accessibilities-related A.A. and AA GVLV resources and outreach — At the October 2023 meeting, the committee reviewed the report of A.A. publications that currently address accessibilities issues and agreed to forward this inventory to the 2024 Conference Committee on Treatment and Accessibilities. The committee is seeking guidance from the Fellowship and the Conference on the effectiveness of our current communication channels and what further efforts can be made to carry the message to those facing barriers.

Carrying the message to those with intellectual or information-processing challenges — In October 2023, the committee reviewed a report of A.A. publications and service material that could be updated to address members with intellectual or information-processing challenges. The committee suggested the staff secretary gather shared experience from the Fellowship, including reaching out to ICYPAA for an archive recording of their workshop on A.A. members and neurodivergence. The committee agreed to forward the report to the 2024 Conference Committee on Treatment and Accessibilities.

Guidelines for Remote Communities — In July 2023, the committee began to review the "A.A. Guidelines for Remote Communities" and provided suggested edits to the staff secretary. In October 2023, the committee reviewed and agreed to the updates with minor edits. The guidelines have been translated and added to aa.org as of February 2024.

Accessibilities Kit and Workbook — In July 2023, the committee reviewed edits made to the Accessibilities workbook and kit that arose from Conference committee considerations 2019-2022. In addition to these updates, further edits were suggested. In October 2023, the committee agreed to forward the updates to the 2024 Conference Committee on Treatment and Accessibilities. The updated workbook has been translated and published online.

Review Remote Communities and Elder Community Resource Lists — In October 2023, the committee reviewed updat-

ed resources lists for both Remote Communities and the Elder Community and agreed to forward to the 2024 Conference Committee on Treatment and Accessibilities for their review and suggestions.

Quebec Sign Language (LSQ) Announcement/Press Release — In 2022, the pamphlet "Access to A.A.: Members Share on Overcoming Barriers" (P-83) was translated into LSQ. In January 2024, the committee expressed support for the creation of a press release and LSQ video to announce that this resource is available to the Fellowship. A similar announcement was created for the ASL version of the Big Book (link to ASL video).

Kerry Meyer, Chair

Staff Report: Experience indicates that many professionals are aware of A.A., yet relatively few know what A.A. is and what it is not. It appears that even fewer have been to an "open" A.A. meeting. The staff member on the Cooperation with the Professional Community (CPC) assignment, along with an assistant, provides information about A.A. and facilitates communication with those outside A.A. who may have direct contact with the still-suffering alcoholic through their professional work.

The CPC coordinator replies to inquiries from professionals across the U.S. and Canada via telephone, email, and the A.A. website. The goal is to connect these professionals with local CPC committees to further their understanding of Alcoholics Anonymous, our Twelve Steps, and Twelve Traditions. The local committees respond with offers to send clients to meetings, share literature in professional settings, and other means to assure that A.A. resources are available.

The CPC assignment arranges for the distribution of service materials, presentations, and letter templates in English, French, and Spanish. The CPC coordinator strives to ensure that all the service materials are up to date and available to local committees. The desk recently launched the CPC Service Card on aa.org for local committees to download and customize for their service work. The assignment coordinates in-person attendance of A.A. at national professional conferences where local committee members interact with professionals to further education of A.A.

The CPC coordinator serves as a liaison or representative to organizations in Canada and the U.S. such as the Advisory Council of the National Institute for Alcohol Abuse and Alcoholism (NIAAA), and, when requested, by other Twelve Steps Fellowships. Communication with professionals through the newsletter *About A.A.* continues with the upcoming Summer 2024 issue focusing on the International Convention in Vancouver, B.C. in 2025.

Our LinkedIn page currently has over 3,500 followers, posting at least twice per month information about A.A. and our message of recovery, focusing on stories and topics that relate to the professional community. The assignment has forwarded content to the AAWS Publishing Department to prepare an initial draft of the pamphlet for the Mental Health Professional as recommended by the 2021 Conference Committee on CPC.

The staff member along with the assistant welcomes newly appointed Area and District CPC chairs and supports their efforts to carry the message to professionals in their local communities.

Michael R.

Staff Report: The overall purpose of the Treatment/Accessibilities and Remote Communities staff assignment is to share A.A. and service committee experience and information through literature, activity updates and other communications. Area, district and inter-group committee chairs for Treatment/Accessibilities and Remote Communities currently receive communications from this assignment.

We currently communicate with 169 Treatment committees, 87 Accessibilities committees (including 9 Cooperation with the Elder Community committees) and 24 Remote Communities committees.

New chairs receive welcome letters, workbooks, service-related materials, pertinent Grapevine issues, and service kits for their position and committee.

Most of the information that committees seek can be read on or printed from GSO's A.A. website (www.aa.org). On the committee web pages, anyone can access most of the committee service-related material regardless of their position within the committee. In addition, area level chairs receive a list of other area level chairs to share their local experience and activities.

Committee chairs receive updates on other committees' activities through *Box 4-5-9* articles and updates from the assignment coordinator that may contain ideas, activities, questions, and solutions from other committees. These activity updates contain information about the General Service Office, requests for local sharing and clarification of areas of potential confusion.

The Treatment/Accessibilities and Remote Communities staff member on this assignment also cooperates with GSO's Publishing department on developing and updating of literature for remote communities, accessibilities, and treatment.

The LIM (Loners and Internationalists Meeting newsletter) is coordinated by the staff member on this assignment. There are currently 395 LIM members who receive this *confidential* bimonthly bulletin and who correspond with one another year-round.

The staff member on this assignment serves as secretary to the Conference Committee on Treatment and Accessibilities, and as co-secretary to the trustees' Cooperation with the Professional Community/Treatment and Accessibilities Committee.

Kelley C.

CORRECTIONS

Trustees' Report: The Trustees' Corrections Committee recommends to the General Service Board actions that support carrying the A.A. message to alcoholics confined in a variety of correctional settings. Since the 2023 General Service Conference, the trustees' committee has met four times.

Review Composition, Scope and Procedures:

The committee reviewed and approved the suggested revisions to the Composition, Scope and Procedures.

The committee recommended to the General Service Board that item #2 of the Scope section be changed to:

Developing materials to assist A.A. members in Twelfth Step work in all correctional settings. These materials include suggestions for cooperating with correctional administrators and personnel in order to hold A.A. meetings in facilities, for "sponsoring" A.A. groups in all correctional settings, and for providing prerelease sponsorship information.

And that the last paragraph of the Scope be changed to:

All these activities draw upon and are enhanced by shared experience provided by members volunteering in local institutions, committees, and correctional facilities.

Note: *This recommendation was approved by the GSB at their Q4 2023 meeting.*

Shared Experience on Virtual Meetings:

An additional Committee Consideration from the 72nd Conference Committee on Corrections suggested that GSO staff gather shared experience regarding virtual meetings in correctional facilities for addition to the Corrections Workbook. In response to this consideration, the Trustees' Corrections Committee reviewed the shared experience collected which included experience from six A.A. trusted servants, one professional who facilitates virtual meetings in a correctional facility and 11 stories from members in custody who have been positively impacted by these meetings.

The committee requested that staff utilize the submitted shared experience to develop a service piece that would be included in the Corrections Kit. The committee requested a draft or progress report. Collected stories were excerpted in the Summer 2023 *Box 4-5-9* newsletter, shared in a Corrections Activity Update, and submitted to AA Grapevine for possible inclusion in the 2024 Prison Issue.

The committee reviewed the draft service piece and provided additional edits to the staff secretary with the understanding that the finalized service piece will be included in the Corrections Kit.

Review content and format of Corrections Kit and Workbook:

Inconsistencies in language were noted following the revision of the "singleness of purpose" paragraph on page 5 of the Workbook. The Trustees' Corrections Committee is forwarding language to the 74th Conference Committee on Corrections to unify language in FP-20 "A Message to Corrections Professionals."

The revised workbook language reads:

"Some professionals refer to alcoholics and drug addicts as a single group when using professional terminology. Nonalcoholics are, therefore, sometimes introduced to A.A. and encouraged to attend A.A. meetings. Nonalcoholics may attend open A.A. meetings as observers, but attendance at closed meetings is limited to persons who have a desire to stop drinking."

The original paragraph is also used in the following items which fall outside of the purview of Corrections' material:

Faith Leaders Ask About Alcoholics Anonymous	P-25
A.A. As a Resource for the Health Care Professional	P-23
How A.A. Members Cooperate with Professionals	P-29
If you are a Professional	P-46
Is There a Problem Drinker in the Workplace	P-54
Information on Alcoholics Anonymous	F-2
Treatment Committee Workbook	M-40i
Cooperation with the Professional Community Workbook	M-41i
A.A. Guidelines on Cooperating with Court, DWI and Similar Programs	MG-05
A.A. Guidelines for A.A. Members Employed in the Alcoholism Field	MG-10

Creation of Corrections Events Working Group:

The Trustees' Corrections Committee chair appointed a working group to research and report on opportunities to attend professional corrections conferences. The Working Group identified their scope: to identify corrections events to attend, defining the purpose for attendance and the roles best served by Class A Trustees and A.A. trusted servants. These efforts will be in cooperation with the GSO CPC coordinator who is responsible for coordinating exhibits and speaking engagements at national conferences for professionals. Six conferences have been placed on the 2024 CPC Preliminary Exhibit list.

The Trustees' Committee discussed the report from the working group and suggested the American Correctional Associate meeting in August 2024 in Nashville Tennessee as a high priority to consider. This major professional conference attracts both United States and Canadian attendees.

Call for stories from women with extended, long-term sentences:

An idea was expressed to solicit stories from women members in custody who have extended, long-term sentences. A memo was sent to AA Grapevine, which agreed to run the call for stories in the July 2024 prison issue. It was noted that stories from persons in custody can be considered for inclusion in other issues throughout the year. The staff secretary will include a call for stories in the next Corrections Activity update. The Trustees' Corrections Committee requested an update at the July 2024 meeting.

Discussion about accessing AAWS and AA Grapevine literature on tablets.

The committee had a robust discussion about confusion around who accesses the literature to be downloaded on tablets. AAWS and Grapevine content lives on the vendors' site, however accessing literature varies according to vendor platform, correctional setting, and jurisdictional policy. A.A. content (files + meta-data) is uploaded via secure process to a vendor database either by direct upload or FTP (File Transfer Protocol). From

there, content is stored on a secure server owned and managed by the vendor. It is up to each Department of Corrections or facility to decide what specific content is made available within their particular jurisdiction. At the item level, the person or persons responsible for managing content for their facility or region can "opt in" to have specific titles made available on vendor tablets within their facility.

The committee reviewed a December snapshot of user interface across the Edovo, Securus, and Orijin platforms, as well as a recap from the January 22, 2024, tablet demonstration provided by Market Partners International. The committee discussed how to effectively communicate tablet information to the Fellowship through the development of service material and a FAQ. The staff secretary was asked to develop questions for a suggested survey through the North American Association of Wardens around facility-level availability of AAWS and Grapevine literature.

Review "Carrying the Message Behind These Walls" DVD for content and format:

The committee reviewed the Corrections video "Carrying the Message Behind These Walls" for relevance and usefulness. The committee noted that the video addressed multiple audiences over an extended duration; and that shorter, targeted presentations could be more effective. The committee considered that the videos "A New Freedom" and "A.A. for Legal and Corrections Professionals" address topics and audiences which overlap with the "Carrying the Message Behind These Walls" video. The committee agreed to forward to the 2024 Conference Committee on Corrections a suggestion that the video "Carrying the Message Behind These Walls" be reviewed for relevance, effectiveness, and intended audience.

Andie Moss, Chair

Staff Report: The Corrections assignment is responsible for helping A.A. members and local committees carry the A.A. message to alcoholics confined in a variety of correctional settings. Approximately 300 letters arrive monthly from people in custody, many requesting free literature, information on how to start a meeting, how to participate in the Corrections Correspondence Service (CCS), or for help in contacting A.A., either by asking for a meeting in their facility or for a prerelease contact.

While not everyone who writes to GSO has a problem with alcohol, all letters are answered. Many letters received from incarcerated alcoholics request free literature. Members in custody may be sent a Big Book, a copy of Grapevine or La Viña, a selection of pamphlets, and often the booklet *A.A. in Prison: A Message of Hope*. Literature is always accompanied with a statement that it is made possible through the voluntary contributions of A.A. members throughout the United States and Canada. Information about tablet literature is also being sent to raise awareness of tablets as a free source for a wide catalog of A.A. titles. This

assignment does provide some A.A. literature directly; however, the primary focus is connecting local service committees with requests for help from inside correctional facilities.

One of the most gratifying aspects of the assignment is communicating with area and district corrections committees. The desk fields daily calls and emails from A.A. members doing corrections service work. In 2023, we passed along to area corrections committee chairs approximately 320 requests from persons in custody, corrections professionals, and A.A. members taking meetings into correctional facilities for prerelease contacts, outside support, or A.A. literature.

Prerelease contacts help alcoholics in custody get acquainted and comfortable in A.A. within the community they are being released to. They are intended to be made three to six months prior to a release date. Requests from persons in custody are received by GSO and forwarded to the appropriate area corrections chair. In 2023, we forwarded almost 100 requests.

The Corrections Correspondence Service (CCS) is coordinated through GSO and is intended for those who have more than six months to serve on a sentence. There are now 5,400 active participants. In 2023, 1350 new incarcerated AA members were matched with outside members. To maintain this service there are regular requests to the Fellowship through various channels for new correspondence volunteers. CCS continued to provide the spiritual connection of one member to another — sharing experience, strength and hope. Sign-up forms have been updated to provide more accurate and effective matches. We are also working to increase awareness and participation in Canada.

Thanks to the voluntary contributions of A.A. members, contracts with various vendors have enabled AAWS and AA Grapevine literature to be available on tablets found in the various correctional settings in the United States. This is a new service that continues to expand. There were 41,450 unique interactions with A.A. e-books in 2023 with 4,388 titles completed. There were 48,603 unique interactions with A.A. audiobooks in 2023, with 37,463 titles completed.

GSO's website has a dedicated section where most Corrections service material can be found, including current and past issues of the newsletter *Sharing from Behind the Walls* (SFBTW). This triannual publication contains excerpts of sharing from A.A. members in prison who have written to GSO. The Corrections Kit list and Workbook are also available in digital form through the Corrections page.

We receive many letters from A.A. members on the inside who express their gratitude for the hope found in the literature received, as well as for the many dedicated A.A. members who take the time to reach behind the walls by bringing A.A. meetings into correctional facilities or via our Corrections Correspondence Service. As always, we are very grateful to be of service.

Rainer L.

FINANCE AND BUDGETARY

Trustees' Report:

2023 Actual Results vs. 2023 Budget

General Service Office:

The audit of 2023 financial statements was completed on April 3, 2024. All 2023 numbers cited in this report are audited.

For the year 2023, the GSO had an operating surplus before depreciation of \$581,907 compared to a budgeted operating surplus of \$1,037,166. The surplus was less than budgeted primarily because gross literature sales were less than budgeted. Although literature sales fell short of budget, they were significantly more than in 2022. Depreciation of \$1,056,630, non-operating revenue of \$3,781,295 and non-operating expense of \$1,756,808 resulted in a bottom-line surplus of \$1,549,765. Most non-operating transactions are non-cash transactions such as changes in the market value of the assets in the defined benefit pension plan and post-retirement medical fund and changes in expected future contributions to these plans. Appendix 1 details the non-operating revenue and expense.

Although the operating surplus was \$581,907, cash increased in 2023 by only \$358,588. The cash increase was less than the surplus because cash spent on printing, shipping, and warehousing publications does not count as an expense (cost of goods sold) until the items are sold. Until then, the expenditure is on the balance sheet as inventory. Cash at year end was \$976,718 which represented about three weeks of 2023 operating expenses.

Operating expenses were \$17,474,874, compared to the budget of \$17,754,154. The G.S.O.'s largest expense, salaries, benefits, and payroll taxes was \$11,041,355, slightly less than the budget of \$11,221,433. Professional fees were \$1,841,628, slightly less than the budget of \$1,860,409. Please see Appendix 2 for a detailed listing of professional fees.

Gross literature sales were \$14,641,118, about 8% less than the budget of \$15,900,000. However, 2023 sales exceeded the \$14,405,491 recorded in 2019, an encouraging sign for recovery from the pandemic. The expense of printing, shipping, and storing literature was \$7,726,991, 1% greater than the budget of \$7,632,000.

Contributions were \$10,841,419, about 3% greater than the budget of \$10,500,000. Operating revenue (after subtracting cost of literature sold) was \$18,056,782, 4% less than the budget of \$18,791,320.

GSO Actual vs. Budget	2023 Actual	2023 Budget	Difference
Operating Surplus/(Deficit)	581,907	1,037,166	(455,259)
Operating Expenses	17,474,874	17,754,154	(279,280)
Salaries, Benefits, and Payroll Taxes	11,041,355	11,221,433	(180,078)
Professional Fees	1,841,628	1,860,409	(18,781)
Gross Literature Sales	14,641,118	15,900,000	(1,258,882)
Cost of Literature Sold	7,726,991	7,632,000	94,991
Contributions	10,841,419	10,500,000	341,419
Operating Revenue	18,056,782	18,791,320	(734,538)

AA Grapevine:

The 2023 Grapevine budget anticipated a net deficit of \$872,582 (based on decreasing subscriptions, costs associated with the launch of the Grapevine App and increasing costs for paper, printing, shipping, and services to the Fellowship). The actual results fared worse than anticipated, with a net deficit of \$888,465.

GV Actual vs. Budget	2023 Actual	2023 Budget	Difference
Net Deficit	(888,465)	(872,582)	(15,883)

2023 Actual Results vs. 2022 Actual Results

General Service Office:

The operating surplus before depreciation of \$581,907 compares to a surplus of \$8,320 in 2022. The improved surplus is primarily attributable to significantly greater literature sales in 2023 than in 2022. Overall, 2023 operating revenue of \$18,056,782 compares to \$15,910,334 in 2022, and 2023 operating expenses of \$17,474,874 compares to \$15,902,014 in 2022.

Including non-operating transactions, the 2023 surplus of \$1,549,765 compares to a \$995,618 deficit in 2022. Non-operating revenue of \$3,781,295 compares to \$1,932,348 in 2022. Gross literature sales increased from \$11,999,441 in 2022 to \$14,641,118 in 2023. Contributions also increased, from \$10,548,525 in 2022 to \$10,841,419 in 2023.

Operating expenses increased to \$17,474,874 in 2023 from \$15,902,014 in 2022. The primary reason for this was that salaries, benefits, and payroll taxes increased to \$11,041,355 in 2023 from \$9,900,597 in 2022 due to the creation of the Language Services and Legal, Licensing, and Intellectual Property departments midway through 2022 and the filling of vacant positions. Non-operating expenses were \$1,756,808 in 2023 compared to \$1,751,892 in 2022.

GSO Actual vs. Last Year	2023 Actual	2022 Actual	Difference
Operating Surplus/(Deficit)	581,907	8,320	573,587
Surplus/(Deficit) including non-operating transactions	1,549,765	(995,618)	2,545,383
Operating Revenue	18,056,782	15,910,334	2,146,448
Non-operating Revenue	3,781,925	1,932,348	1,849,577
Gross Literature Sales	14,641,118	11,999,441	2,641,677
Contributions	10,841,419	10,548,525	292,894
Operating Expenses	17,474,874	15,902,014	1,572,860
Non-operating Expenses	1,756,808	1,751,892	4,916
Salaries, Benefits, and Payroll Taxes	11,041,355	9,900,597	1,140,758

AA Grapevine:

The AA Grapevine Magazine Operations and Content-Related Items

Net income from subscriptions, for 2023, was \$601,088. Income from subscriptions includes the print magazine, single copies, back issues, GV Complete, the GV App and e Pub (the digital version of the print magazine).

The average paid circulation for print magazines in all formats in 2023 was 54,569 (down from 58,813 in 2022). The 2023 subscriptions for the GV App launched in September 2023 averaged 843.

The 2023 gross margin on the magazine and content-related items (books, audio, etc.) of \$1,163,834 was \$299,927 less than 2022, and \$24,561 below budget. Included in 2023 gross income was net profit from other published items of \$562,746 which was \$74,524 under budget, and \$111,769 less than 2022. Net profit in 2023, including interest earned was \$1,170,594, which is \$293,167 under 2022 and \$26,201 under budget.

Costs and expenses for editorial, circulation and business, and general and administration in 2023 were \$2,059,058. Cost and expenses were \$176,357 more than in 2022 but \$10,319 under budget. Overall, Grapevine reported a deficit of \$888,465 (which included accrued expenses, depreciation write-offs, and allowance for bad-debt accounts).

The Grapevine reported loss of \$888,465 was higher than the 2023 budgeted loss of \$872,582.

GV Actual vs. Last Year	2023 Actual	2022 Actual	Difference
Magazine Circulation (All Formats)	54,569	58,813	(4,244)
App Circulation	843	0	843
Gross Margin on Subscriptions	601,088	789,246	(188,158)
Gross Margin from other Published Items	562,746	674,515	(111,769)
Total Gross Margin (Including interest)	1,170,594	1,463,761	(293,167)
Total Expenses	2,059,058	1,882,701	176,357
Net Income (Loss)	(888,465)	(404,940)	(483,525)

La Viña Magazine Operations: In 2023, La Viña, the Spanish-language magazine (approved by the 1995 General Service Conference) experienced an average circulation of 6,484 — as compared with the 2022 average circulation of 6,685. In previous years, La Viña circulation had reached the 10,000 range. During 2023 and 2022 circulation incurred a significant drop-off, which is attributable to the Covid-induced lack of live events in the Spanish-speaking community, where many subscriptions and renewals originate.

During 2023, subscription income was \$106,337 against \$61,533 of direct publishing costs. La Viña also realized approximately \$139,494 from the sale of other content-related items (books, audio, etc.) against direct costs of \$46,464. Total operating expenses (i.e., editorial, circulation and administrative costs) associated with these publication activities were \$891,210. The shortfall between revenues earned from publishing activities versus the cost to produce and distribute was \$753,376.

This shortfall of \$753,376 was covered by the General Service Board as a service activity to the Spanish-speaking members of our Fellowship. The 2023 shortfall increased from the 2022 shortfall of \$640,295.

LV Actual vs. Last Year	2023 Actual	2022 Actual	Difference
Average Circulation	6,484	6,685	(201)
Net Operating Service Cost	753,376	636,604	(116,772)

2024 Budget

General Service Office:

The 2024 budget has an operating surplus before depreciation of \$617,945 compared to a comparable surplus of \$581,907 in 2023. 2024 operating expenses are budgeted at \$19,024,414 compared to \$17,474,874 in 2023. The increased operating expense is in the personnel, data, automation and website, and travel and meeting categories. The personnel budget is always higher than the actual personnel costs for the previous year because the budget assumes no turnover but there are inevitability resignations during the year which result in savings while the position is being filled.

2024 operating revenue is budgeted at \$19,642,359 compared to \$18,056,782 in 2023. This increase is expected to come from literature sales, whose budget is based on the same unit sales budgeted for 2023 but with the price increase in effect for a full year. Gross literature sales are budgeted at \$16,817,345 in 2024 compared to \$14,641,118 in 2023. Contributions are budgeted at \$10,500,000 for 2024 compared to \$10,841,419 in 2023.

GSO 24 Budget vs. 23 Actual	2024 Budget	2023 Actual	Difference
Operating Surplus/(Deficit)	617,945	581,907	36,038
Operating Expenses	19,024,414	17,474,874	1,549,540
Operating Revenue	19,642,359	18,056,782	1,585,577
Gross Literature Sales	16,817,345	14,641,118	2,176,227
Contributions	10,500,000	10,841,419	(341,419)

AA Grapevine:

The Grapevine

In 2024 a significant price increase will markedly improve the gross margin and profitability of GV subscriptions. In 2023 efforts focused around the building and launching of the GV and LV Apps in September 2023 after extensive research, testing and development. In 2024, the app circulation builds in both volume and profitability. Budgeted overall circulation (print and digital) is projected to increase from 2023's 55,412 paid average to 61,663. Gross margin on subscriptions in 2024 is budgeted at \$1,114,568, up from \$601,088 in 2023 driven by the price increase of print subs as well as a higher proportion of high margin Apps in the circulation mix. Content-related income (books, audio, etc.) will increase to \$792,547 which is up from 2023's \$562,746. If all goes according to plan, in 2024 Grapevine will improve on 2023 results by \$305,893.

GV 24 Budget vs. 23 Actual	2024 Budget	2023 Actual	Difference
Print and Digital Circulation	61,663	55,412	6,251
Gross Margin on Subscriptions	1,114,568	601,088	513,480

Content Related Gross Margin	792,547	562,746	229,801
Total Costs & Expenses	2,499,287	2,059,058	440,209
Net Surplus/(Deficit)	(582,572)	(888,465)	305,893

La Viña:

In 2024, with increasing large-scale in-person events, La Viña subscriptions will continue to rebound. Total circulation is projected to increase from 7,796 in 2023 to 7,836 in 2024. Total subscription income is expected to increase from \$106,337 in 2023 to \$115,187 in 2024. La Viña's net operating service cost covered by the General Service Board in 2024 is expected to be \$183,865 less than in 2023 (\$569,511 compared to \$753,376 in 2023).

LV 24 Budget vs. 23 Actual	2024 Budget	2023 Actual	Difference
Print Circulation	7,836	7,796	40
Subscription Income	115,187	106,337	8,850
Net Surplus/(Deficit)	(569,511)	(753,376)	183,865

Appendix 1

2023 GSO NON-OPERATING REVENUE

Dividends and Interest on Reserve Fund and Post-Retirement Medical Fund	382,759
Gain on sale of Post-Retirement Medical Fund assets to pay benefits	16,611
Increase in the market value of Post-Retirement Medical Fund investments*	997,644
Increase in the surplus of the market value of the Defined Benefit Plan assets over the actuarial calculation of future benefits payable to participants*	2,384,282
TOTAL NON-OPERATING REVENUE	3,781,296

*Non-cash item

2023 GSO NON-OPERATING EXPENSE

Disbursements from International Literature Fund	17,110
Bad debt expense (write off of literature sales receivables)*	44,749
Credit card and bank transaction fees	155,288
GSB Support of La Viña	755,749
Penalties and interest	15,595
Transfer from Reserve Fund to Grapevine	500,000
Loss on currency exchange between US dollar and Canadian dollar	9,253
Increase in expected future contributions to the Post-Retirement Medical Fund*	254,364
Fees paid to investment advisor for Defined benefit retirement plan and post-retirement medical plan	4,700
TOTAL NON-OPERATING EXPENSE	1,756,808

*Non-cash item

Appendix 2
GSO PROFESSIONAL FEES

Accounting and Audit	274,890
Legal	173,249
Human Resources	69,295
Editorial Services	80,651
Information Technology	187,709
Temporary Help	304,384
Payroll Processing	30,489
Document Translation	271,839
Simultaneous Interpretation	62,557
Project Management	60,000
Operational/Structure Consulting	51,819
Other*	274,746
Total	1,841,628

NOTES:

*Other includes:

- Location Plus Consultant
- Management of Public Information Press Releases
- GSB Inventory Facilitator
- Graphic Design

Kevin Prior, Treasurer

GENERAL SHARING SESSION

Trustees’ Report: Since the 73rd General Service Conference, the General Service Board held three General Sharing Sessions. For each General Sharing Session, the chair provided a topic and selected two speakers in advance of the session to share, which was then followed by sharing from many in attendance.

The topic for the July General Sharing Session was, “Working Together Harmoniously.” The chair chose this topic in recognition of the vital need for the vision to work harmoniously during this time in A.A., at every level, and to clearly delineate who does what and when, with the intention of moving forward in coordinated effectiveness.

Thoughtful sharing from the floor was captured in the “July 2023 General Sharing Session Summary.”

The topic for the session at the October Board Weekend was “Mutual Trust.” Again, rich and varied sharing followed and was captured in the “October 2023 General Sharing Session Summary.”

As is customary in January, the delegate chairs joined the Board Weekend and also participated in the General Sharing Session. The topic for the session was “Leadership.”

The sharing was captured in the “January 2024 General Sharing Session Summary.”

If you wish to receive digital versions of the summaries from all three General Sharing Sessions, please contact the staff coordinator, staffcoord@aa.org.

Deborah K., Chair

GRAPEVINE AND LA VIÑA

Office Report: The Grapevine and La Viña staff had a very busy and productive year.

Since the last Conference, AA Grapevine, Inc. with its 12 full-time employees produced 12 monthly issues of Grapevine and six bi-monthly issues of La Viña. It also produced a new revised edition of the Grapevine book *The Home Group*, including a brand-new chapter on virtual meetings; and a Spanish translation of *Prayer & Meditation (Oración y Meditación)*, one of AA Grapevine’s most popular books. In 2022, AAGV began production on an all-new Step book, called *Our Twelve Steps* (to complement the GV book *Our Twelve Traditions*) scheduled for release in spring of 2024. Since partnering four years ago with Ingram Content Group to distribute its books, e-books and audiobooks, Grapevine and La Viña material is now reaching many more alcoholics in need.

The big news this year was the official launch of the new Grapevine and La Viña apps in September. The official launch was made at ICYPAA in San Francisco. Members can download both apps for free from wherever they get their apps. Subscriptions are required to access the full stories and Archives. Digital subscriptions, which include the app and the website are priced at \$2.99 USD per month. AAGV brought on a new Digital Engagement Editor this year to add new editorial content to the apps and help with membership engagement. As of December, the downloads for the Grapevine app were more than 23,000 and La Viña over 900. At the end of 2023, the AA Grapevine App reached number 20 on the Apple top 200 Newspaper and Magazine App charts.

In 2023, the GV and LV apps were launched on the Apple App Store and Google Play, and dedicated landing pages for the apps were created, as well as an app FAQ document that is available for download on the landing pages: aagrapevine.org/apps and aalavina.org/aplicaciones.

A special app playlist was added on the AAGV YouTube channel, with an introduction to the app and “how-to” videos. In March 2023, The AAGV Website Department became the Digital Publishing Department and grew the team from one person to two. Since May 2023, the Digital Publishing Department has managed the GV and LV Instagram accounts in-house. In the same month, we upgraded the hosting server service to a high level due to the 100% increasing traffic/visits on our website. We now have a visit cap of 300K, up from a cap of 150K.

In October 2023, AA Grapevine celebrated the two-year anniversary of its popular 30-minute Podcast, “The Half Hour Variety Hour,” which is available on the leading podcast platforms. New episodes continue to air every Monday at 9:00 am EST. The podcast has now had over 680,000 downloads. AAGV continues working on new ideas to increase content on the YouTube channel, including explainer videos and short videos (in both English and Spanish) using member’s original seven-minute personal audio stories from the GV and LV Audio Projects. The YouTube channel keeps growing, with more than 11,800 subscribers now. The videos gather thousands of views

every month. AAGV has also continued to make AAGV/LV content available to prisons via e-tablets. AAGV also produced its annual wall calendar (with member photos) and a pocket planner, in three languages.

Instagram accounts for both the AA Grapevine and La Viña magazines continue to grow followers and to hopefully reach more alcoholics in need. Users can read GV's Daily Quote each morning, know when our new magazine issues arrive, learn about new GV and LV books and be inspired by both A.A. pioneers and today's members. The Grapevine account (@alcoholicsanonymous_gv) has more than 11,300 followers, the La Viña account (@alcoholicosanonimos_lv) has over 1,540 followers. Members are invited to send in their own anonymity-protected photos for posting, after careful vetting by the GV/LV staff.

AA Grapevine, Inc. continued to expand its successful Carry the Message (CTM) Project to help members and groups get Grapevine and La Viña subscriptions into the hands of alcoholics in need. AAGV simplified the process to make it easier for members, groups and committees to get subscriptions to prisoners, members (at events and home groups), alcoholics in detoxes and rehab centers, or to help doctors, lawyers, parole officers, teachers and other professionals learn more about A.A. Throughout the year, AAGV, Inc. has collaborated with GSO's Corrections desk to fulfill hundreds of Carry the Message subscriptions for inmates. The office currently has a long list of incarcerated A.A. members in need of a subscription. This year the La Viña Anniversary in Oregon contributed \$9,000 to the CTM project.

The GV/LV staff members have participated in many events in the U.S. and Canada, both in person and virtually, such as the National Corrections Conference, ICYPAA, the Intergroup/Central Office Seminar, the National Hispanic A.A. Convention, La Viña Anniversaries and all four GSO Regional Forums. They also participated in many GV and LV conferences and workshops.

Paola M., La Viña Editor

GROUP SERVICES

Staff Report: The Group Services staff oversees the production and regular update of service material which provides information and shared experience not found in Conference-approved literature. Service material is developed by GSO based on group needs and common questions being directed to GSO. It provides shared experience to groups and members when there is a need for timely sharing of information. That is generally not possible through the Conference-Approval process. These materials fall into several categories: materials for service committees (kits, workbooks, committee related guidelines, self-support package), reference and resource material that requires updating such as "Estimates of Groups and Members," A.A. Guidelines, and materials where processes are informally defined such as "How to Conduct a Sharing Session" and "Safety: Our Common Welfare." A six-page document, SM F-33, lists and describes each service piece that is available. GSO continues to work toward providing services in the three lan-

guages of the U.S./Canada Service Structure — English, French and Spanish.

Additionally, as the chair of the Services Unit Meeting, Group Services collaborates with all GSO desks in maintaining the shared experience found in the service materials relevant and timely. Kit lists are a standing agenda item for respective Conference Committees to review and make suggestions for updates, along with the service workbooks.

The group services coordinator coordinates with a variety of fields both within and outside of the General Service Office. Key ongoing interdepartmental goals include:

- Coordinates with GSO Staff Desks on the updating of GSO's service material, in English, Spanish and French, as needed.
- Collaborates with the Publishing Department on revisions and updates, serving as a resource for the update of *The A.A. Service Manual* and the *Conference Final Report*.
- Coordinates with Operations for the annual service kit list update in print and digital formats for English, French and Spanish.
- Collaborates with Member Services and related departments on projects having to do with the evolution of the "Fellowship Connection" portal and data stewardship with area registrars, such as the Data Integrity Working Group.

Liaising with the Fellowship:

- Serves as liaison to over 540 intergroup and central offices, in English, Spanish and French in the U.S. and Canada. Group services also helps maintain intergroup and central office shared experience and contact information for communication purposes as well as A.A. Near You. Coordinates the participation of AAWS at the annual intergroup/central office seminar (ICOAA), working with the seminar's Policy and Site-Selection Committees.
 - Serves as liaison to other Twelve Step fellowships and to Special International Contacts. Helps coordinate and participates in the "Day of Sharing," a cooperative event between A.A. and other Twelve Step fellowships that rotates coordination annually amongst the different fellowships.
 - Serves as regional correspondent to the West Central region of the United States.
- Supporting the work of the General Service Conference:
- Secretary to the Conference Committee on Report and Charter
 - Secretary to the General Service Board Participation of Online Groups Ad Hoc Committee
 - Support Staff for the AAWS Technology/Communication/Services Committee
 - Secretary to the AAWS Service Material Ad Hoc Committee
 - Secretary to the AAWS Services Subcommittee

Karina C.

INTERNATIONAL

Trustees' Report: The trustees' International Committee is responsible for reviewing information about A.A. activity around the world. The committee also reviews information regarding the World Service Meeting (WSM) held every two years. Noting that the GSB serves as the host country every four years, at the fall meeting, in the year prior to a WSM, the committee reviews and approves the proposed WSM budget. The committee reviews quarterly financial reports on the International Literature Fund and the World Service Meeting Fund maintained by A.A. World Services. The committee reviews suggestions regarding international travel made by the Trip Consultation Team, which includes as its members: the chair of the General Service Board, both trustees-at-large, U.S. and Canada, another trustee appointed by the General Service Board chair, general manager of GSO and the staff member on the International assignment. The committee receives reports on all international trips taken on behalf of the GSB and GSO U.S./Canada.

The current International Literature Fund budget of \$ 42,363.47 will allow A.A. World Services to translate and publish a variety of international-language books, pamphlets, and reprints. The International Literature Fund represents contributions from A.A. groups and structures around the world. AAWS holds the copyrights on all international-language versions of our Conference-approved material and issues licensing agreements for publication and distribution, as requested, to those countries that have an established general service board. Recognizing the need of new translations when there is not a service structure to support the project or when there are expressed needs from committees in the U.S./Canada structure for AA literature in languages not yet translated, General Service Office translates and publishes the material, subject to scheduling by the Legal License Intellectual Property department and approval of the AAWS Board.

Composition, Scope, Procedure — The committee reviewed the trustees' International Committee Composition, Scope, Procedure. The committee noted the importance of responding to the need of new translations (considering the needs and costs on a case-by-case basis) particularly if there is not a service structure to support the project.

The committee also noted that some literature requests in languages not yet translated are at times requested by service committees in the U.S./Canada structure and that collaboration from the Accessibilities/Remote Community coordinator and TL Department may be needed for a comprehensive understanding of translation requests. The committee also recommended that Scope #10 be added to the committee Composition, Scope and Procedure. (*Note: This recommendation was passed by the GSB.*)

AAWS Licensing and translations activity report — The committee accepted the AAWS literature Translations and Licensing report and opened up for questions. The



committee noted with appreciation the progress and efficiencies of the new translation and licensing portal request system. The portal will help afford countries a more pro-active role in knowing the status of their country's literature permissions. The committee requested that detailed translation and licensing reporting continue to be forwarded quarterly to the committee.

The committee received a verbal report from Legal, Licensing and Intellectual Property Department director, Beverly Jones-King, regarding the successful completion of the translation of licensing documentation into Spanish.

The committee reviewed cost estimates provided by the Legal, Licensing and Intellectual Property Department to complete the translation into Haitian Creole of the Big Book chapters, 1, 9, 11 and "Dr. Bob's Nightmare." The committee requested that a memo be sent to AAWS, seeking the allocation of funds from the International Literature Fund to support the completion of the Haitian Creole Big Book.

The committee also discussed previously developed draft pamphlets of "Is AA for Me?" and "How it Works" in Haitian Creole and asked that the appropriate GSO department proceed in making these pamphlets available.

The committee also noted that many of the requests for Haitian Creole literature are requested from those in the U.S./Canada structure for Creole speaking alcoholics.

Meeting Guide App — The committee discussed the GSO senior digital analyst's Meeting Guide app report. The committee posed questions regarding International requests and data and the status of a test pilot project in cooperation with an A.A. International entity. The committee requested that ongoing reporting about the project and its impact on the GSO Communication Services Department and the International community be brought to the October meeting.

Staff report — The staff report was accepted as presented. The committee discussed a topic brought by the staff secretary of an existing incomplete draft translation of

the Haitian Creole “Big Book” and requested that the Translation & Licensing Department provide the cost estimates of hiring a professional translator and editor to finish the remaining text of a Haitian Creole Big Book to be brought back to the October meeting.

International Budget Reforecast — The committee reviewed the 2023 International reforecast budget and agreed to forward to the Trustees’ Finance and Budgetary Committee. The committee noted that items pertaining to Zonal fees and expenses have been adjusted and information about these adjustments have been provided to the GSO chief financial officer.

2024 World Service Meeting Budget — The committee reviewed and approved the preliminary 2024 World Service Meeting budget. The committee also took note of the ongoing efforts by the General Service Office to curtail expenses for the 28th World Service Meeting.

International Literature Fund (ILF) and World Service Meeting (WSM) Fund — The committee discussed the current status of the ILF and WSM Fund as well as the new AAWS accounting procedures for the funds.

The committee noted the responsibility and importance that these funds be maintained by AAWS, and that they are clearly and accurately reported to the World Service Meeting and REDELA zonal meeting. The committee looks forward to continued quarterly reporting from GSO Finance on the progress of the maintenance of these accounts as well as any updates to the procedures of maintenance and distribution of the funds. The committee asked that all final balances for the WSM Fund and ILF and final costs of the WSM be forwarded to the Trustees’ International Committee when that information is provided to the Trustees’ Finance and Budgetary Committee. The committee received with appreciation an update from the General Manager regarding recent contributions made by REDELA A.A. structures to the International Literature Fund at the 23rd REDELA. The General Manager also provided an update on a substantial contribution made by the 22nd European Service Meeting and the Great Britain GSO to the World Service Meeting fund. The committee acknowledged the desire expressed by the delegates at the 27th World Service Meeting to be fully informed of the costs of the World Service Meeting and the amount the General Service Board of U.S./Canada contributes to the expenses. The committee requested that the international desk send a memo to the A.A. structures around the world regarding contributions to the World Service Meeting in the spirit of the Seventh Tradition and self-support as well as supporting emerging structures to provide an equal opportunity to attend the World Service Meeting.

The committee accepted reports on the International Literature Fund and World Service Meeting Fund and observed that recent Seventh Tradition contributions to both funds reflect the awareness of countries of the need to assist each other to assure access to the A.A. message and support the World Service Meeting. The committee noted the effectiveness of suggestions from the 27th World Service Meeting, Policy, Admission and

Finance committee to encourage countries that are able to contribute funds to the World Service Meeting Fund.

28th World Service Meeting (2024) — The committee discussed the 28th World Service Meeting (WSM) to be held Sunday, October 27-Thursday October 31, 2024. The committee noted the longtime custom that the General Service Board invite WSM delegates who wish to stay past the WSM to observe the GSB meeting as guests of the board. The committee recommended that the General Service Board send an invitation to World Service Meeting delegates inviting them to observe the General Service Board weekend to be held November 1-4, 2024. (*Note: This recommendation was passed by the GSB.*)

International Trips — Our General Service Board and General Service Office respond to many invitations from other countries to attend events including conventions, anniversary celebrations, conferences, board meetings, office visits and service assemblies. Since last year’s General Service Conference, GSO General Manager, trustees and Staff Members have attended online and in person events throughout 2023. Some trips have included the VII Peru Nacional Convention, XXIII REDELA Zonal in Medellin, Colombia, XXII European Service, York, England, the monthly REDELA Sharing Sessions (Online) and the V International Meeting on “Lifestyles Versus Toxic Habits” in Guantanamo, Cuba.

The committee agreed that the Trip Consultation Team will undertake a review of the criteria for selecting countries to visit in order to ensure prudent financial allocation. The committee also made a request to the International desk to develop a spreadsheet that captures the historical context of A.A. in different countries. This will help guide country visits with a focus on providing support to emerging A.A. structures.

Linking GSB Class A trustee professionals (U.S./Canada) with Class A professionals serving GSBs in other countries — The committee received a progress report of a Class A (nonalcoholic) Facebook group that has been established by Class A trustees for Class A trustees from service structures around the world to welcome questions and share experience. An US/Can Class A trustee is now serving as a facilitator on the coordination and maintenance of the page and looks forward to providing a progress report on a review of the usefulness and relevancy of this platform as a mechanism for nonalcoholic A.A. trustees around the world to share experience. The committee received a report written by the Class A trustee regarding the status of a private Facebook group established by former nonalcoholic US/CAN trustees for the purpose of exchanging experiences with nonalcoholic trustees from other structures. The committee observed that the report indicated that nonalcoholic trustees currently do not perceive a need to utilize this platform for sharing experiences, therefore the committee has decided to discontinue its use. The committee encourages that any structures seeking experiences of nonalcoholic trustees can reach out to the International desk.

English-Speaking Structures and Local Big Book Stories — The committee discussed the current practice of International English-Speaking Structures not having license permissions to add local stories to the Big Book reflecting member experience in their structures. This practice of local story inclusion is typically encouraged when international structures develop Big Books in other languages spoken in their home structures. The committee discussed a report submitted by GSO's Legal, Licensing and Intellectual Property Department, which stated that only the first 164 pages of the Big Book are licensed; local stories are treated as "creative work" and therefore are not licensed. The report also states that "It is at the discretion and purview of the country to add stories written by local members in their countries' languages to the story sections of their translated Big Book." The committee requested that the international desk send a memo to GSOs around the world encouraging the addition of local personal recovery stories to the Big Book. The committee also requested that the International desk includes in the communication with GSOs around the world U.S./Canada shared experience on the development of the Fifth Edition of the Big Book.

Proposed Agenda Item (PAI) — The committee discussed a request that the *Trustee-at-Large/U.S. forward to the 2024 World Service Meeting a proposal regarding a feasibility study of how to increase worldwide communication, consultation, and cooperation on A.A. international issues, so that policy recommendations that affect A.A. around the world can be made with global A.A. participation* and took no action. The committee noted that the purpose of the World Service Meeting is to act as a forum for sharing the experience, strength, and hope of participating structures. The World Service Meeting sets policy for the World Service Meeting only, and not for A.A. as whole. The World Service Meeting does offer opportunities throughout the week for delegates to share experience with each other on a myriad of topics affecting A.A. today.

Discuss International Data Map project — The committee discussed the International Data Map project and agreed that due to current financial constraints the project and its budget be deferred to 2025. The committee recognized the significance of having information on global A.A. activity available for countries seeking to sponsor countries without A.A. presence. The committee noted the ongoing update of worldwide A.A. contact information at the International desk.

The committee approved the preliminary 2024 budget and agreed to forward it to the trustees' Finance and Budgetary Committee.

Virtual trip reports — The committee asked the secretary to create a dedicated report form for virtual event participation.

We continue to be encouraged and inspired by the international A.A. community and general service boards and offices in other countries, which carry the A.A. message to countless thousands in new regions and across difficult linguistic, cultural and economic barriers.

Marita R., Chair

Staff Report: The International desk receives correspondence from groups, individual A.A.s and professionals interested in obtaining information about A.A. in countries outside of the U.S. and Canada. Additionally, the staff member corresponds with 65 international general service offices and/or literature distribution centers.

The International desk is also responsible for communication with structures, groups and members outside the United States/Canada. Correspondence arrives at the International desk in many languages and is answered in the appropriate language, often accompanied by A.A. literature. Currently the staff member on the assignment and the assistant are bilingual (English-Spanish) which simplifies a portion of the communications. For communications in other languages we seek outside professional services. Where there is a nearby office, we provide that contact information. We emphasize our trust in the fact that these members can maintain sobriety, help others and become independent in their own countries.

The International staff member benefits from the experience of GSO staff, cooperation with the Publishing department, and the support of the trustees' International Committee, of which the coordinator serves as secretary.

Other responsibilities on the assignment are:

- Serving as coordinator for the biennial World Service Meeting (WSM) and maintaining contact with WSM delegates and their offices throughout the year. The 28th WSM will be held in New York October 27-31, 2024.
- Maintaining close communications with our AAWS Translation and Licensing department on requests for new translations of literature, and the beginnings of new general service or information offices that may be able to distribute literature to local members and groups.
- Each year, A.A. World Services, Inc. receives requests to translate our literature into international languages. Primary in consideration of each request is the need to ensure the integrity and authenticity of A.A.'s message. To that end, the Legal License and Intellectual Property department (LLIP) has the responsibility of having each translation checked against the English original. In countries where there is a general service board licensed to publish or distribute A.A. literature, an approved translation is often financed and published there. Where a stable A.A. structure is not yet present, the AAWS Board undertakes the new publication drawing funds from International Literature Fund.
- Handling communications related to international travel, including the Trip Consultation Team which considers international invitations, and attendance at Zonal Service Meetings. The U.S. and Canada is part of the Americas zone and is represented by our trustees-at-large at the Meeting of the Americas (REDELA). The Asia-Oceania, European and Sub-Saharan Africa zones have separate zonal meetings.
- Work closely with our Member Services department to ensure that updated contact information for GSOs,

central offices and intergroups, groups, and contacts for countries outside of the United States and Canada is available.

Irene D.

INTERNATIONAL CONVENTIONS/ REGIONAL FORUMS

Trustees' Report: Since the 2023 General Service Conference the trustee's International Conventions / Regional Forums (IC-RF) Committee has met five times (including interim meetings held on December 12, 2023, and February 9, 2024).

International Conventions

The goal of the International Conventions is to let the world know that A.A. is alive, flourishing, and available as a community resource, locally and internationally.

The objectives of the International Convention are:

- Provide a site for the International Convention that is conducive to celebrating sobriety and providing a useful opportunity to share the A.A. experience in a broader way.
- Provide opportunities for the rededication of attendees to the primary purpose of A.A.
- Enable attendees the opportunity to witness the success and growth of the A.A. program around the world.

The committee acts and makes recommendations to



fulfill the broad purposes of the General Service Board, as those purposes relate to the strengthening of the Fellowship and the advancement of its message, through well-planned International Conventions. The detailed work inherent in putting on the Convention is executed by the Convention coordinator and a professional Convention consultant.

July 2023

The committee reviewed its Composition, Scope and Procedure and made no changes.

The 2025 International Convention Co-Chair attended the 2023 AI-Anon International Convention and facilitated the A.A. meetings. The General Manager also attended the convention and received a special gift book presented to A.A. by the AI-Anon Family Groups.

It was also reported that the 2035 International Convention site selection visits are scheduled for August 2023. The site selection team will report back results and their recommendation to the October 2023 board meeting.

The committee reviewed the 2023 Conference Committee on International Conventions/Regional Forums report; and discussed the following:

1. Committee Consideration from the 2023 Conference Committee on International Conventions/Regional Forums stated in part “the consensus of the committee was that we should keep with the current practice of closing the Big Meetings at the International Convention wherein the chair has the choice of closing the meeting with either the Lord’s Prayer, the Serenity Prayer or the Responsibility Statement.”
2. After the Conference committee’s report out to the Conference, a floor action was brought forward stating: “The options for closing the Big Meeting at the International Convention be the Serenity Prayer or the Responsibility Statement.”
3. Because the Conference ran out of time for substantive discussion on the floor action, a motion passed to recommit this item to the Trustees’ Committee on International Convention/Regional Forums.

Considering the foregoing, the committee agreed to forward the item to the 2024 Conference Committee on International Conventions/Regional Forums for further discussion. The committee requested that in addition to the background provided to the 2023 Conference Committee on International Conventions/Regional Forums, the staff secretary provide in the notes the actions taken by the General Service Conference body.

The committee reviewed the General Service Board policy on discounts and subsidies that has been in effect since it was adopted in 1989 and noted that as contracting for facilities and services for the 2025 International Convention moves forward, this is the policy that will be followed. The policy reads: “Whenever a discount or subsidy is that which would be offered to any other organization of similar size requiring a purchased service or

product of similar character and magnitude, for example, convention rates at hotels, it may be accepted. Whenever a discount or subsidy is partly or in total offered because we are Alcoholics Anonymous, it must be declined.”

The committee reviewed and accepted a preliminary concept for the 2025 International Convention Souvenir Book, presented by the GSO publishing director. The committee also discussed the suggested option of a souvenir bag and requested that David R. consult with the Convention consultant as it relates to Stadium guidelines (i.e., stadium entrance restrictions), and report back to the committee at a future meeting for additional discussion.

Our International Convention consultant, Talley Management Group (TMG), provided a brief overview of recent activities in the planning process for the 2025 International Convention. Salient points included:

1. Convention consultant working with AAWS finance in developing the convention budget. It was noted that to refine budget expenses, it would be helpful if the trustees’ ICRF committee provide to AAWS:
 - a. A sense from the committee as to projected attendance.
 - b. A final decision regarding whether there will be a virtual option added to the International Convention.

Discussion ensued regarding projected attendance and how best to approach at least benchmark numbers. It was discussed that there continues to be a trend of robust attendance at larger A.A. events, as well as non-A.A. events similar in nature to the International Convention. It was noted that at 57,000 the 2015 International Convention attendance exceeded the 50,000 budgeted attendance; and that Detroit was also on target to exceed budgeted attendance numbers.

Staff Secretary’s note: Taking into consideration the actual attendance of the last two Canadian International Conventions being 45,000, the committee determined a solid estimated attendance for benchmarking the 2025 budget numbers is 47,500.

2. *Housing inventory* — closing gaps in bits and pieces; and we are planning that we will be able to bridge the gap with Airbnb.

The committee discussed and weighed the feasible options for a virtual component, including estimated costs.

- The committee recommended to the General Service Board that a digital option be added to the 2025 International Convention, providing anonymity-protected, encrypted, digital access to the Friday night meeting (including the flag ceremony), and the Saturday and Sunday Big meetings, at a fee to be determined. This recommendation was board approved at the July 31, 2023, General Service Board meeting.
- It was noted that the cost of this option is estimated at \$25,000 – \$30,000. It was also discussed that thoughtful discussion and planning will be necessary



to ensure that the virtual option will be engaging to the virtual attendees. The committee also determined that further discussions are needed to reach any final decisions on how to address any products or virtual options.

- The committee agreed that a “flag ceremony only” option would continue to be offered at no cost to the attendee.

The committee recommended to the General Service Board that Trish L. serve as the local Volunteer Welcome Committee chair for the 2025 International Convention. This recommendation was board approved at the July 31, 2023, General Service Board meeting.

October 2023

The staff secretary reported that onsite kick-off sessions, with TMG and the General Service Office, and AA Grapevine office staff, were held to generate excitement for the work required to plan for and execute the 2025 International Convention. It was noted that requests are coming in for hospitality suites and new updates to the FAQs are under development. Finally, web banners with the convention logo are being developed.

The committee reviewed a report from the 2035 International Convention Site Inspection Team. Based on the recommendation of the 2035 Site Inspection Team, the committee recommended to the General Service Board that Indianapolis, Indiana be the site for the 2035 Alcoholics Anonymous International Convention. This recommendation was board approved at the October 30, 2023, General Service Board meeting.

Our International Convention consultant, TMG, provided a comprehensive overview of recent activities in the planning process for the 2025 International Convention. Salient points included:

1. International Convention (IC) Budget review and adjustments

The consultant reported that significant time has been spent reviewing the open questions that could have an impact on the budget and seeking out additional material changes. The production crew made a site visit to Vancouver, BC, Canada to witness a concert set in the round and meet with facility staff. As a result, the issues have been resolved and the consultant is comfortable with the current budget projection around the Big Meetings in the stadium.

2. Onboarding the Registration and Housing Company, Showcare.

The consultants have started interfacing with the Showcare team on Registration and Housing, including articulating the business rules around all the processes and policy decisions to present to GSO for input or further dialogue. All proposed changes will be shared with GSO, AAWS and the IC/RF for comment and consensus.

3. Insurance policy questions related to event cancellations are still open and will be reported at the January 2024 meeting.

TMG provided an update to the A.A. World Services, Inc., Board sharing that we will have insurance, but companies won't quote till about a year out from the start date of the International Convention.

To facilitate the committee's discussion on setting the 2025 International Convention registration fees, the committee received a report from the AAWS Finance Committee chair about the budget discussion held at their meeting on October 27, 2023. Salient points included:

1. The committee discussed the virtual component for the 2025 International Convention. It is necessary for the program to be engaging; and further discussion will take place at the January 2024 meeting about the program component ideas. The committee agreed that a percentage of the registration cost should reflect the cost of the virtual component. It was discussed that this could land somewhere between 40-50% of the in-person registration fee.
2. The committee discussed the number of estimated attendees and spoke on border crossing challenges and what number they feel is prudent.

The trustees' IC/RF committee reviewed the 2025 International Convention budget and held a discussion about setting the registration fee for the 2025 International Convention which took into consideration a realistic budget, the committee's responsibilities relevant to International Conventions, and the spirit of self-support. The committee recommended to the General Service Board that the 2025 International Convention Pre-Registration fee be \$155.00 (USD) per attendee

and that the Full Registration fee be \$180.00 (USD) per attendee. This recommendation was board approved at the October 30, 2023, General Service Board meeting.

The committee reviewed and accepted an update on the 2025 International Convention Souvenir Book, presented by the GSO publishing director. Further discussion is also needed by the committee about the option of a souvenir bag and Stadium guidelines (i.e., stadium entrance restrictions), and report back to the committee at a future meeting for additional discussion. One of the committee members, who also serves on the AA Grapevine board, would like to share with the committee plans regarding the AA Grapevine IC souvenir material at the January 2024 meeting.

The committee tabled the discussion of the Site Selection Guidelines for 2040 International Convention to the January 2024 meeting.

The committee tabled the discussion of the 2030 International Convention Consultant Selection to the January 2024 meeting.

December 2023 (Interim meeting)

The committee met on December 12, 2023, and was provided an update to continue a discussion on the 2025 International Convention virtual program and/or product:

The 2025 IC Coordinator shared a video of the 2015 Flag Ceremony to remind everyone what anonymity protection treatment looks like when being filmed.

Staff Secretary Note: During this meeting the trustees' IC-RF Committee members shared they felt some confusion and believed that they had discussed and made decisions on the option that would be offered to members and attendees that could not make it to the 2025 International Convention in person but wanted to attend share in the experience. While this is true, these discussions took place in a little bit of a vacuum and now with the 2025 IC Coordinator in place as a Staff Assignment we are at the point where the rubber meets the road discussions and decisions in "how" this would work at the 2025 International Convention.

Excerpt from a November 27, 2023, A.A. International Convention 2025 — Virtual Programming Discussion: GSB Virtual Program Track IC2025 decisions to date:

The committee discussed and weighed the feasible options for a virtual component, including estimated costs. The committee recommended to the General Service Board that a digital option be added to the 2025 International Convention, providing anonymity-protected, encrypted, digital access to the Friday night meeting (including the flag ceremony), and the Saturday and Sunday Big meetings, at a fee to be determined.

It was noted that the cost of this option is estimated at \$50,000 (initial estimate) including the flag ceremony and the Friday Big Meeting and Saturday Big Meeting and Sunday Big Meeting. It was also discussed that thoughtful discussion and planning will be necessary to ensure that the virtual option will be engaging to the virtual attendees.

Staff Secretary's Note: In these new discussions taking place we are talking about a *product cost* versus a *registration fee*.

Why the Committee is potentially moving away from live streaming to post IC Convention product offering:

The IC Coordinator explained that meetings to gather additional detailed information took place with Talley and one vendor in November 2023 to begin to clearly understand what it would be like to include what was thought about initially as a virtual program live stream at the 2025 International Convention event. It would be like having two different conventions, one that we were trying to manage online and the other manage in-person.

It was clarified that committee members, as well as members at large, could have different viewpoints of what is meant by a virtual program track for the 2025 IC. One, is that it sounds as if a person could sign-in and participate live at the same time as the attendees participating in person during the three Big meetings on Friday and Saturday night and Sunday morning. Like how participants have attended AA meetings, Area Assemblies and Conventions during the recent pandemic and post-pandemic.

Discussion points at this meeting regarding anonymity-protection of the filmed content and virtual sessions:

- It is already understood by the committee that anonymity protection must be maintained in the final video product of the three Big Meetings.
- A committee member shared that anonymity protection doesn't necessarily negate something being live. This still needs discussion at a future meeting.
- A committee member shared we must be careful with using the word, "Virtual," because that could indicate people can live stream it from home. This still needs discussion at a future meeting.
- A committee member asked if we explore other platforms to see if we can do both.
- At this point the committee believes that sessions cannot be live-streamed but must have the time built-in to allow for the review and edit of the video taken to anonymity-protect it and then make it ready for the people to purchase it for viewing.

Discussion on what are the actual "Run of Show" schedule events are we including in the filmed content:

- The IC Coordinator shared we need to have a clear direction of what detailed "Run of Show" agenda items that we want to film within each of the three big meetings, such as do we want to film the presentation of the ___millionth copy of the Big Book, etc..... The IC Coordinator provided background for this meeting to the committee with the 2015 and 2020 IC run of show schedules for the three big meetings for them to understand what is planned to take place at each meeting. The committee determined we shouldn't scale back on production of what is normally included in the historical "Run of Show" schedules.

- TMG Consultant, Gregg Talley, shared that he needs to have a listing of the actual planned event items to film so they can obtain an accurate budget description at the next board meeting in January 2024.
- The product can be sold at the time of registration, like souvenir materials.
- At the chair's request, the IC Coordinator reveals that there were 440,000+ people who viewed the 2015 flag ceremony, that we offered to people at no extra cost to view.
- The Committee Chair suggests creating a fact sheet for communication to members. The committee looks forward to a progress report at the January 2024 committee meeting.

January 2024

The committee secretary shared that the Alcoholics Anonymous World Services, Inc. Board forwarded a revised 2025 International Convention budget reflecting an increase in overhead costs from \$150,000 to \$522,165 and resulting in a deficit budget. AAWS requested the trustees' Committee on International Convention-Regional Forums revisit the previously approved registration fees set at the October 2023 GSB meeting to address the deficit.

After thoughtful discussion the committee recommended to the General Service Board that the 2025 International Convention Pre-Registration fee be increased from \$155.00 to \$160.00 (USD) per attendee and that the Full Registration fee be increased from \$180.00 to \$185.00 (USD) per attendee to correct the deficit budget. This recommendation was board approved at the January 29, 2024, General Service Board meeting.

The International Convention consultant, TMG, provided a comprehensive overview of recent activities in the planning process for the 2025 International Convention. Salient points included:

TMG provided a report on the development of a video product, anonymity-protected, encrypted, digital access of the three Big Meetings. The product is planned to initially be available to purchase by members through the Convention registration process.

The total cost of production is \$58,000 including the anonymity protection editing and the hosting on A.A.'s Vimeo Channel at \$2.00 per viewing and a \$6,000 cost of converting the sale of the product to the A.A. Web Store at some point post-Convention. The committees discussed the following suggestions:

1. Adding a participatory virtual program session like "A.A. Around the World" as part of the purchase of a three Big Meetings product.
2. Making audio recordings available for purchase of the main sessions, separate from the three Big Meetings.
3. Consider having non-anonymity protected video recording from the 2025 International Convention for archival purposes.

The committee requested the staff secretary to set

up an interim meeting by February 7, 2024, to continue the discussion of these ideas. The committee is requesting information regarding sales and projections of the options and how these ideas can be completed for the interim meeting.

The committee reviewed and discussed updates to the goals and objectives in the site selection guidelines for the 2040 International Convention. The committee accepted the 2040 site selection guidelines with suggested edits.

The committee reviewed and discussed updates to include in the 2030 International Convention Consultant Selection process. The committee suggested that the next bidder's question and answer day should provide guidelines to participants of when and what to share at this event, to allow for an equal experience for all bidders. The committee requested the staff secretary to complete a final pass of Convention consultant's vendors to ensure it includes any new strong players in the field. The request for information be improved to ensure AAWS gains the information needed to select those to bid. GSO should consider whether a non-disclosure agreement should be signed by these vendors. The committee accepted the site selection guidelines with suggested edits.

The committee reviewed and accepted an update on the 2025 International Convention Souvenir Book, presented by David R., GSO publishing director. Publishing is going to reach out to members who can provide sharing and stories from the Vancouver area regarding the growth of A.A. in that region. Further discussion is also needed by the committee about the option of a souvenir bag and Stadium guidelines (i.e., stadium entrance restrictions), and report back to the committee at a future meeting for additional discussion.

The committee agreed to forward to the 2024 Conference Committee on International Conventions/Regional Forums discussion of an anonymity-protected photo of the flag ceremony to be taken at the 2025 International Convention.

The committee agreed to forward to the 2024 Conference Committee on International Conventions/Regional Forums the discussion of an anonymity-protected, delayed Internet broadcast of the Convention Flag Ceremony for the 2025 International Convention.

The committee agreed to forward to the 2024 Conference Committee on International Conventions/Regional Forums the discussion of the production of anonymity-protected videos of other highlights of the Convention as a way of sharing the spirit and enthusiasm of the 2025 International Convention with A.A. members.

The committee reviewed and accepted a tentative list of Program titles for the 2025 International Convention with minor revisions.

The committee reviewed a sample of the 2025 International Convention stationery and agreed on option number two of the envelope presented. It was noted that the stationery will be used by the General Service Office beginning in March 2024.

The committee reviewed and accepted a housing/registration business rule for 2025 International Convention with minor revisions to add a date for compassionate allowance of time for cancellations as well as allow a two-room maximum per registrant to manage control over our room block.

The committee discussed the International Convention 2025 Mobile App requirements related to messaging and anonymity. The secretary shared that technology and functionality of mobile devices have advanced significantly since 2015 and 2020, so it's important that we clarify specific requirements for the 2025IC App. Three specific questions submitted by Technology Services for consideration will be posed at an interim meeting in February 2024 to obtain the committees' input.

February 2024 (Interim meeting)

The committee requested the staff secretary to set up an interim meeting by February 7, 2024. The committee is requesting information regarding sales and projections of the options and how these ideas can be completed for



the interim meeting. At this meeting we are presenting to the trustees' IC-RF Committee the fact that we need to consider the 3 Big Meeting Product separately from idea of virtual sessions.

To that end, the following information is still valid for the committee's consideration of a proposed product offering and the cost for this product for an "Anonymity protected video product of the 3 Big Meetings."

As this has turned into a product, the final price will ultimately be the decision of the A.A. World Services, Inc. Board to determine. Details about the product are:

2025 International Convention Big Meeting Video Product

The total cost of production is \$58,000 including the anonymity protection editing and the hosting on A.A.'s Vimeo Channel at \$2.00 per viewing and including a \$6,000 cost of converting the sale of the product to the A.A. Web Store at some point post-Convention.

Description

Delayed, anonymity protected (where necessary) digital access to the 3 Big Meetings as a stand-alone product offering after the convention (suggest Wednesday/Thursday following). No Add Ons - no additional inserts, info, or moderators, etc.

Initially available to purchase by members through convention registration process.

Then for sale in the AAWS store post-Convention.

Cost

Production/editing \$50K — This base price for production and editing did not change and includes the anonymity protection editing cost.

Platform: Hosted on AA's Vimeo Channel: Cost: ~ \$2.00 per viewing.

Convert sale of the product to the AA Web Store at some point post-convention. Cost: \$6,000 total

Potential price

Discussion has leaned towards \$60.00 for the product. Breakeven concept is 1000 sold = \$58,000

Risks

Minimized given editing and delayed access. 1000 sold represents .0023% of free Friday Flag Ceremony "views" from 2015.

The committee agreed to forward to the 2024 Conference Committee on International Conventions/Regional Forums discussion of a delayed, anonymity protected, digital access stand-alone product offering of the 3 Big Meetings, initially available for purchase by members through convention registration process, then for sale in the AAWS store post-Convention.

The committee discussed making audio recordings available for purchase of the main sessions, separate from the three Big Meetings. TMG is seeking bids to manage this standard product offering for the 2025 International Convention.

The committee discussed having non-anonymity protected video recording from the 2025 International Convention for archival purposes. Our GSO Archivist shared, as standard practice from historical international conventions, the Archives department is provided non-anonymity protected video recordings of the event for archival purposes and it is not open for access, just internal use. There was non-anonymity protected film footage of the 1960 IC and for years there were concerns about anonymity breaks and finally, in 1978, the Conference, through Floor Action, voted for it to be maintained in the archives for archival purposes only.

The committee discussed adding a participatory virtual program session like "A.A. Around the World" as part of the purchase of a three Big Meetings product or separately as a virtual session track members could purchase via the registration process. On February 9, 2024, at an interim meeting of the trustees' IC-RF Committee the members confirmed that the two ideas needed to be separated.

1. One idea is a product offering of the three Big meetings.
2. The other concept was a true virtual session track that people could register for if unable to attend the 2025 International Convention in person allowing for broader participation across the Fellowship in this anniversary event.

With the help of one of your trustees' Committee members, Talley Management and the 2025 International Convention Coordinator researched the concept and took the following into consideration:

1. Full hybrid and do the two AA Around the World sessions only.
OR
2. Set up one-way virtual, no hybrid (no sharing from those online) and consider doing it for all sessions in that room. I.e.: the 2 AA Around the World sessions and all others that are scheduled in the same space or all of Saturday only if easier/significant cost difference.

Rationale: This is an international convention and international travel always has difficulties, more so today with communicable disease concerns and political unrest. The international AA community has especially embraced virtual meeting technology and the GSB has previously engaged in several ways, continuing to do so — it is very incongruent to say it is not possible or an anonymity break for this event when the GSB itself has used virtual meeting technology for several different events.

Opportunities: Focus on the international element, basing the plan around the AA Around the World sessions, either only or as an anchor point — allowing us to meet the needs of AA members around the world who cannot attend as well as offer a true "international" convention experience for those in the US and Canada who are opting for the big meeting recordings, and seeking virtual engagement. This offers a limited and contained option and provides some basis for why we picked some meetings and not others.

Considerations: Full faces — we have done with WSM, Redela, North/South Connection, Regional Forums, and the General Service Conference. Other AA events not hosted by us, including very large ones like the International Women’s Conference manage this hybrid.

Our members have come to expect this, it is normal now. Notification in the room that this is a hybrid meeting with both video and audio, those who do not wish to participate in that format should decline if called, refrain from capturing or recording as you would in an in person meeting etc. For the folks online there are notifications and protocols that have been developed, tested and evolved by supports such as Tech 12, the protocols we had for north south connection should work here.

Interpretation: In considering interpretation, we typically have the sessions in-person at International Conventions in English. There are other live sessions for additional languages. What we can propose is that with a virtual session we would ensure that we offered interpretation into our primary languages, French and Spanish for participants as well as other languages of registrants via an interpretation product, such as Wordly, for example.

Capacity — we would need to know what our capability is, consider how to address that. Limit registration to what we can handle. We can accompany that with info that this is the 1st time at an international, what we experience and learn will inform future events, that in person attendees also experience the challenge of rooms meeting capacity etc.

Methods of registration — Initially we thought that this “product” would be available as part of a package with the 3-big-meeting product but don’t think it will be the same audience/participants and needs to be a stand-alone option.

Registration fee — through the main registration process. If registration is limited by capacity, and costs are known, it would be easy to set a break-even price. As this has turned into a virtual session track the final registration prices will ultimately be the decision trustees’ IC-RF Committee to determine. The budget for the 2025 International Convention will need to be revised to include new expenses that would be supported by the attendees of the event as normal.

The committee was provided two vendor estimates which include a scaled down and scaled up version of the event.

1. The scaled-down version would be one 90-minute session on Friday and another on Saturday.
2. The scaled-up version would be four 90-minute session on Friday and Saturday, or twelve hours of content that virtual attendees could enjoy.

The committee agreed with the concept of the scaled up two-day, eight session virtual track for people who are unable to attend the 2025 International Convention in person. The discussion included that the virtual sessions would be an estimated \$85,000 to complete. The cost would be self-supported via the members who registered to participate in the virtual session track. A final

registration fee will be determined to cover the cost of production.

The trustees’ IC-RF Committee requested outreach be completed via our trustees-at-large- Canada to ask about this offering and what international members might think of this new concept. This sharing will be received and documented by the Staff Secretary to the Committee.

Staff Secretary’s note: The 2022 Membership Engagement Survey was completed asking questions of the Fellowship about the 2025 IC. This survey was sent to our U.S./Canada Structure and included the International GSO’s. The committee asked the staff secretary to ensure that our next iteration of the 2024 Membership Engagement Survey will be sent out to the same communication channels and requested to add questions related to the updated products/virtual sessions that are planned to be offered for the 2025IC.

As this is a new virtual session track offering for an International Convention, the trustees’ IC-RF Committee agreed to forward the report of this information to the Conference Committee on IC-RF for review and consideration. In the past similar products, such as the anonymity-protected photograph of the flag ceremony have been forwarded in this way for committee review.

The committee discussed the International Convention 2025 Mobile App requirements related to messaging and anonymity. The secretary shared that technology and functionality of mobile devices have advanced significantly since 2015 and 2020, so it’s important that we clarify specific requirements for the 2025IC App.

The following questions were submitted by Technology Services requested the committee to provide answers and insight so that the GSO can plan to complete the 2025IC Mobile App project effectively.

1. As a key learning from 2015, attendees were able to update a profile with their name and headshot, which were visible to other attendees. The committee decided that no profile functionality should be included in the 2025IC Mobile app.
2. Should the 2025IC app allow, at a minimum, for location tracking to be optional as with most modern-day applications; however, 2025IC app will not be able to turn off location tracking on the mobile device itself — only the device owner can do that with the native device settings — and attendees will be able to leverage other mobile device functionality that uses this location information. The committee decided that location tracking should be included in the 2025IC Mobile App.
3. What level of sharing should be possible in the 2025IC app? For example, should attendees be able to share a link to, or screenshot of, session information via text, email, etc.? Should the app restrict the ability to take a screenshot? The committee decided that the taking and sharing of screen shots is ok, like the functionality already used in our Meeting Guide App regarding the sharing of meeting information with others.

Regional Forums

In 2023, Regional Forums have been held in the Northeast, West Central, Southwest and East Central Regions. Attendance at the 2023 Regional Forums totaled 1,208, including 827 first-time attendees. General Service Board participants at the 2023 Forums included 18 trustees, 4 AA Grapevine directors, 4 A.A. World Services directors, 4 employees of the General Service Office, and 7 special workers from GSO and Grapevine.

Each Forum offered an opportunity to foster communication and trust. There were several sharing sessions, workshops and presentations at each forum which enabled the exchange of information between Board members, staff and attendees.

Notable events included a full forum writing workshop at the West Central Regional Forum that provided all attendees the opportunity to hear an indigenous member share their story. They also provided valuable information to all attendees on how to write and submit their stories. At the Southwest regional forum, the AA Grapevine Director and the editor of *La Viña* gave their presentations in Spanish with English interpretation. Lastly, the topics of inclusivity and unity were laced through all the forums. The forum season ended in East Central where two alternate delegates presented on “Unity-Trusting Our Trusted Servants.”

The committee reviewed and accepted the Regional Forums Schedule for 2024-2025.

The committee was asked to look for cost savings wherever possible. The committee reviewed and accepted a revised General Service Board participation schedule for 2024 Regional Forums reflecting a reduced number of attendees. A revised budget was reviewed and forwarded to the trustees’ Finance and Budgetary Committee that reflected a \$48,000 savings.



No Special or Local Forums have been requested for 2024 or 2025.

The following Regional Forums are scheduled for 2024:

1. **Western Canada Regional Forum:** May 10-12, Prestige Vernon Lodge, Vernon B.C., Canada
2. **Pacific Regional Forum:** July 12-14, Westgate Resort & Casino, Las Vegas, Nevada
3. **Eastern Canada Regional Forum:** August 23-25, Delta Hotels by Marriott, Ottawa, Ontario, Canada
4. **Southeast Regional Forum:** December 6-8, Golden Nugget, Biloxi, Mississippi

The committee reviewed and accepted the summaries of the evaluation questionnaires for the 2023 Northeast, West Central, Southwest and East Central Regional Forums. The questionnaires along with a summary of remarks have been included as background for the 2024 Conference Committee on International Conventions/Regional Forums.

In July 2023 the committee appointed the IC/RF Subcommittee. The Scope of the subcommittee was defined: 1) To refine and improve the agenda for forum weekends for greatest effectiveness. 2) To identify all opportunities for cost savings in terms of scheduling, participation, accessibility, and translation needs. 3) To explore opportunities to more effectively communicate with the fellowship who are outside the Regional Forum room through hybrid or virtual options.

The subcommittee forwarded a report of the work completed and recommended that the subcommittee be reconstituted in July 2024 to continue the work. Specific suggestions included: to provide bullet points identifying the content that each presentation should cover to avoid duplication, consider the length of each session and the placement on the program, ask the trustees’ IC-RF Committee to consider if any of the Regional Forum content would be better delivered virtually and subsequently plan to forward the discussion to the 75th General Service Conference Committee on IC-RF for consideration and feedback and consider all possible cost-saving options.

Joyce S., Chair

Staff Report: The International Convention assignment entails coordinating the myriad details involved in producing the A.A. International Convention, held every five years. Working with four committees — Trustees, Conference, GSO Planning and Volunteer Welcome — the International Convention coordinator is responsible for bringing the Convention to life and ensuring that thousands of A.A.s can share and celebrate A.A.’s Anniversary.

The goal of an International Convention is to let the world know that Alcoholics Anonymous is alive, flourishing, and available as a community resource locally and internationally.

Plans proceed apace for the 2025 International Convention, which will be July 3 – 6, 2025, in Vancouver,

BC, Canada. The Convention theme, chosen from suggestions sent in by the Fellowship, is “90 Years: Language of the Heart.”

Throughout the Convention week, more than 4,000 local A.A.s, coordinated by the Vancouver Welcome Committee, will greet visitors from around the world. The 2025 International Convention will kick-off with a “Block Party” with dances and celebrations flowing in and around the Vancouver Convention Centre and local hotels in the downtown Vancouver area.

During the day on Friday and Saturday the Vancouver Convention Centre and local hotels in the downtown Vancouver area will be packed with Workshops, Panels, Regional Meetings, Topic Meetings and Marathons. Approximately 750 speakers will participate in over 200 meetings. Friday night, Saturday night and Sunday morning all attendees will come together for the Big Meetings in the BC Place Stadium, a comfortable walk or short ride away from the Vancouver Convention Centre.

The traditional flag ceremony of nations in attendance will take place at the Friday night meeting in the stadium and on Saturday night, Long timers, chosen from the hat, will share about their years of experience, strength and hope in Alcoholics Anonymous.

Information about the 2025 International Convention is available on GSO’s website, and will be updated as we move ahead. Registration and housing information will be mailed to groups and trusted servants around the world in August 2024. Registration will open in September 2024, both online and postal mail. Excitement is building as A.A.’s 90th Anniversary celebratory event draws near!

Staff Report: The staff member serving the Regional Forums assignment assists with the coordination of content and programming which makes up Regional Forums, Local Forums and Special Forums held in the U.S. and Canada. Forum weekends foster wider communication, understanding and trust among A.A. groups, members and trusted servants in a region, the General Service Board, A.A. World Services, Inc., AA Grapevine Corporate Board, and AA Grapevine and General Service Office staff.

Upon the invitation of each region, the General Service Board holds Regional Forums in each region every two years. The locations for Regional Forums are decided upon by each region and areas as well as GSO.

The Regional Forums staff member coordinates with Forum programming, literature displays, newsletters and final reports. Presentation and workshop topics are suggested by attendees and decided upon jointly by area delegates, GSO staff and the regional trustee. Production of the annual Regional Forum flyers as well as distribution of individual Forum registration forms to trusted servants in each region is handled by the staff member. Additionally, the staff member works closely with the Area Contact and the Volunteer Chair of each Forum who is responsible for the coordination of local volunteers to assist during Regional Forum weekends.

While “Additional” Forums were discontinued by the General Service Board as of 2016, Local Forums have

continued since 2006, with nine being held to date. The General Service Board continues to encourage regions to support Local and Special Forums which are structured to meet cultural, accessibility and population considerations within their own A.A. communities. The trustees’ International Conventions/Regional Forums Committee continues to annually approve, at its July meeting, travel of up to two members of the General Service Board, directors of the AAWS or Grapevine Boards or the GSO or Grapevine staff at up to four Local Forums per year.

The General Service Board agreed in 2017 to re-implement Special Forums. Special Forums are designed for remote, sparsely populated or urban areas to serve A.A. members who would not normally be able to attend a Regional Forum as well as when there is an expressed need based on culture, language or geography.

The staff member on the A.A. Regional Forums assignment serves as co-secretary to the trustees’ and Conference International Conventions/Regional Forums Committees.

Eileen A.

LITERATURE

Trustees’ Report: The trustees’ Literature Committee convened for three quarterly meetings and three interim meetings following the 2023 General Service Conference. This report provides a summary of the activities of the trustees’ Literature Committee since the 2023 General Service Conference, including projects resulting from Advisory Actions and Committee Considerations of the 73rd General Service Conference.

Completed projects:

- *Literature Committee Workbook* (awaiting publication date from Publishing).
- *Sharing from Fellowship regarding writings by A.A. Founders* (report submitted to the 2024 Conference Committee on Finance as per EDW).

As of January 25, 2024, a total of 1,171 responses were received via online and postal mail. It was noted that approximately 2/3rds of the responses came from individual members, with the remaining representing sharing from group, district, or area discussions. The breakdown by region:

Online (region/area unknown)	263
East Central	80
West Central	15
Western Canada	6
Eastern Canada	13
Southeast	264
Northeast	154
Pacific	247
Southwest	94
International*	35

*Received a response explaining that the correspondence was directed to members in the U.S./Canada structure.

The committee discussed and agreed to develop and distribute another letter to be sent to the Fellowship to clarify the intent of the original letter (e.g., designed to help inform area discussions — through Conference process/delegates, not a survey). The committee also discussed and agreed to distribute to the Regional Trustees the sharing received to date so that they can distribute to the respective Area delegates. *(Note that this direction was subsequently revised to distribution directly to the Area Delegates and to regional trustees only if the correspondence did not indicate an Area.)*

Draft manuscript / pamphlet submitted to the 2024 Conference Committee on Literature:

- Translation of the book *Alcoholics Anonymous* into plain and simple language.
- “A.A. for the Black and African American Alcoholic” (retitled “Black in A.A.: Experience, Strength and Hope.”)

Progress reports and additional items submitted to the 2024 Conference Literature Committee:

- Progress report: Revision to the pamphlet “The Twelve Steps Illustrated.”
- Progress report: Revision of the pamphlet “A.A. for the Native North American.” Subsequent to the submission of the progress report, the committee agreed to extend the story submission deadline to April 30, 2024. It was also reported that the subcommittee continues to meet monthly with work on the project moving along apace.
- Progress report: Development of the Fourth Edition of the book *Alcohólicos Anónimos* - Spanish. Subsequent to the submission of the progress report, it was reported that the subcommittee continues to meet monthly with work on the project moving along apace.
- Progress report: Development of the Fifth Edition of the book *Alcoholics Anonymous*. Subsequent to the submission of the progress report, it was reported that the tracking sheet has been updated to accurately reflect the current status of stories received, stories read and stories remaining to be processed. Approximately 2,100 submissions have been reviewed (with less than 200 submissions remaining to be processed for review), of which approximately 160 have been characterized as “keepers.” The goal is to have 150 viable stories — so the project is on track.
- Progress report: Video animation of the pamphlet “The Twelve Concepts Illustrated.”
- Progress report: Video adaptation of the pamphlet “Too Young?” Subsequent to the submission of the progress report, the committee reviewed three art samples designed to show the direction of the graphics for the “Too Young?” video project. The committee discussed that the designs should stay clear from stereotypes and that obtaining feedback from young people (the targeted audience) may be beneficial. The committee agreed to forward to the 2024 Conference

on Literature the art samples as an addition to the update report.

- Progress report: Revisions to the pamphlet “Questions and Answers on Sponsorship.”
- Annual matrix of recovery literature.
- Consider a request that the words “Donation” and “Contribution” be swapped under Warranty One in “The Twelve Concepts Illustrated” pamphlet. (Conference Committee on Literature)

Additional items that were reviewed, discussed, and forwarded to the 2024 General Service Conference:

- Progress report on revisions to the pamphlet “Do You Think You’re Different?” (Conference Committee on Trustees via EDW)
- Subsequent to the submission of the progress report, the trustees’ committee began a discussion on how best to reach underserved members. For example, focused methods like online writing workshops. It was also discussed that consideration should be given to revamping the “call out for stories” announcements to make them less dense, and more reader friendly. The Trustees’ Literature Committee agreed to continue discussions.

PAI #30: A request to develop a pamphlet entitled “Experience, Strength, and Hope: A.A. for the Transgender Alcoholic.” (Conference Committee on Corrections via EDW)

PAI #43: A request to develop a pamphlet on A.A. and the Unhoused Person that specifically addresses alcoholism, what A.A. is and is not; and includes personal stories from A.A. members who have experienced homelessness. (Conference Committee on CPC via EDW)

PAI #74: A request to develop a pamphlet for Asian and Asian-American alcoholics with stories of experience, strength and hope from other Asians and Asian-Americans. (Grapevine Committee via EDW)

The Committee discussed the following proposed agenda items, and did not forward to the 2024 General Service Conference for the reasons noted below:

PAI#14: The committee considered a request *that the translation of the first 164 pages of the French 2nd edition (1989) takes precedence over the translation of the 4th edition of the French version of the Big Book of Alcoholics Anonymous and therefore, that the translation of the 3rd French edition be that of the French 5th edition* and asked the staff secretary to forward this item to AAWS Publishing.

PAI#12: The committee considered a request *to cease the rewriting of the Big Book into plain and simple language* and took no action. The committee noted that the project is in its final stages to be presented to the 74th General Service Conference and that Conference procedures already provide a process for feedback as to the direction of the project.



PAI#20: The committee considered a request that AAWS/GSO stop the development of the plain language Big Book and took no action. The committee noted that AAWS/GSO's work on the plain language Big Book is at the request of the General Service Conference via Conference Advisory Action.

PAI#47: The committee considered a request to halt the process of the plain and simple language translation of the book *Alcoholics Anonymous Fourth Edition* and took no action. The committee noted that the project is in its final stages to be presented to the 74th General Service Conference and that Conference procedures already provide a process for feedback as to the direction of the project.

PAI#49: The committee considered a request that the publication and distribution of the book [plain language Big Book] be halted until and when the Fellowship as a whole has a chance to review it and approve its usage and took no action. The committee noted that the General Service Conference serves as a "group conscience" for the U.S./Canada structure and that current Conference procedures provide a process for feedback as to the direction of the project.

PAI#54: The committee considered a request that the current revision of our Big Book [plain and simple language] be reconsidered and took no action. The committee noted that the project is in its final stages to be presented to the 74th General Service Conference and that Conference procedures already provide a process for feedback as to the direction of the project.

PAI#58: The committee considered a request to cease all further action to develop the plain language translation of the Big Book and took no action. The committee noted that the project is in its final stages to be presented to the 74th General Service Conference and that Conference procedures already provide a process for feedback as to the direction of the project.

PAI#83: The committee considered a request to cease all further action to develop the plain language translation of the Big Book and took no action. The committee noted that the project is in its final stages to be presented to the 74th General Service Conference and that Conference procedures already provide a process for feedback as to the direction of the project.

PAI#91: The committee considered a request that AA World Services cease and desist all work on the plain language translation of the Big Book of Alcoholics Anonymous until satisfactorily addressing through a formal vote and took no action. The committee noted that AA World Services' work on the plain language Big Book is at the request of the General Service Conference via Conference Advisory Action.

PAI#99: The committee considered a request that the current revision of our Big Book be reconsidered and took no action. The committee noted that the project is in its final stages to be presented to the 74th General Service Conference and that Conference procedures already provide a process for feedback as to the direction of the project.

PAI#114: The committee considered a request that the 74th General Service Conference discontinue any progress toward developing a plain language version of our basic text *Alcoholics Anonymous* and took no action. The committee noted that the project is in its final stages to be presented to the 74th General Service Conference and that Conference procedures already provide a process for feedback as to the direction of the project.

PAI#59: The committee considered a request that all considerations, discussions, and actions below the Service Structure level of the groups of Alcoholics Anonymous pertaining to the change, rewording, modification, alteration, or extension of the Twelve Steps of Alcoholics Anonymous related to the Plain Language Big Book translation be discontinued and took no action.

The committee noted that the project is in its final stages to be presented to the 74th General Service Conference and that Conference procedures provide a process for feedback as to the direction of the project.

PAI#15: The committee considered a request *that the new language translation of the Big Book be treated as Conference-approved literature, not a translation* and took no action. The committee noted that the term “Conference-approved” describes all written or audio-visual material approved by the Conference and that characterizing the plain language Big Book as a “translation” does not alter the fact that the material will go before the Conference for review and approval.

PAI #45: The committee considered a *request that changes made by the 71st General Service Conference: Advisory Action 18 for changes to page 117 phrase “opposite sex” with the word “partner”, Advisory Action 19 changes to page 66, “No one wants to be angry enough to murder, lustful enough to rape, gluttonous enough to ruin his health” with “No one want to commit the deadly sins of anger, lust or gluttony” in the book Twelve Steps and Twelve Traditions, be returned to their original text.* Note: *This would include the Introduction be returned to its original text* and took no action. The committee noted that the 2023 Committee Consideration requesting input from the Fellowship regarding changes to the writings of A.A. co-founders is currently being implemented, which will allow for wide Fellowship sharing and discussion regarding this topic.

PAI#16: The committee considered a request *that Area Delegates attending the 2024 General Service Conference receive a copyrighted, working version of the plain language Big Book to review and bring back to their respective Area assemblies without taking a vote to accept the version, thus allowing that perspectives, reactions and proposed amendments to the version may have time to be culled from the A.A. groups, through their GSRs* and took no action. The committee noted that current Conference procedures provide a process for feedback as to the direction of the project, while protecting the integrity of A.A. draft literature.

PAI #111: The committee considered a request *for a unified edition that physically binds the original A.A. Big Book text (pg. 1-164) and the plain language translation into one volume, with the current AA Big Book text on the left side of page, and the plain language translation on the right side of the page* and took no action. The committee noted that the project is in its final stages to be presented to the General Service Conference and that Conference procedures provide a process for feedback as to the direction of the project.

PAI#32: The committee considered a request *that the plain and simple version of the Big Book currently under development should not contain the phrases “Alcoholics Anonymous” or “Big Book” in its title or any subtitles* and took no action. The committee noted that the project is in its final stages to be presented to the 74th General Service Conference and that Conference

procedures provide a process for feedback as to the direction of the project.

PAI#85 and #56: The committee considered requests *that the Twelve Steps from the book Alcoholics Anonymous in the First, Second, Third, and Fourth editions remain as originally written in the First, Second, Third, and Fourth editions; and that the proposed side by side comparison in the current draft of the Plain and Simple translation of the Twelve Steps be removed; and that no other translation of the Twelve Steps be written for the proposed Plain and Simple Book* and took no action. The committee noted that the project is in its final stages to be presented to the 74th General Service Conference and that Conference procedures provide a process for feedback as to the direction of the project.

PAI#53: The committee considered a request *to not change the wording of the 12 Steps in the plain language Big Book, without written consent of no less than three-quarters of the A.A. groups, as required by our Conference charter, GSB Bylaws and October 2022 TABB Subcommittee Report pertaining to changes to the wording of the 12 Steps in the plain language Big Book* and took no action. The committee noted that the project is in its final stages to be presented to the 74th General Service Conference and that Conference procedures provide a process for feedback as to the direction of the project.

PAI#50: The committee considered a request *that no portion of the Preface, the Forwards, the Doctor’s Opinion, Chapters 1-11 in their entirety, Doctor Bob’s Nightmare and the 7 Appendices as they currently appear in the book Alcoholics Anonymous (4th Edition) be deleted, rewritten, or translated into plain and simple language as has been proposed to the General Service Conference* and took no action. The committee noted that the project is in its final stages to be presented to the 74th General Service Conference and that Conference procedures provide a process for feedback as to the direction of the project.

PAI#42: The committee considered a request *that no other translation of the Twelve Steps be written for the proposed Plain and Simple Book* and took no action. The committee noted that the project is in its final stages to be presented to the General Service Conference and that Conference procedures provide a process for feedback as to the direction of the project.

PAI#11: The committee considered a request *to rescind the changes made to the book Twelve Steps and Twelve Traditions by the 71st GSC so the historical content of Bill’s writings can remain with the Fellowship of Alcoholics Anonymous* and took no action. The committee noted that the 2023 Committee Consideration requesting input from the Fellowship regarding changes to the writings of A.A. co-founders is currently being implemented, which will allow for wide Fellowship sharing and discussion regarding this topic.

PAI#22: The committee considered a request *to rescind the changes made by the 71st GSC to certain phrases on pages 66 and 117 of the book Twelve Steps and Twelve Traditions so the historical content of Bill's writings can remain with the Fellowship of Alcoholics Anonymous* and took no action. The committee noted that the 2023 Committee Consideration requesting input from the Fellowship regarding changes to the writings of A.A. co-founders is currently being implemented, which will allow for wide Fellowship sharing and discussion regarding this topic.

PAI #24: The committee considered a request *to restore the 12X12 to the pre-71st Conference text on pages 117 and 66* and took no action. The committee noted that the 2023 Committee Consideration requesting input from the Fellowship regarding changes to the writings of A.A. co-founders is currently being implemented, which will allow for wide Fellowship sharing and discussion regarding this topic.

PAI#107: The committee considered a request *to restore the text of Twelve Steps and Twelve Traditions, reversing the changes made by the 2021 GSC and insert a new forward to the "Twelve and Twelve"* and took no action. The committee noted that the 2023 Committee Consideration requesting input from the Fellowship regarding changes to the writings of A.A. co-founders is currently being implemented, which will allow for wide Fellowship sharing and discussion regarding this topic.

PAI #31: The committee considered a request *that the original wording on pages 66 and 117 of Twelve Steps and Twelve Traditions be restored, the next time the book is reprinted* and took no action. The committee noted that the 2023 Committee Consideration requesting input from the Fellowship regarding changes to the writings of A.A. co-founders is currently being implemented, which will allow for wide Fellowship sharing and discussion regarding this topic.

PAI #55, #36, #46 and #84: The committee considered requests *that changes to pages 117 and 66 in the book Twelve Steps and Twelve Traditions made by the 71st General Service Conference be returned to their original text (this would include the introduction be returned to its original text)* and took no action. The committee noted that the 2023 Committee Consideration requesting input from the Fellowship regarding changes to the writings of A.A. co-founders is currently being implemented, which will allow for wide Fellowship sharing and discussion regarding this topic.

PAI #40: The committee considered a request *that changes to page 66 in the book Twelve Steps and Twelve Traditions be returned to its original text* and took no action. The committee noted that the 2023 Committee Consideration requesting input from the Fellowship regarding changes to the writings of A.A. co-founders is currently being implemented, which will allow for wide Fellowship sharing and discussion regarding this topic.

PAI #100: The committee considered the request *that the General Service Board shall, in all instances affecting A.A. core literature (i.e.: first 164, 12 Steps, 12 Traditions, 12 Concepts, Promises, Preamble) commission a survey of groups within Districts and Areas throughout the United States for the purpose of obtaining a true representative perspective of A.A. members at the group level regarding their wishes in respect to the proposed changes* and took no action. The committee noted that the 2023 Committee Consideration requesting input from the Fellowship regarding changes to the writings of A.A. co-co-founders is currently being implemented, which will allow for wide Fellowship sharing and discussion regarding this topic.

PAI #79: The committee considered the request *to cease and desist actions taken by AAWS and the AA Grapevine that follow the degenderization edict explained in the email of GSO Executive Editor (September 3, 2020)* and took no action. The committee noted that the current Conference structure and process provides a path for guidance from the Fellowship as it relates to this topic, specifically recognizing Advisory Actions (1986 and 1992) advising that with the exception of Bill W.'s writings "AAWS editorial staff continue to degenderize A.A literature...for example 'staffing' the booth as opposed to 'manning' the booth."

PAI #17: The committee considered the request *that the editors of the 5th edition of the book [Alcoholics Anonymous] insert a footnote in Appendix II, Spiritual Experience, after the quotation and the name of Herbert Spencer as follows: "There is a principle which is a bar against all information, which is proof against all arguments and which cannot fail to keep a man in everlasting ignorance — that principle is contempt prior to investigation." — Herbert Spencer* and asked the staff secretary to forward this item to AAWS Publishing.

PAI #3: The committee considered the request *to change the wording of the current Conference Charter to read: The content and words of the book Alcoholics Anonymous including the first 164 pages, the Preface, the Forewords, the Doctor's Opinion, Dr. Bob's Nightmare, AA Number 3 and the Appendices all remain as they appear in September 2022 and will not change even with the written consent of any percentage of the A.A. groups, the General Service Conference, a Publishing Company or any other person or entity. Additionally, no change in Article 12 of the Charter or in A.A. Tradition or in the Twelve Steps of A.A. may be made with less than a written consent of three-quarters of the A.A. groups, as described in the resolution adopted by the 1955 Conference and Convention* and took no action. The committee noted that this requested change to the Conference Charter is not a widely expressed need from the Fellowship.

PAI #28: The committee considered a request *to add a new appendix to the book Alcoholics Anonymous: "The principles of Alcoholics Anonymous" (this list would display the one-word principle of each of the Twelve Steps,*

Twelve Traditions, and the Twelve Concepts for World Service) and took no action. The committee noted that there is no one way to interpret spiritual principles and through reading A.A. literature and sharing with other A.A. members, each alcoholic has the opportunity to come to an understanding of what the individual Steps/Traditions/Concepts mean in their own experience.

PAI #105: The committee considered a request to change the wording in the pamphlet *“Problems Other Than Alcohol”* on page 3 from *“genuine alcoholics history”* to *“alcoholics history”* and asked the staff secretary to forward this item to AAWS Publishing for consideration, including exploring alternative terms.

PAI #106: The committee considered a request regarding page 135 in the chapter *“The Family Afterward”* in the Big Book, *Alcoholics Anonymous* and what it says about smoking, to consider either eliminating the paragraph or adding an appendix which summarizes and references scientific studies, or consider a pamphlet which includes A.A. members’ experiences with smoking in recovery and took no action. The committee noted that currently, there is not a widely expressed need from the Fellowship.

PAI #94: The committee considered a request to restore the paragraph deleted from the story *“Freedom from Bondage”* in the Fourth Edition Big Book and asked the staff secretary to forward this item to AAWS Publishing for their consideration.

PAI #39: The committee considered a request to change the wording in *“How it Works”* from *men and women* to *“people”* and took no action. The committee noted that the 2023 Committee Consideration requesting input from the Fellowship regarding changes to the writings of A.A. co-founders is currently being implemented, which will allow for wide Fellowship sharing and discussion regarding this topic.

PAI #27: The committee considered a request to review and consider a submitted document entitled *“Considerations in the Preservation of Primary A.A. Literature in its Original Form”* and took no action. The committee noted that the 2023 Committee Consideration requesting input from the Fellowship regarding changes to the writings of A.A. co-founders is currently being implemented, which will allow for wide Fellowship sharing and discussion regarding this topic.

PAI #72: The committee considered a request to develop a pamphlet which focuses on *“A.A. burnout”* and took no action. The committee noted that this topic can be included in current service material and/or covered in a Grapevine article or podcast.

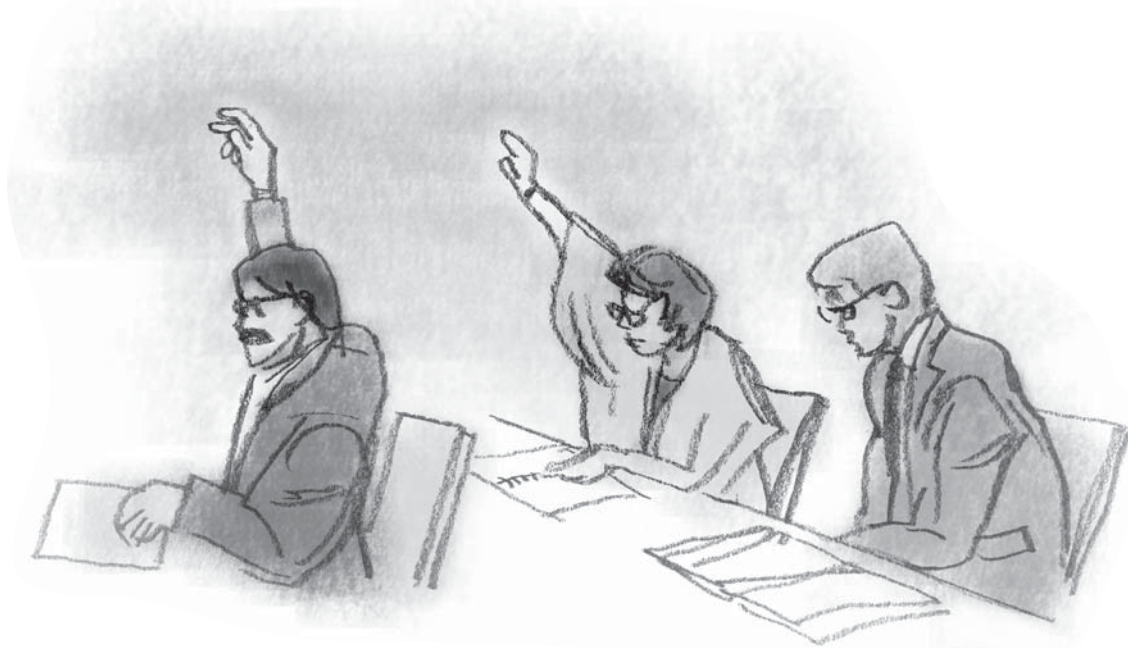
PAI #75: The committee considered a request to develop a pamphlet listing all the different service positions already identified and defined in A.A. pamphlets, workbooks, and service material at the group level and below and include the responsibilities for each and took no action. The committee noted that there is not a widely expressed need from the Fellowship.

PAI #86: The committee considered a request to create a workbook to accompany the Big Book and took no action. The committee noted a 72nd GSC PAI that proposed creating a Big Book Workbook in lieu of the Plain Language Big Book. Although the trustees’ Literature Committee took no action given the progress of the Plain Language Big Book, it was discussed at that time that the committee would explore the option of workbooks following Conference approval and publication of the Plain Language Big Book. (This topic will be added to the January 2024 committee agenda.)

PAI #117: The committee considered a request to establish a New Book Exploratory Committee to bring to the 2025 Conference Committee on Literature a procedure for writing a completely new, comprehensive basic text that talks more about A.A. and its Three Legacies and took no action. The committee noted that there was not a widely expressed need from the Fellowship. The committee also recognized that these topics are covered in A.A. literature, including service material.

Other items discussed included the following:

- *Draft pamphlet based upon A.A.’s Three Legacies:* The committee discussed the 2023 Committee Consideration requesting that the material gathered for the draft pamphlet be instead made available to the Fellowship as service material. Given that Service Material falls within the purview of the Group Services assignment, the request was forwarded to the Group Services assignment. It was subsequently reported that the project has been added to the implementation; GSO Staff had a preliminary discussion and agreed to form a working group to review. Progress reports will be provided accordingly as work progresses on this item.
- *The A.A. Service Manual:* The GSO Staff on Group Services (also serving as Secretary to the Conference Committee on Report and Charter), provided the committee with timely updates related to revisions to The A.A. Service Manual. Most recently, on January 27, 2024, it was reported that suggested revisions from all three Boards have been included in the draft and will be forwarded to the 2024 Conference Committee on Report and Charter.
- *Workbook to accompany the book Alcoholics Anonymous:* The committee discussed a proposal to develop a workbook to accompany the book *Alcoholics Anonymous* to “facilitate Big Book learning” and took no action. The committee noted that it may be premature to consider a workbook at this time because the newly developed Plain Language Big Book (being reviewed by this year’s Conference) was designed to facilitate understanding of the book *Alcoholics Anonymous*.
- *Process/logistics regarding Conference review of the plain language Big Book:* The committee discussed the draft logistics and timeline submitted by the Plain Language Big Book subcommittee. The committee also



reviewed the draft “letter of understanding” outlining the confidentiality guidelines related to review of the manuscript (to ensure A.A.’s legal rights in the registration of the approved final draft of the manuscript with the U.S. Copyright Office, maintain the integrity of A.A. literature and ultimately our most valued asset which is A.A. unity). After thoughtful discussion, the committee approved the letter of understanding and agreed on a timeline and logistics as to the Conference Committee on Literature review and discussion of the manuscript, as well as the full Conference review of the manuscript, as follows:

The Conference Literature Committee will have the opportunity to review the manuscript during their committee session on Saturday, April 12, during Conference week. All other Conference members will be scheduled for a two-hour time slot to review the draft manuscript. Noting that the review room will accommodate a capacity of 30, the review room will be open:

Sunday, 6:30 am – 8:30 am, *9:15 pm – 11:15 pm

Monday-Wednesday, 6:30 am – 8:30 am

*In consideration of those Conference members adjusting to the Eastern time zone (i.e., members travelling from the West Coast), an evening slot on Sunday is provided.

Irma V. B.-N., Chair

Staff Report: As secretary to the trustees’ and Conference Committees on Literature, as well as the AAWS Publishing Committee, the Literature coordinator supports the efforts of the editors, writers and illustrators for the reviewing, updating and revising of new and existing recovery pamphlets, books and audiovisuals, in accordance with Advisory Actions / Committee Considerations from the General Service Conference. The final design and production of all this material is under the auspices

of the A.A. World Services Publishing Department.

Current projects include but are not limited to the development of a plain and simple translation of *Alcoholics Anonymous*; the development of a 4th Edition *Alcohólicos Anónimos*; the development of a 5th Edition *Alcoholics Anonymous*; revisions/updates to the pamphlets “A.A. for the Black and African American Alcoholic,” “Do You Think You’re Different?,” “A.A. for the Native North American Alcoholic,” “The Twelve Steps Illustrated,” and “Questions and Answers on Sponsorship.” Additional projects underway include the video adaption of the pamphlets “The Twelve Concepts Illustrated” and “Too Young?”

The Literature desk receives and responds to correspondence from A.A. members and groups about A.A. literature. When appropriate, inquiries are passed along to GSO’s Member Services department, Publishing staff and/or Archives staff.

Contact is maintained with all current area, district and intergroup/central office literature chairpersons. Each newly elected literature chairperson receives a welcome letter and service material to assist the chairperson in this vital responsibility. Currently a total of 1,254 area, district and intergroup/central office literature chairpersons are listed with GSO.

As to *Box 4-5-9*, the newsletter is currently under the purview of GSO’s Communications Department (along with all other GSO newsletters); however, responsibility for administration of the *Box 4-5-9* Calendar of Events has remained with the literature assignment.

The Literature staff assistant is invaluable in supporting and helping facilitate the responsibilities of this aspect of the assignment. As literature is essential in helping to carry our message of recovery, this remains a challenging and rewarding assignment.

Sandra W.

NOMINATING

Trustees' Report: The trustees' Nominating Committee (TNC) was first appointed by the chair of the General Service Board on January 18, 1944. At that time, primary responsibilities were to "establish criteria for and to review résumés of trustee candidates and directors and to make recommendations regarding electoral procedures and matters which may affect the composition of the Board and election to it." (History and Actions of the TNC.)

Since that time, the TNC generally meets three times each year and, with the formation of the General Service Conference (GSC) in 1951, began to meet annually with the Conference Committee on Trustees. The responsibilities of the committee grew over time to encompass criteria for all vacancies, whether in the ranks of trustees or among key service directors and staff members.

The committee met thirteen (13) times since the 73rd General Service Conference.

Activities of this committee in the past year:

Regional Trustee elections: The committee reviewed all candidates submitted for West Central and Western Canada regional trustees and found them all eligible for the elections in April 2024.

General Service Board (GSB) slates: The committee reviewed and recommended proposed slates of GSB members, officers of the board, and AA World Services (AAWS) and AA Grapevine (AAGV) directors to the annual meeting of the members of the GSB in April 2024, following presentation at the 2024 GSC for disapproval, if any.

It is noted the office of Chair of the General Service Board is vacant, currently filled on an interim basis by Mike L., West Central Regional Trustee, and 1st Vice-Chairperson of the GSB.

It is noted the GSB elected Scott H., past Class B trustee, following presentation to the 2024 GSC for disapproval, if any, to serve as GSB Chair following the annual meeting of the members of the GSB in April 2024.

It is noted the GSB used the Third Legacy Procedure to select board officers for 2024.

It is noted the committee conducted a search and chose Dawn Klug to fill the vacancy for a Class A trustee.

AAWS Directors: The committee made the following recommendation to the GSB effective following the April 2024 General Service Conference:

- That Ken T., Northeast Regional Trustee, serve as trustee director for a two-year term on the AAWS Board to succeed Cathi C., East Central Regional Trustee.

AAGV Directors: The committee made the following recommendation to the GSB effective following the April 2024 General Service Conference:

- That Teresa J., Southwest Regional Trustee, serve as trustee director for a two-year term on the AAGV Corporate Board to succeed Tom H., Southeast Regional Trustee.

- That Nikki O. serve as Nontrustee Director on the AA Grapevine Corporate Board, to succeed Cindy F.

Appointed Committee Members (ACMs): The committee reviewed updates on the status of ACMs serving on trustees' committees of the GSB for the year 2023-2024 and approved the following trustee committee recommendations:

- The committee approved the recommendation from the trustees' committee on Public Information that Kirk H., Las Vegas, Nevada be appointed for an additional one-year term to serve as an Appointed Committee Member beginning with the July 2024 General Service Board weekend.
- The committee approved the recommendation from the trustees' committee on Literature that Gerry Robinson, East Helena, Montana be appointed for an additional one-year term to serve as an Appointed Committee Member beginning with the July 2024 General Service Board weekend.
- The committee approved the recommendation from the trustees' committee on Literature that Cesar Flores, San Juan Capistrano, California be appointed for an additional one-year term to serve as an Appointed Committee Member beginning with the July 2024 General Service Board weekend.
- The committee approved the request from the trustees' Committee on Cooperation with the Professional Community/Treatment and Accessibilities for two new ACMs with military background to serve as resources, beginning their term following the April 2024 GSC.

Calendar of Events and Rotation schedule: The committee reviewed the Calendar of Events of the trustees' Nominating Committee and noted specific activities through the 2024 General Service Conference.

The committee also reviewed the current rotation schedule of Board servants, noting that two trustees will rotate in 2024, and there will be seven (7) vacancies in 2025.

2024	2 Trustees rotating	2 Regional Trustees
2025	7 Trustees rotating	2 Class A Trustees 2 Regional Trustees 1 Trustee-at-Large 2 General Service Trustees
2026	3 Trustees rotating	2 Regional Trustees 1 General Service Trustee
2027	5 Trustees rotating	2 Class A Trustees 2 Regional Trustees 1 Trustee-at-Large

Note: The process for filling Class A Trustee vacancies in 2025 will begin following the 2024 GSC.

Preliminary 2024 budget: The committee reviewed their 2024 preliminary budget and forwarded it to the trustees' Finance and Budgetary Committee.

Review the 2023 Conference Committee on Trustees report: The committee reviewed and discussed the 2023 Conference Committee on Trustees' report.

Update on Composition, Scope and Procedures: The committee discussed approaches to review their Composition, Scope and Procedures (CSP), which includes fourteen (14) procedures related to vacancies on the General Service Board, corporate boards, and specific employees at the General Service Office.

Procedure No. 14 — Selection of Chairperson of the General Service Board: The committee reviewed and revised the procedure to allow utilization of an outside consultant to conduct background references and report to the GSB prior to final interviews. The suggested timeline was revised to allow the GSB to conduct interviews and hold executive sessions at any point during the Fall Quarterly Board meeting.

Update work of committee:

Development of a procedure document for Trustee Emeriti: The committee expressed an interest in using a balanced approach to developing a procedure for selecting trustees emeriti that involves both looking back at A.A.'s history and exploring the needs of the future. The chairperson appointed a subcommittee, Judith Ann Karam (chair), Deb K. and Andie Moss, to continue its work from 2022 to create a procedure for the selection of trustee emeriti.

The subcommittee, after multiple robust and thoughtful discussions, continued its work to develop guidelines and a role description of Trustee Emeriti.

Review Procedures: The committee chairperson appointed subcommittee members Ken T. (chairperson), Tom H., and Reilly K. to review the fourteen (14) current procedures for criteria and objectives updates and format the procedures in a consistent, uniform manner.

Note that Procedure No. 14 — Selection of Chair of the General Service Board was revised and approved by the GSB at the January 2024 Board Weekend.

Tom H., Chair

Staff Report: The staff member rotated on this assignment on August 23, 2022, and is responsible to the trustees' Nominating Committee and to the Conference Committee on Trustees, serving as secretary to these committees as well as to trustees' subcommittees. Since the last Conference, the staff member has prepared background, minutes, and reports for thirteen (13) trustees' committee meetings.

The staff member worked with three subcommittees to complete work of ongoing projects:

- to improve recruitment tools for future Class A candidates,
- to define guidelines for Trustee Emeriti,
- and to ensure accessibility is open to a diverse pool of candidates for trustees and directors.

The staff member also coordinated the review of candidate résumés from the West Central and Western Canada service areas who made their names available to participate in this year's Conference elections procedure.

The staff member on this assignment also served as AAWS Internal Audit Committee secretary since June 2023.

James H.

PUBLIC INFORMATION

“A.A.’s Movement-Wide Public Information Policy,” approved by the 1956 General Service Conference (amended in 2002) states:

In all public relationships, A.A.'s sole objective is to help still-suffering alcoholics. Always mindful of the importance of personal anonymity, we believe this can be done by making known to still-suffering alcoholics, and to those who may be interested in their problem, our own experience as individuals and as a Fellowship in learning to live without alcohol. We believe that our experience should be made available freely to all who express sincere interest. We believe further that all our efforts in this field should always reflect our gratitude for the gift of sobriety and our awareness that many outside of A.A. are equally concerned with the serious problem of alcoholism.

The trustees' Committee on Public Information (PI) is charged with the responsibility of helping the membership carry the A.A. message of recovery through the general public to the alcoholic who still suffers. The committee does this by recommending and coordinating activities which include creating a greater public understanding of the Fellowship of Alcoholics Anonymous. In addition to public information meetings and speaking to community groups, the methods include carrying the message through the process of disseminating and exchanging information via mass media. Examples of mass media include:

- a. Television
- b. Radio
- c. Newspapers
- d. Magazines
- e. Social media
- f. Digital media
- g. The internet

The committee is responsible for producing video and audio public service announcements (PSAs); reviewing the development and performance of the AAWS and AA Grapevine YouTube Channels; the Google Ad Grants program; the AAWS Meeting Guide and the GSO and AA Grapevine/La Viña Websites, in addition to the AA Grapevine podcast and AA Grapevine/La Viña apps.

The committee is also responsible for overseeing the coordination of media and podcast interview requests; PI booths at health fairs and other community and school exhibits with local PI committees; conducting the A.A. Membership Survey; and carrying A.A.'s message through media such as developing and distributing press releases.

2023 Conference Committee on PI Advisory Actions and committee considerations — The committee reviewed a report of the 2023 Conference Committee on Public Information reflecting 73rd General Service Conference Advisory Actions and committee considerations pertinent to this committee. All actionable items were set as individual agenda items.

Comprehensive Media Plan — The committee discussed the need to develop an updated 2024 Comprehensive Media Plan. The chair appointed a subcommittee to include John W. (chair), Morgan B., and Marita R., to review the Conference Committee on Public Information committee consideration requesting that the committee:

- Consider the creation of a section on how projects requesting user generated content, such as the Young People’s Video Project, fit into our Comprehensive Media Plan and messaging for Alcoholics Anonymous.

The committee accepted the report of the Subcommittee on 2024 CMP and agreed to forward to the 2024 Conference Committee on Public Information the *2024 Comprehensive Media Plan*, which had been reviewed by the trustee’s Public Information committee.

Communication Services department reports — The committee accepted the staff and Communication Services department (CSD) reports. The staff report generated a discussion originating from an area on how local committees can acquire A.A. signage, banners, tabletop coverings for consistent A.A. messaging at local A.A. public information booths at fairs & events.

The committee noted that it would be helpful for PI graphics templates to be accessible to local committees and requested that when they become available (currently in development) they be added to the service committee page on aa.org. The committee suggested that GSO consider providing a feedback form on the PI service committee webpage to receive shared experience on how these materials are being used to carry the A.A. message.

Public Information media platforms — The committee accepted all Media Platform reports.

Podcasts — The committee discussed the progress reports on the GSO Podcast. In October, the committee listened to a “sizzle reel” sample of the GSO Podcast and noted their appreciation for the professional sound and warmth that are evident.

Throughout the year, the committee received regular reports from the Director of the Communication Services Department (CSD) on the progress that had been made in developing the first season of the podcast, which included reporting on timing, budget, staffing, podcast naming, external vendors (for distribution) and editorial direction.

The committee noted that while the current content being developed is in English, content in Spanish and French could be considered after the pilot season has been launched.

The committee expressed enthusiasm for the launch of the podcast in 2024; and agreed to forward to the 2024 Conference Committee on Public Information a progress report on the development of the GSO podcast.

AAWS YouTube Channel — The committee reviewed and accepted the GSO 2023 first, second and third quarter AAWS YouTube Channel reports. In the third quarter YouTube report, the committee noted an uptick in traf-

fic, particularly coming from India. A committee member reported that this uptick could be attributed to the ongoing conversations they have had with the GSO in India. More U.S. and Canada speakers had been invited to speak at India meetings, resulting in more traffic to aa.org.

Notably, hashtags have been added to selected English language videos; content that has been given hashtags has risen in popularity.

The committee also discussed the Additional Committee Consideration from the 2023 Conference Committee on Public Information, which suggested the trustees’ Public Information Committee consider ways to better use the YouTube channel for public information.

The committee offered suggestions and impressions related to the YouTube channel, which the staff secretary shared with the Communication Services Department.

The committee agreed to forward to the 2024 Conference Committee on Public Information the 2023 YouTube channel report.

Google Ads — The committee reviewed and accepted the GSO Google Ads reports from the fourth quarter of 2022 and the first three quarters of 2023.

In May 2023, our account was disconnected for unknown reasons. Investigation by members of the Communications Department and trustees’ Public Information Committee did not yield clear, consistent results as noted below.

At first, Google support stated that the account was deactivated for content related to “addiction and treatment,” and shared the following:

“There are terms in your landing page which are not allowed as per Google’s policies. The terms are “Alcoholics Anonymous”, “Need help with a drinking problem?”, “If your drinking is out of control, A.A. can help.”

I suggest you remove these content [sic] from your landing page so that the ads get approved.

Also we have noticed that some of your headlines and descriptions are also responsible, I am sharing the headlines: “Drinking too much? Too often?”, “Learn more about the Alcoholics Anonymous program and recovery from alcoholism.” “non-religious program of recovery from alcoholism.”

After multiple exchanges with Google support, Communication Services staff also reached out to LegitScript (a separate vendor), who on June 15, 2023, stated:

“the advertising issue you are having is due to Google’s policy change. Google’s new policy does not currently allow advertisements by mutual support groups and crisis hotlines on their platform, even those certified by LegitScript.”

A.A. was classified as a “mutual support group” for certification as a non-profit by LegitScript. On June 21, 2023, Google support confirmed by email and phone that “mutual support groups” are not eligible to use Google Ads. Although the policy had been in place since

May 2018, it was not applied to our account until May 2023. Google gave no additional explanation for their action.

Given the lack of consistency and clarity from Google on their decision, trustees' PI requested additional research and offered to support this work to gain clarification on policy, definitions, and policy implementation and delays. During this process, in September 2023, the account was reactivated, as of the first quarter of 2024, most of the ads are again running.

The Communications Department and Trustees' PI Committee do not have definitive understanding of the delayed implementation of a 2018 policy or the reactivation. Given the importance of making A.A. information available to those who might not find it otherwise in search results, continued engagement and investigation is underway.

An initial no-cost consultation by members of the Communications Department with professional agencies to learn more and explore help in managing the account did not yield insights into the temporary disconnection and suggested that vendor management of the ad program are likely to be cost-prohibitive.

The account continues to be monitored and all relevant findings will continue to be reported through the AAWS TCS Committee and the trustees' Committee on PI.

The committee agreed to forward to the 2024 Conference Committee on Public Information the 2023 Google Ads report.

Meeting Guide App — The committee reviewed and accepted the GSO 2023 first and second quarter AAWS Meetings Guide app reports. The committee requested more trend data going forward.

The committee discussed the potential impact of requests for international meeting support through the app. It was noted that the Japanese translation of the Meeting Guide App interface was conducted as a pilot only. A philosophical conversation was held about this type of request possibly setting a precedent for other GSOs outside the U.S./Canada requesting similar translation or support. Finally, there was a question about whether AAWS would consider licensing the app for use by other structures. It was noted that the report on the pilot project for use of Meeting Guide app by Japan GSO was also forwarded to the trustees' International Committee.

The Committee reviewed and accepted the 2023 third quarter and 2024 first quarter AAWS Meeting Guide app reports; and agreed to forward to the 2024 Conference Committee on Public Information the "Meeting Guide App 2023" report.

GSO's A.A. Website — The committee reviewed and accepted the 2023 GSO A.A. Website Quarterly reports.

The committee noted appreciation for the new FAQs page as well as recent debugging work with Drupal and Google analytics.

It was noted that the large increase in website traffic from Q3 to Q4 was largely a result of reporting problems in Q3.

The committee highlighted the following from the fourth quarter report:

- The most frequently visited pages on aa.org are Daily Reflections and "Have a problem with alcohol?"
- The committee noted that this affirms the importance of effective "carry the message" tools for those who have yet to find us.
- In addition, it is clear that large numbers of A.A. members appreciate the opportunity to make a daily connection with the A.A. message.

The committee agreed to forward to the 2024 Conference Committee on Public Information the "2023 Annual Report on AAWS GSO's A.A. website."

Online Business Profiles — The committee reviewed and accepted the 2023 second, third and four quarter AAWS Online Business Profiles reports. Each revealed that actively managing the business profiles is working as anticipated, and that as questions or comments are posted online, responses are drafted by GSO Staff and the Communication Services Department.

The committee agreed to forward to the 2024 Conference Committee on Public Information the "2023 report on AAWS Online Business Profiles."

AAGV/La Viña Website, Marketing and Podcast — The committee reviewed and accepted the GSO 2023 first and second quarter AAGV/La Viña Website, Marketing and Podcast reports.

At the January meeting the committee reviewed the third and fourth quarter AAGV/La Viña Website, Marketing and Podcast and App reports. The AA Grapevine Executive Editor reported when the app launched, approximately 8,000 subscribers were brought in when their old subscriptions were converted to Grapevine Complete subscription package.

The committee agreed to forward to the 2024 Conference Committee on Public Information the 2023 AA Grapevine and La Viña Website, Marketing, Podcast and App reports.

AAWS Instagram Account Proposal — The committee reviewed the Instagram proposal. The director of CSD reported that the current draft reflected the suggestions forwarded by the additional committee consideration of the 2023 Conference Committee on Public Information regarding the development of an Instagram account. The committee agreed to forward to the 2024 Conference Committee on Public Information the revised AAWS Instagram Account Proposal

Working group on Analytics Reporting — The committee reviewed the 2023 Analytics Reporting Plan. The chair appointed a working group to include Kirk H. (chair), David S., and Ken T. to work with Communication Services as the analytics reporting plan evolves.

In October, the committee reviewed the Working Group on Analytics report. It was noted that the Working Group had focused on developing the analytics reporting process. There was a discussion of the potential advantages of a new dashboard tool, including the ease of cre-

ating regular basic reports in three languages. The committee agreed to forward to the Conference Committee on Public Information the 2023 Analytics Working Group progress report.

Public Service Announcements (PSAs):

Relevance and usefulness — At the July meeting the committee reviewed the current video/audio PSAs for relevance and usefulness. The committee discussed the English version of the video PSA, “Tengo Esperanza” (“Sobriety in A.A.: Since Getting Sober, I Have Hope”) and whether the tagline, storyline and imagery remain relevant. Before a final decision is made whether to suggest retirement of the PSA, the committee requested that analytics on the number of downloads from the AA website as well as the number of views on the AAWS YouTube channel be reviewed at the October meeting.

At the October 2023 meeting, the committee resumed its discussion of the relevance and usefulness of audio and video PSAs. The committee discussed the audio PSA “We Know How You Feel.” The committee requested that the 15 second version be removed from aa.org, noting that the 30 second version is a more effective and accurate tool for carrying the A.A. message.

The committee discussed the audio PSA “All of a Sudden, Everything Got Crazy.” The committee requested that the CSD consider adding updated tag lines.

In a review of video Spanish-language PSA “Tengo Esperanza,” the committee reviewed the analytics report and noted that the data indicates that this PSA is still being watched and is still useful. No action will be taken.

The committee requested that the staff secretary document the committee’s comments as part of the 2023 Report on the Relevance and Usefulness of Video and Audio PSAs and agreed to forward it to the 2024 Conference Committee on Public Information.

Discuss feasibility research on paid placement of PSA videos on streaming platforms — The committee discussed the feasibility study on paid placement of PSA videos on streaming platforms. The committee requested the staff secretary perform outreach to several vendors and develop a plan detailing target audiences, analytics, and cost for how we would begin to use such streaming platform channels in the U.S./Canada service structure.

At the January 2024 meeting the committee discussed the progress report on the feasibility of paid placement of PSA videos on streaming platforms. The research indicates that in order to develop a strong plan for streaming media, any of the vendors consulted would have to be given a budget and a target audience. Included in the report are a couple of draft scenarios which may help to clarify those two points.

The committee suggested that the staff secretary continue to encourage PI Chairs to work with local broadcasters to have PSAs aired in their communities.

The committee also affirmed their perspective that no charge broadcast media airing of PSAs should be a priority.

In an interim meeting in March 2024, the committee discussed PSA placement campaigns and PSA tracking,

with continued discussion anticipated as more information becomes available about fiscal reporting requirements.

The committee agreed to forward to the 2024 Conference Committee on Public Information the Progress Report on Feasibility of placing PSAs on streaming platforms.

Mesmerize Point PSA distribution proposal — At the July meeting, the committee received a verbal progress report on the Mesmerize Point PSA distribution channel. The staff secretary shared that as of July 26, 2023, Mesmerize Point had started playing our PSAs in 2,193 pharmacy locations nationwide. These included six thirty-second A.A. video PSAs in English and six in Spanish.

The vendor anticipated that across the pharmacy network, these videos, in aggregate, would have approximately 11,000,000 monthly impressions. The PSAs began airing in 2,500 doctors’ offices the first week of August 2023.

The committee discussed the third and fourth Quarter reports on Mesmerize Point PSA distribution report and noted with appreciation the potential impact of the project given the number of views that have been reported.

The committee noted the suggestion by Mesmerize Point staff to add QR codes to the PSAs; the committee requested that staff from Communication Services Department research on the process for adding QR codes to our PSAs.

The committee agreed to forward to the 2024 Conference Committee on Public Information the report



on Mesmerize Point video PSA distribution in pharmacies and medical facilities.

A.A. Membership Survey — The committee approved the 2022 AA Membership Survey webpage, which went “live” in January 2024 to coincide with the publication of the pamphlet P-48 *A.A. Membership Survey*.

The committee also reviewed suggestions and the Delegate evaluation of the 2022 membership survey process. The staff secretary was asked to maintain these reports in the Public Information Staff Assignment files to have on hand for when the next membership survey is initiated.

Membership Survey Pilot using Convenience Samples — The committee reviewed plans to conduct a pilot using the same questions as 2022 AA membership survey which would utilize convenience samples from the A.A. website and Meeting Guide App. The committee agreed to move forward with the project. It was noted that a benefit of performing convenience sampling is to objectively determine the comparability of these different survey methodologies. The projected expense for this convenience sample project is \$8,000.

In October, the committee reviewed the progress report on the Membership Survey Pilot using Convenience Sampling, which outlined the work completed to-date, including the plan for data gathered using convenience samples collected via the Meeting Guide app and aa.org. There was a discussion about sample size and a question was raised about whether the survey period could be extended if the minimum sample size was not met during the scheduled data collection period.

The committee subsequently reviewed and accepted a progress report on the Membership Survey Convenience Sample Pilot. The committee asked the staff secretary to consult with survey methodologist Dr. Cooper to identify ways of structuring future surveys that would avoid data collection challenges identified with this project.

The committee discussed the Fellowship responses to the survey and the impact of communications to general service structure trusted servants on engagement.

The committee agreed to forward to the 2024 Conference Committee on Public Information the report on *Membership Survey Pilot using Convenience Samples*.

Discuss a Review Grid of Public Information pamphlets/materials — The committee discussed the following pamphlets/materials presented for review.

“A.A. At a Glance” — At the July 2023 meeting, the committee discussed whether, “A.A. at a Glance” is outdated. In addition, the committee requested the staff secretary compare other A.A. publications to ensure that messaging in “A.A. at a Glance” is not duplicated in other A.A. content. The committee requested the staff secretary move forward with the update and provide a progress report to the October 2023 meeting.

At the October 2023 meeting, the committee discussed the progress report on “A.A. at a Glance.” The staff secretary shared that a fresh design and updated language had been incorporated into a draft by the Publishing Department. The committee suggested addi-

tional edits and asked the staff secretary to share them with the Publishing Department.

The committee reviewed the draft flyer “A.A. at a Glance” and at the January 2024 meeting agreed to forward it to the 2024 Conference Committee on Public Information.

Revision to “Speaking at Non-A.A. Meetings” pamphlet — At the July meeting the committee reviewed a draft of “Speaking at Non-A.A. Meetings” and requested a final update to the graphic treatment of the cover reflecting a new look with a professional feel.

At the January 2024 meeting, the committee agreed to forward to the 2024 Conference Committee on Public Information “*Speaking at Non-A.A. Meetings*” (with a new working title), which had been previously reviewed by the trustee’s Public Information committee.

Discuss a revision to “Message to Teenagers” — At the July meeting the committee discussed that the material, “A Message to Teenagers” is outdated. In addition, the committee requested the staff secretary develop a method to gather input from young people about how to best update this material.

At the October meeting, the committee discussed a progress report on the flyer “A Message to Teenagers.” The staff secretary reported on the results of a survey designed to get young people’s feedback. The committee expressed enthusiasm for forwarding the feedback to the Publishing Department so the flyer could be revised as quickly as possible. The committee also expressed support for engaging the intended audience for input into the revision and redesign of graphics and text.

At the January meeting, the committee discussed a progress report on the flyer “A Message to Teenagers.” The committee offered suggestions for additional revisions and redesign of the graphics and text, which the staff secretary forwarded to the Publishing Department. The committee requested that if further clarification is needed by the Publishing Department that they communicate this with the trustees’ PI Committee so that an interim meeting could be scheduled.

The committee agreed to forward to the 2024 Conference Committee on Public Information the progress report on “A Message to Teenagers.”

Create a new form of communication to address anonymity on social media — The committee discussed the progress report on the request “to create a new form of communication” to address anonymity on social media. The chair requested the staff secretary send a communication to the trustees’ PI Committee members requesting their input on how to update the current draft survey.

At the October meeting, the committee reviewed a draft survey for collecting shared experience from the Fellowship on anonymity and social media and agreed to email suggested revisions to the staff secretary.

At the January meeting the committee reviewed the progress report on the draft questionnaire addressing anonymity on social media and made some editorial suggestions, which the staff secretary used to update the questionnaire before it was made available to PI trusted

servants and Conference members.

The committee agreed to forward to the 2024 Conference Committee on Public Information a progress report on “Efforts to Create a New Form of Communication about Anonymity and Social Media.”

Young People’s Video Project — At the July meeting the committee approved the Young People’s Video Project proposal to develop anonymity-protected content during the 2023 ICYPAA using the current untapped 2023 approved budget not to exceed \$10,000. The committee also agreed that the staff secretary should move forward with the following 2023 committee considerations.

- Expand the submission timeframe to include fifteen second minimum up to three-minute maximum for videos submitted by members.
- Clarify that we are seeking user generated content video submissions from young members creatively carrying a message to other young people. Focus is requested to be on the experience of getting sober young and to reflect the diversity of the Fellowship. The committee is seeking shared experiences that will relate to the “young” alcoholic who has yet to come to A.A.
- Review the two submissions to determine if we can make additional edits to tighten the message in the framework of what it was like, what happened and what it is like now, focusing on the key messages that have an impact and identification.
- Provide communication to all delegates with the goal of producing excitement and engagement for the Young People’s Video project for the members in their local areas.

At the October meeting the committee reviewed the progress report on the GSO Young People’s Video Project. The project continues to have an open submissions process. The staff secretary reported on videos that were created at the 2023 ICYPAA convention, noting that two staff members from GSO attended the event to facilitate filming. The staff secretary also reported that two bids had been received for post-production work. The committee asked that the staff secretary work with the appropriate GSO departments to move forward with developing examples to help inform the next phase of the project.

At an interim meeting in March 2024, the committee reviewed two sample videos, which had been produced from footage that was created at the 2023 ICYPAA convention.

The committee agreed to forward to the 2024 Conference Committee on Public Information the two sample Young People videos.

Public Information Kit and Workbook — The committee reviewed the content of the PI Kit and Workbook. The staff secretary reported to the committee that the pamphlet, “A Member’s-Eye View of Alcoholics Anonymous” had been removed from the kit as it appears outdated and less effective for providing information about A.A. to the professional community. The staff secretary sug-

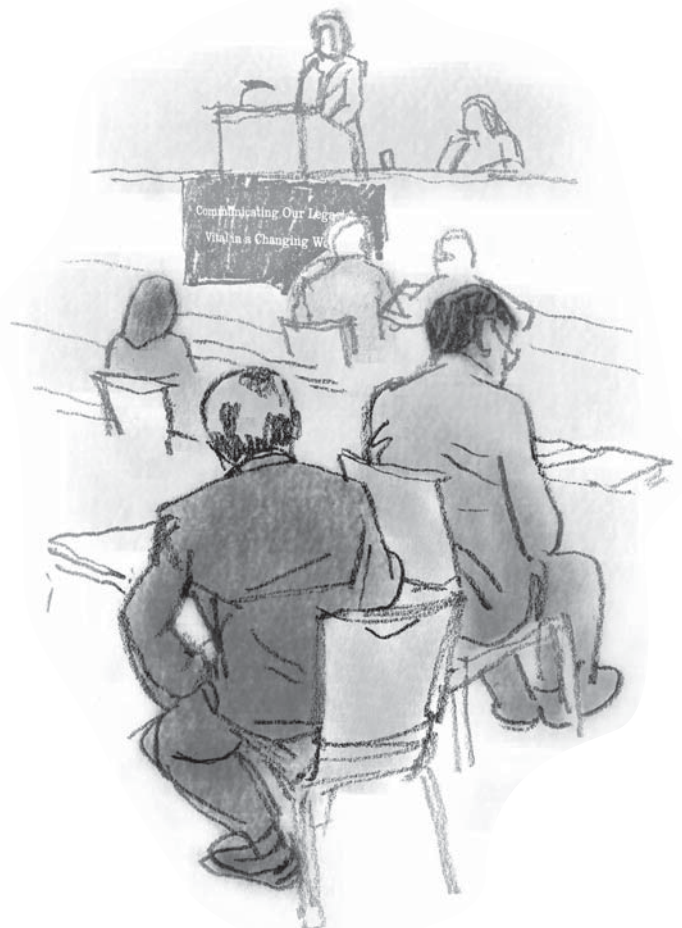
gested to the committee that the Public Information Workbook needs to be reviewed and updated. Currently, work to update the PI Workbook is going; and a progress report will be provided at the July 2024 meeting.

Deb Koltai, Chair

Staff Report: The goal of the Public Information assignment at GSO is to assist the Fellowship in assuring that the A.A. message of recovery reaches the still-suffering alcoholic by keeping the public informed about the A.A. program of recovery from alcoholism.

This assignment is also charged with assisting the A.A. members who carry our message to the suffering alcoholic through the general public. These A.A. members share information about A.A. at schools, health fairs, community events, libraries, and through all forms of media, including public websites. Below are some of the ways that this task was carried out in 2023:

- Communicate with 864 PI committee chairpersons at the area, district, and intergroup/central office level, providing them with aa.org resources, Workbooks, Guidelines, and current shared information on Public Information activity. Many of these materials can be provided digitally and/or in print version.
- Provide literature to supplement the efforts of local Public Information committees, at local health and community fairs, sharing information about Alcoholics Anonymous.
- Respond to all media inquiries that come to the office providing them with accurate information about



Alcoholics Anonymous. Coordinate media coverage of A.A.'s International Conventions, held every five years and work closely with the Publishing and Communication Services departments regarding the development and distribution of press releases, social media postings and other key communications from the General Service Office.

- Read and review media stories that mention Alcoholics Anonymous and share relevant information as needed. Receive information from members regarding anonymity breaks at the level of press, radio, films, television, and the Internet, including many forms of social media.
- Pass along instances of anonymity breaks in the media to the delegate in the area in which the break occurred and provide them with an opportunity to contact the member and share experience regarding our Eleventh Tradition.
- Send out the Annual Anonymity Letter to the Media. The February 2024 letter was emailed to over 30,000 media outlets in the U.S. and Canada. The email included a link to view a brief video on anonymity on aa.org. The letter was distributed to reporters, editors, and publishers at a variety of outlets in print, broadcast and online media.
- Work closely with the Publishing department regarding development and updating of Conference-approved literature and assignment-related service material.
- Coordinating an evaluation of the triennial A.A. Membership Survey process, questionnaire and how best to report out the results. At this time the latest survey completed was in 2022.
- Review reports from Communication Services and AA Grapevine about changes to the aa.org and aagrapevine.org websites, a key aspect of our Public Information efforts.
- Coordinate production of new television and radio Public Service Announcements (PSAs) as requested by the Conference, and work with the Communication Services department regarding available formats and delivery options.
- Work closely with the Communication Services department on other projects requested by the Conference, along with special media and digital projects under the purview of GSO, such as the AAWS YouTube Channel, Google Ads, a GSO podcast and new PI Service Cards.
- Development and implementation of an annual update to the Comprehensive Media Plan.
- Responding to comments and questions on three claimed online business profiles for A.A. World Services, Inc.

Misha Q.

STAFF COORDINATOR

Staff Report: The General Service Office provides services to A.A. groups and members, and shares A.A.

experience when available. Currently, ten A.A. members comprise the “GSO Staff,” with each person responsible for a functional assignment in addition to responding to requests from a specific region in Canada, the United States, or from other countries. The staff coordinator is also responsible for correspondence with members from the Southwest region.

The staff coordinator helps to assure that letters are answered when staff members are involved in large projects or away from the office to attend A.A. events, or at times of illness or vacation. The staff coordinator is typically a member of Staff who has previously served on multiple assignments and can therefore share that experience with newer staff. GSO staff benefit from the experience of A.A. groups gathered over many years. These resources are passed on to members who seek guidance for their group, central office, district or area assembly.

Questions and requests for sharing from the Fellowship are often brought to weekly staff meetings, which the staff coordinator is responsible for facilitating, so that responses reflect either research from A.A. literature or service material or the collective experience of GSO staff and archives. Our weekly staff meetings provide a forum for sharing ideas on how to better serve A.A. groups and members and how to provide the most complete answers to Fellowship inquiries and often include the general manager and director of staff services.

GSO staff members serve as secretaries to trustee and Conference committees and are also voting members of the General Service Conference. The staff coordinator is secretary to the Conference Committee on Policy/Admissions.

In the past year, GSO welcomed 1,400 individual visitors including many English- and Spanish-speaking groups ranging in size from 10 to 40. Each visitor had an opportunity to see and hear “how GSO works” and visit with AA Grapevine/La Viña employees to learn of their “carry the message” efforts as well. Visiting members and guests often attended the open A.A. meeting held at GSO at 11:00 a.m. on Fridays. Traditionally, this has also been an opportunity for the GSO staff to welcome A.A. members from all over the world or from around the corner.

As assistant secretary to the General Service Board, the staff coordinator is responsible for scheduling board and committee meetings, distributing advance material, preparing minutes of board meetings and gathering information on board activities that appears in the *Quarterly Report*. The staff coordinator also serves as secretary to the ad hoc committee on Orientation and helps coordinate the annual trustees’ orientation.

The staff coordinator has the privilege of serving as a director on A.A. World Services, Inc., in accordance with Concept IV, and serves as liaison between staff members and other GSO departments. None of these activities would be possible without the dedication and skill of a very capable staff coordinator assistant.

Racy J.

■ Literature Distributed — 2023

ENGLISH

Books

Alcoholics Anonymous	184,839
Alcoholics Anonymous (jacketless)	248,476
Alcoholics Anonymous (soft cover)	284,806
Alcoholics Anonymous (large print)	54,350
Alcoholics Anonymous (pocket abridged)	52,898
Alcoholics Anonymous (large print/abridged)	35,080
Daily Reflections	95,445
Daily Reflections (large print)	14,741
Twelve Steps and Twelve Traditions (reg. ed.)	121,274
Twelve Steps and Twelve Traditions (gift ed.)	3,292
Twelve Steps and Twelve Traditions (soft cover)	154,331
Twelve Steps and Twelve Traditions (large print)	34,042
Twelve Steps and Twelve Traditions (pocket ed.)	17,263
A.A. Comes of Age	7,002
As Bill Sees It	20,886
As Bill Sees It (soft cover)	22,900
As Bill Sees It (large print)	6,791
Dr. Bob and the Good Oldtimers	5,969
“Pass It On”	5,020
Our Great Responsibility	5,731
Experience, Strength & Hope	8,056
A Visual History of Alcoholics Anonymous: An Archival Journey	2,124
Total	1,385,316

Booklets

The A.A. Service Manual/ Twelve Concepts for World Service	20,814
Living Sober	94,136
Living Sober (large print)	14,250
Came to Believe	23,142
Came to Believe (large print)	3,323
A.A. in Prisons: Inmate to Inmate	7,764
Total	164,044

Pamphlets

A.A. and the Armed Services	8,388
LGBTQ Alcoholics in A.A.	24,570
A.A. as a Resource for the Health Care Professional	18,791
A.A. for the Native North American	9,353
A.A. for the Woman	42,079
The A.A. Group	81,763
A.A. in Your Community	22,039
A.A. in Correctional Facilities	10,348
A.A. in Treatment Facilities	11,642
The A.A. Membership Survey	5,552
The A.A. Member — Medications and Other Drugs	41,434
A.A. Tradition — How It Developed	15,674
A.A.’s Legacy of Service	5,146
A Brief Guide to Alcoholics Anonymous	63,765
Circles of Love and Service	21,927
Bridging the Gap	19,108
Faith Leaders Ask About A.A.	10,186

The Co-Founders of Alcoholics Anonymous	6,733
Do You Think You’re Different?	47,602
Frequently Asked Questions	122,704
Frequently Asked Questions (large print)	4,646
G.S.R.	29,991
Grapevine — Our Meeting in Print	9,157
How A.A. Members Cooperate	8,628
How It Works	32,726
If You Are a Professional	19,472
Inside A.A.	23,946
A.A. for the Black and African American Alcoholic	15,850
Is A.A. for You?	197,338
Is A.A. for Me?	59,365
Is There an Alcoholic in the Workplace?	13,652
Is There an Alcoholic in Your Life?	26,578
It Happened to Alice	10,218
It Sure Beats Sitting in a Cell	25,998
The Jack Alexander Article	7,619
Let’s Be Friendly With Our Friends	2,171
A Member’s-Eye View of A.A.	25,431
Memo to an Inmate Who May Be an Alcoholic	16,445
A Message to Correctional Facilities Administrators	7,577
A Newcomer Asks	201,660
Problems Other Than Alcohol	55,333
Questions and Answers on Sponsorship	161,025
Speaking at Non-A.A. Meetings	5,809
The Twelve Concepts for World Service Illustrated	20,466
The Twelve Steps Illustrated	31,286
Twelve Tradition Flyer	3,266
The Twelve Traditions Illustrated	41,914
This Is A.A.	162,909
This Is A.A. (large print)	4,530
A.A. for the Older Alcoholic (Large Print)	23,568
Too Young?	13,471
Understanding Anonymity	30,011
What Happened to Joe	10,082
The “God” Word — Agnostic and Atheist Members in A.A.	31,076
A.A. for Alcoholics with Mental Health Issues and their sponsors	25,151
Young People in A.A.	46,744
Access to A.A. — Members share on overcoming barriers	10,010
Many Paths to Spirituality	38,517
Hispanic Women in A.A.	4,227
Experience Has Taught Us: Our Twelve Traditions Illustrated	6,161
Total	2,052,828

Miscellaneous

Wallet cards-two-fold	103,627
Wallet cards-I Am Responsible	29,411
Wallet cards-Anonymity	17,456
Anonymity Display Card	1,186
Parchment-scrolls	1,079
Placards	621

C.P.C. Workbook	1,109	(Alcoholics Anonymous abridged pocket size)	6,012
Archives Workbook	594	Alcohólicos Anónimos	
Corrections Workbook	1,400	(Alcoholics Anonymous large print)	5,508
P.I. Workbook	963	Alcohólicos Anónimos	
Treatment Facilities Workbook	1,126	(Alcoholics Anonymous large print/abridged)	3,354
Treatment Facility Kit	308	Como Lo Ve Bill (As Bill Sees It)	4,046
Accessibilities Workbook	290	A.A. Llega a su Mayoría de Edad (A.A. Comes of Age)	2,652
Twelve and Twelve on Computer Disk	3	El Dr. Bob y los Buenos Veteranos	
A.A. Guidelines	47,721	(Dr. Bob and the Good Oldtimers)	2,871
Group Handbook	2,486	Transmitelo (Pass it On)	2,926
Wire Racks	1,246	Reflexiones Diarias (Daily Reflections)	9,161
Cassettes (tape cassettes)	59	Viviendo Sobrio (Living Sober)	12,967
Three Legacies by Bill CD	50	El Manual de Servicios de A.A./Doce Conceptos	
Voices of our Co-Founders CD	90	para el Servicio Mundial	
Bill Discusses the Twelve Traditions	67	(A.A. Service Manual/Twelve Concepts)	3,595
A Brief Guide to A.A. CD	22	Doce Pasos y Doce Tradiciones	
A.A. for the Alcoholic with Special Needs CD	34	(Twelve Steps and Twelve Traditions)	17,250
Markings on the Journey	33	Llegamos a Creer (Came to Believe)	6,140
A.A. in Correctional Facilities DVD	20	A.A. en Prisiones de Preso a Preso (Inmate to Inmate)	5,281
Bill's Own Story DVD	129	Doce Pasos y Doce Tradiciones (pocket ed.)	3,248
Bill Discusses the Twelve Traditions DVD	56	Doce Pasos y Doce Tradiciones (large print)	8,203
Carrying the Message Behind These Walls	293	De las tinieblas hacia la luz	3,756
Your A.A. GSO, the Grapevine, and the General Service Structure	312	Nuestra Gran Responsabilidad (Our Great Responsibility)	3,025
Hope: A.A. DVD	68	Una historia visual de Alcohólicos Anónimos: un viaje archivístico	649
Young People's Videos	346	Total	121,599
Alcoholics Anonymous ASL DVD	124	Folletos	
Twelve Steps and Twelve Traditions ASL DVD	227	A.A. en Su Comunidad (A.A. in Your Community)	2,598
A.A. Cooperation with the Professional Community DVD	287	44 Preguntas (44 Questions)	8,795
Young People's Animation Videos (Set of 4) DVD	3	Esto es A.A. (This is A.A.)	14,932
ASL A.A. for the Alcoholic with Special Needs	56	Es A.A. para Usted? (Is A.A. for You?)	34,394
A New Freedom DVD	305	Hay un Alcohólico en su Vida?	
Alcoholics Anonymous (cassette album)	27	(Is There an Alcoholic in Your Life?)	3,876
Alcoholics Anonymous (4th Ed cassette album)	24	Carta a un Preso que Puede Ser Un Alcohólico	
Alcoholics Anonymous (4th Ed cd album) unabridged	494	(Memo to an Inmate)	1,495
Alcoholics Anonymous (4th Ed cd album) abridged	277	El Punto de Vista de un Miembro de A.A.	
A.A. Comes of Age (cd album)	56	(A Member's-Eye View)	816
Twelve Steps and Twelve Traditions (cassette album)	7	Alcohólicos Anónimos por Jack Alexander	
Twelve Steps and Twelve Traditions (cd album)	258	(Jack Alexander Article)	474
TV Public Service Announcement	0	Seamos amistosos con nuestros amigos	
Radio Public Service Announcements	5	(Let's be Friendly with our Friends)	570
Twelve Steps Shade displays	1,232	Un Principiante Pregunta (A Newcomer Asks)	9,773
Twelve Traditions Shade displays	1,207	Como Trabaja el Programa (How It Works)	2,378
Fact File	0	Lo que le Sucedió a José (What Happened to Joe)	2,194
Table Top Display 12 & 12	304	Comprendiendo el Anonimato	
Pioneers of AA (cassette album)	3	(Understanding Anonymity)	2,912
Pioneers of AA (cd album)	14	El Grupo de A.A. (The A.A. Group)	9,277
Living Sober (cd album)	54	Preguntas y Respuestas sobre el Apadrinamiento	
Total	217,169	(Questions and Answers on Sponsorship)	7,622
Grand Total	3,819,357	El Miembro de A.A. —Los Medicamentos y Otras Drogas	
		(The A.A. Member —Medications and Other Drugs)	2,612
		Las Doce Tradiciones Ilustradas	
		(The Twelve Traditions Illustrated)	1,623
		A.A. en Centros de Tratamiento (A.A. in Treatment Centers)	602
		Los Jóvenes en A.A. (Young People in A.A.)	5,851
		La Tradición de A.A. —¿Cómo se Desarrolló?	
		(A.A. Tradition —How It Developed)	1,527
		Una Breve Guía a A.A. (A Brief Guide to A.A.)	7,047

SPANISH

Libros

Alcohólicos Anónimos (Alcoholics Anonymous soft cover)	9,290
Alcohólicos Anónimos (Alcoholics Anonymous hardcover)	11,665
Alcohólicos Anónimos	

A.A. en las Instituciones Correccionales (A.A. in Correctional Facilities)	782
Problemas Diferentes del Alcohol (Problems Other Than Alcohol)	4,112
Es Mejor que Estar Sentado en una Celda (It Sure Beats Sitting In a Cell)	808
¿Cómo Cooperan los Miembros de A.A.? (How A.A. Members Cooperate)	1,061
Dentro de A.A. (Inside A.A.)	1,714
A.A. como Recurso para los Profesionales de la Salud (A.A. as a Resource for the Health Care Professional)	1,601
Los líderes religiosos preguntan acerca de A.A. (Faith Leaders Ask About A.A.)	1,539
R.S.G. (G.S.R.)	2,571
¿Se Cree Usted Diferente? (Do You Think You're Different?)	3,482
Le Sucedió a Alicia (It Happened to Alice)	1,889
Hablando en Reuniones no-A.A. (Speaking at non A.A. Meetings)	1,026
Las mujeres en A.A. (Women in A.A.)	5,687
Encuesta Sobre los Miembros de A.A. (A.A. Membership Survey)	552
¿Hay un alcohólico en el lugar de trabajo? (Is there an alcoholic in the workplace?)	1,867
Es A.A. Para Mi? (Is A.A. for Me?)	9,953
A.A. para el alcohólico de edad avanzada (A.A. for the older alcoholic)	2,432
Los Doce Pasos Ilustrados (The Twelve Steps Illustrated)	1,144
Círculos de Amor y Servicio (Circles of Love & Service)	1,926
Uniendo las Orillas (Bridging the Gap)	895
Los Doce Conceptos Ilustrados (Twelve Concepts Illustrated)	1,985
Los alcohólicos LGBTQ en A.A. (LGBTQ Alcoholics in A.A.)	1,141
El Legado de Servicio de A.A. (A.A. Legacy of Service)	843
Si Usted es un Profesional (If you are a Professional...)	612
El Grapevine y La Viña de A.A. (Grapevine and La Viña...Our Meetings in Print)	615
¿Demasiado Joven? (Too Young?)	1,232
Acceso a A.A. los miembros hablan sobre superar las barreras (Access to A.A. —Members share on overcoming barriers)	886
Muchas sendas hacia espiritualidad (Many Paths to Spirituality)	1,332
A.A. y las Fuerzas Armadas (A.A. and the Armed Services)	290
La palabra "Dios" — Los miembros de A.A. agnósticos y ateos (The God Word — Agnostic and Atheist Members in A.A.)	1,910
A.A. para los alcohólicos con problemas de salud mental — y sus padrinos (A.A. for Alcoholics with Mental Health Issues — and their sponsors)	1,061
A.A. para el alcohólico negro y afroamericano (A.A. for the Black and African American Alcoholic)	324
Esto es A.A. (This is A.A. large print)	1,035
Preguntas frecuentes acerca de A.A. (Frequently Asked Questions about A.A. — Large Print)	534
A.A. para el Native Norteamericano (A.A. for the Native North American)	462
Mujeres hispanas en A.A. (Hispanic Women in A.A.)	3,683
La experiencia nos ha enseñado: una introducción a nuestras Doce Tradiciones (Experience Has Taught Us)	603
Total	184,957

Miscellaneous

Guías (Guidelines)	4,099
Parchments, Spanish	491
Tarjetas Tamaño Billetera (wallet cards)	2,658
Alcohólicos Anónimos (cassette album) (Big Book on cassette)	15
Alcohólicos Anónimos (cd album) Texto integro (Big Book on cd)	93
Alcohólicos Anónimos (cd album) Abreviada (Big Book on cd)	203
Doce Pasos y Doce Tradiciones (cd album)	160
Total	7,719
Grand Total	314,275

FRENCH

Livres (Books)

Les Alcooliqes Anonymes (Alcoholics Anonymous —format relie)	2,719
Les Alcooliqes Anonymes (Alcoholics Anonymous —format relie, sans veste)	2,149
Les Alcooliqes Anonymes (Alcoholics Anonymous —format souple)	1,280
Les Alcooliqes Anonymes (Alcoholics Anonymous —format poche)	465
Les Alcooliqes Anonymes (Alcoholics Anonymous —large print)	477
Les Alcooliqes Anonymes (Alcoholics Anonymous —large print/abridged)	320
Les Douze Etapes et les Douze Traditions (Twelve & Twelve —format relie)	1,584
Les Douze Etapes et les Douze Traditions (Twelve & Twelve —format souple)	746
Les Douze Etapes et les Douze Traditions (Twelve & Twelve —large print)	350
Les Douze Etapes et les Douze Traditions (Twelve & Twelve —format poche)	125
Le Mouvement des A.A. devient Adulte (A.A. Comes of Age)	170
Reflexions de Bill (As Bill Sees It)	1,738
Reflexions Quotidiennes (Daily Reflections)	2,843
Dr Bob et les pionniers (Dr. Bob and the Good Oldtimers)	276
(Expérience, Force & Espoir) Experience, Strength and Hope	179
Transmets-Le (Pass It On)	340
Les A.A. en Prison (A.A. in Prison)	259
Notre grande responsabilité (Our Great Responsibility)	190
Une histoire visuelle des Alcooliqes anonymes: voyage au coeur des archives (A visual history of Alcoholics Anonymous: an archival journey)	326
Total	16,536

Plaquettes (Booklets)

Nous en sommes venus a croire (Came to Believe)	658
Vivre ... sans alcool! (Living Sober)	3,152
Le Manuel du Service et les Douze Concepts	1,000
Total	4,810

Brochures (Pamphlets)

Voici les A.A. (This is A.A.)	7,047
Les A.A.: 44 Questions (44 Questions)	2,966
Les A.A.: sont-ils pour vous? (Is A.A. for You?)	6,575
Les femmes des A.A. (Women in A.A.)	1,438
Collaboration des membres des A.A. (How A.A. Members Cooperate)	296
Y a-t-il un Alcoolique dans Votre Milieu de travail? (Is there an alcoholic in the workplace?)	513
Le membre des A.A. face aux medicaments et a la drogue (The A.A. Member —Medications & Other Drugs)	915
Les A.A. —Article du Saturday Evening Post (The Jack Alexander Article)	118
Collaborons avec nos amis (Let's Be Friendly With Our Friends)	49
Questions et reponses sur le parrainage (Questions and Answers on Sponsorship)	1,355
Les A.A.: Une ressource pour les medecins (A.A. as a Resource for the Health Care Professional)	1,317
Les A.A. dans les centres de traitement (A.A. in Treatment Facilities)	169
La Tradition des A.A. et son developpement (A.A. Tradition/How It Developed)	188
Vous vous occupez prof. d'alcoolisme? (If You Are a Professional)	431
L'Histoire de Nicole (It Happened to Alice)	164
Jean face a son probleme d'alcool (What Happened to Joe?)	104
Les A.A. dans votre milieu (A.A. in Your Community)	191
Problemes autres que l'alcoolisme (Problems Other Than Alcohol)	913
Point de vue d'un membre sur les A.A. (A Member's-Eye View of A.A.)	543
Les Douze Traditions illustrees (The Twelve Traditions Illustrated)	1,031
Les A.A. dans les etablissements correctionnels (A.A. in Correctional Facilities)	10
Ca vaut mieux que de languir en prison (It Sure Beats Sitting in a Cell)	771
Petit guide pratique sur les A.A. (A Brief Guide to A.A.)	1,962
Les leaders religieux se renseignent sur les A.A. (Faith Leaders Ask About A.A.)	153
Les deux fondateurs d'A.A. (The Co-founders of A.A.)	267
Message a l'intention d'un detenu (Memo to an Inmate)	501
Message aux Dir. d'Etabl. Correctionnels (Message to Correctional Facilities Administrators)	104
Le groupe des A.A. (The A.A. Group)	1,377
Les Douze Concepts illustres (Twelve Concepts Illustrated)	569
Le sens de l'anonymat (Understanding Anonymity)	567
Y-a-t-il un alcoolique dans votre vie? (Is There an Alcoholic in Your Life?)	552
Le R.S.G. (The G.S.R.)	734
Causeries a l'exterieur des A.A. (Speaking at Non-A.A. Meetings)	103
Trop jeune? (Too Young?)	174
La Structure de l'Association des A.A. (Inside A.A.)	709

L'Héritage des Services des A.A. (A.A.'s Legacy of Service)	172
Cercles d'amour et de service (Circles of Love & Service)	597
Vous croyez-vous different? (Do You Think You're Different?)	767
Sondage sur les membres des A.A. (The A.A. Membership Survey)	246
Les jeunes chez les A.A. (Young People in A.A.)	693
Votre BSG (Your GSO)	459
AA pour l'alcoolique plus âgé (AA for the older alcoholic)	503
Un nouveau veut savoir (A Newcomer Asks)	4,491
Les A.A. sont-ils pour moi? (Is A.A. for Me?)	1,205
Favoriser de rapprochement (Bridging the Gap)	269
Les Douze Etapes Illustrees (Twelve Steps Illustrated)	2,235
Les A.A. et les Autochtones d'Amérique du Nord (A.A. and the Native North American)	312
L'accès aux AA —Des Membres Racontent Comment ils ont Surmonté des obstacles (Access to A.A. —Members share on overcoming barriers)	468
Différentes avenues la spiritualité (Many Paths to Spirituality)	3,371
Les AA et les forces armées (A.A. and the Armed Services)	120
Le mot « Dieu » — Membres agnostiques et athées chez les AA (The "God" Word — Agnostic and Atheist Members in A.A.)	3,771
Les alcooliques LGBTQ des AA (LGBTQ Alcoholics in A.A.)	566
Les AA pour les alcooliques atteints de maladie mentale (A.A. for Alcoholics with Mental Health Issues — and their sponsors)	857
Voici les AA (This is A.A. Large Print)	0
Foire aux questions sur les AA (Frequently Asked Questions about A.A. large print)	22
Lignes de conduite A.A. (Guidelines)	1,092
Les femmes hispaniques chez les AA	120
L'expérience nous a appris: une introduction à nos Douze Traditions	1,017
Total	58,795

Divers (Miscellaneous)

12 & 12 (cassette album)	1
12 & 12 (cd album)	136
Les Alcooliques Anonymes/Intégrale (cd album)	81
Les Alcooliques Anonymes/Abrégée (cd album)	118
Carte 12 Etapes/12 Traditions (Wallet card 12 Steps & 12 Traditions)	973
Carte anonymat (Français/anglais) (Anonymity wallet card)	112
Carte Je Suis Responsable (I am responsible wallet card)	247
La Transmission Du Message (DVD)	5
La Transmission Du Message (DVD)	1
Notre Methode (How It Works)	12,908
Manuel de Groupe	3
Pochette de l'Information Publique	16
Pochette des Centres de Detention	2
Pochette de la CMP	0
Prière de la Sérénité (12x16) (Parchment Serenity Prayer)	32
Pochette des Centres de Traitement	4
Dossier d'Information sur les A.A. (Fact File)	0
Total	14,639
Grand Total	94,780

■ AA Grapevine Literature Distributed — 2023

BB01	First Edition Facsimile	308	MS01	AA Preamble	370
BB06	The Best of Bill	2,343	MS03	Man on the Bed Oil Painting Reproduction	311
BB07	The Best of Bill Large Print, Softcover	733	MS04	The Slogans set of 5	442
BI01	Back Issues of Grapevine Mag Pack of 30	499	MS05	Serenity Prayer	482
BNFB0B	For Beginners (set) Book Set	423	MS06	Victor E. Poster	47
BNHB9B	The Heartbeat of AA (set) Book Set	179	MS08	Annual Wall Calendar	1,730
BNLS76	The Lighter Side (set) Book Set	155	MS08LV	Annual Wall Calendar—Spanish	738
CD03	Classic Grapevine V.2	5	MS09	Annual Pocket Planner	1,137
CD04	Classic Grapevine V.3	6	MS09LV	Annual Pocket Planner—Spanish	397
CD05	Not for Newcomers Only	18	MS15	Co-Founders' Memorial Issues	476
CD07	Historias de La Viña CD	16	MS20	Traditions Checklist pack of 50	250
CD09	What It Was Like	18	MS23	75 Year Anniversary Toolkit	1
CD11	Twelve Traditions	8	SBB06	Lo Mejor de Bill	2,327
CD12	It Works If We Work It	11	SBI01	Ejemplares Anteriores paquete de 20	145
CD13	The Best of Bill	36	SCD09	Historias de La Viña III CD	24
CD18	Emotional Sobriety CD V.2	27	SCD10	Lo Mejor de Bill CD	28
CD21	The Home Group CD V.1	5	SCD12	Despertares Espirituales V.1 CD	10
CD22	The Home Group CD V.2	6	SCD13	Despertares Espirituales V.2 CD	19
CD23	The Language of the Heart CD	37	SCD14	Las Doce Tradiciones V.1 CD	1
CONT.	Carry the Message	38	SCD15	Las Doce Tradiciones V.2 CD	1
FBB06	Les Meilleurs Articles de Bill	819	SCD16	El Grupo Base V.1 CD	3
FCD23	Le Langage du Coeur CD	45	SCD23	El Lenguaje del Corazón CD	1
FGV07	Le Groupe d'Attache	148	SGV01	Lo Mejor de La Viña	1,064
FGV11	Le Langage du Coeur	248	SGV03	Un Día a la Vez	1,155
FGV17	La Sobriété Émotive	673	SGV04	Frente a Frente	1,473
FGV29	Heureux, Joyeux et Libres	268	SGV15	El Grupo Base	1,400
FGV30	En Tête à Tête	134	SGV17	Sobriedad Emotional	2,773
FGV32	Citation du jour Livre	768	SGV29	Felices, Alegres y Libres	1,181
FMS03	L'homme sur le lit	18	SGV32	Libro de Cita Diaria	1,060
FMS04	Les Slogans Jeu de 5	48	SGV37	Mujeres en AA	1,558
FMS06	Plaquette de Victor E.	1	SGV39	Bajo el Mismo Techo	1,303
FMS15	Les Cofondateurs des AA Le Dr. Bob et Bill W.	51	SGV44	Oración y Meditación	1,958
GV06	The Language of the Heart Hard Cover	977	SMS03	El Hombre en la Cama hermosa reproducción	202
GV08	El Lenguaje del Corazón Cubierta blanda	2,800	SP01	Preámbulo de AA	256
GV11	The Language of the Heart Soft Cover	2,100	SP04	Los Lemas 5 lemas	231
GV13	Thank You For Sharing Book	328	SP05	La Oración de la Serenidad	226
GV14	Spiritual Awakenings Volume 1	1,356	SP20	Un Chequeo de las Tradiciones	41
GV15	Home Group (Revised) Revised Edition, Softcover	123	SP20BU	Un Chequeo de las Tradiciones paquete de 50	7
GV16	I Am Responsible: Hand of AA Soft Cover-Discontinued 8/29/23	74	SP20BULK	Un Chequeo de las Tradiciones paquete de 50	40
GV17	Emotional Sobriety: The Next Frontier	3,667	SUBS596		1
GV18	The Language of the Heart Large Print	721		Total Books	74,079
GV19	In Our Own Words	366		<i>E-books: (showing only annual sales of 75 or more)</i>	
GV20	Beginners' Book	1,849		Emotional Sobriety	1276
GV21	Voices of Long-Term Sobriety	550		The Language of the Heart	901
GV22	A Rabbit Walks into a Bar	1,102		Emotional Sobriety	736
GV23	Spiritual Awakenings II Volume 2	778		The Language of the Heart	713
GV25	Step by Step	985		Emotional Sobriety II	450
GV26	Emotional Sobriety II Volume 2	2,147		The Best of Bill	348
GV27	Young & Sober	702		Voices of Women in AA	320
GV28	Into Action	809		Prayer & Meditation	252
GV29	Happy, Joyous & Free	870		Spiritual Awakenings	205
GV30	One on One	754		The Best of Bill	191
GV31	No Matter What	1,196		The Story of AA	166
GV33	Sober & Out	519		One Big Tent	145
GV34	Forming True Partnerships	888		Spiritual Awakenings	128
GV35	Our Twelve Traditions	754		Beginners' Book	113
GV36	Making Amends	1,285		The Best of Grapevine, Vols. 1,2,3	115
GV37	Voices of Women in AA	1,895		Attitude Adjustment	98
GV38	AA in the Military	378		Pathways to Spirituality	83
GV39	One Big Tent	882		Step by Step	82
GV40	Take Me to Your Sponsor	1,051		No Matter What	76
GV41	Best of Grapevine Volumes 1-3	273		The Grapevine Daily Quote Book	77
GV42	Daily Quote Book	1,376		Total E-Books	7,502
GV43	Free on the Inside	1,678		<i>CDs, Cassettes and MP3s — English</i>	476
GV44	Prayer & Meditation	2,328		<i>CDs, Cassettes and MP3s — Spanish, French</i>	247
GV45	Fun in Sobriety	1,422		Total:	723
GV46	The Home Group Heartbeat of AA	2,135		Grand Total	82,304

■ Grapevine Subscriptions* — Geographical Breakdown

	<u>MARCH 2024</u>	<u>MARCH 2023</u>	<u>INCREASE/ DECREASE</u>		<u>MARCH 2024</u>	<u>MARCH 2023</u>	<u>INCREASE/ DECREASE</u>
UNITED STATES*				New York	2,783	2,634	149
Armed Forces America	-	-	-	Ohio	1,258	1,216	42
Armed Forces Europe,				Oklahoma	413	340	73
Middle East and Canada	11	-	11	Oregon	1,128	1,052	76
Alaska	248	265	(17)	Pennsylvania	3,262	2,932	330
Alabama	406	376	30	Puerto Rico	16	-	16
Armed Forces Pacific	7	-	7	Palau	2	-	2
Arkansas	305	248	57	Rhode Island	188	181	7
American Samoa	-	-	-	South Carolina	570	561	9
Arizona	1,431	1,330	101	South Dakota	222	194	28
California	5,866	5,229	637	Tennessee	690	610	80
Colorado	1,196	1,105	91	Texas	2,315	2,236	79
Connecticut	693	652	41	Utah	414	354	60
District of Columbia	69	79	(10)	Virginia	1,303	1,204	99
Delaware	230	201	29	Virgin Island	5	-	5
Florida	3,349	2,936	413	Vermont	204	169	35
Federated States				Washington	1554	1532	22
of Micronesia	-	-	-	Wisconsin	1225	1309	(84)
Georgia	1,247	1,210	37	West Virginia	196	219	(23)
Guam	5	-	5	Wyoming	135	142	(7)
Hawaii	327	313	14	Subtotal US	50,714	46,449	4,265
Iowa	673	621	52				
Idaho	445	442	3	CANADA*			
Illinois	1,885	1,734	151	Alberta	383	370	13
Indiana	836	785	51	British Columbia	613	633	(20)
Kansas	551	498	53	Manitoba	169	136	33
Kentucky	469	433	36	New Brunswick	123	104	19
Louisiana	363	325	38	Newfoundland and Labrador	42	44	(2)
Massachusetts	1,089	1,035	54	Nova Scotia	140	113	27
Maryland	883	814	69	Northwest Territories	11	12	(1)
Maine	356	306	50	Nunavut	6	-	6
Marshall Islands	-	-	-	Ontario	1,608	1,440	168
Michigan	1,695	1,035	660	Prince Edward Island	70	57	13
Minnesota	1,515	1,367	148	Quebec	70	133	(63)
Missouri	1,123	1,003	120	Saskatchewan	185	178	7
Northern Marina Islands	-	-	-	Yukon	39	25	14
Mississippi	153	181	(28)	Subtotal CANADA	3,459	3,245	214
Montana	438	435	3				
North Carolina	1,453	1,282	171	INTERNATIONAL*	788	419	369
North Dakota	243	201	42	Grand Total	54,173	49,694	4,479
Nebraska	492	500	(8)				
New Hampshire	437	393	44	LA VIÑA SUBSCRIPTIONS*			
New Jersey	1,376	1,330	46	Mar./Apr. '24	Mar./Apr. '23	Diff.	
New Mexico	373	360	13	Total	3,334	3,281	53
Nevada	593	540	53				
				(*does not include monthly orders)			

A side view of Stepping Stones, the historic home of Bill and Lois W. in Bedford, New York, open to the public.



■ Report of the Independent Auditor

The Board of Trustees

The General Service Board of
Alcoholics Anonymous, Inc. and Affiliates

Opinion

We have audited the consolidated financial statements of The General Service Board of Alcoholics Anonymous, Inc. and Affiliates (collectively the Organization), which comprise the consolidated statement of financial position as of December 31, 2023, and the related consolidated statement of activities, functional expenses and cash flows for the year then ended, and the related notes to the consolidated financial statements.

In our opinion, the accompanying consolidated financial statements present fairly, in all material respects, the financial position of the Organization as of December 31, 2023, and the change in its net assets and its cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Basis for Opinion

We conducted our audit in accordance with auditing standards generally accepted in the United States of America (GAAS). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of the Organization and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Emphasis of Matter

As discussed in Note 2 to the consolidated financial statements, the 2022 consolidated financial statements have been restated to correct a misstatement. Our opinion on the 2022 consolidated financial statements is not modified with respect to this matter.

Responsibilities of Management for the Financial Statements

Management is responsible for the preparation and fair presentation of the consolidated financial statements in accordance with accounting principles generally accepted in the United States of America, and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the consolidated financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about the Organization's ability to continue as a going concern within one year after the date that the consolidated financial statements are available to be issued.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that

an audit conducted in accordance with GAAS will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the consolidated financial statements.

In performing an audit in accordance with GAAS, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the consolidated financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the consolidated financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Organization's internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the consolidated financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about the Organization's ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control-related matters that we identified during the audit.

Other Matters

The consolidated financial statements of The General Service Board of Alcoholics Anonymous, Inc. and Affiliates for the year ended December 31, 2022, before restatement for the matter described in the Emphasis of Matter paragraph, were audited by other auditors, whose report dated April 19, 2023 on those statements was unmodified.

As part of our audit of the 2022 consolidated financial statements, we also audited the adjustments described in Note 2 that were applied to restate the 2022 consolidated financial statements. In our opinion, such adjustments are appropriate and have been properly applied.

We were not engaged to audit, review, or apply any procedures to the 2022 consolidated financial statements of the Organization other than with respect to the adjustments and, accordingly, we do not express an opinion or any other form of assurance on the 2022 consolidated financial statements as a whole.

BDO USA, P.C.

New York, NY May 1, 2024

The General Service Board of Alcoholics Anonymous, Inc. and Affiliates
CONSOLIDATED STATEMENT OF FINANCIAL POSITION
Year Ended December 31, 2023 (with comparative totals for 2022, as restated)

	General Service Board						A.A. World Services, Inc.	A.A. Grapevine, Inc.	Eliminations	2023	2022 (As restated)
	General Fund	Reserve Fund	Capital Projects Fund	Postretirement Medical Fund	Pension Benefits	Total					
Assets											
Cash and cash equivalents (Note 3)	\$ 915,860	\$ 2,754,519	\$ -	\$ 39,082	\$ -	\$ 3,709,461	\$ 62,072	\$ 188,299	\$ -	\$ 3,959,832	\$ 3,584,435
Investments (Notes 3, 5, and 7)	-	10,449,356	-	7,910,801	-	18,360,157	-	-	-	18,360,157	18,623,752
Accounts receivable, net of allowance for credit losses of \$48,388 and \$84,034, respectively (Note 3)	-	-	-	-	-	-	802,647	275,365	-	1,078,012	765,625
Inventory (Note 3)	-	-	-	-	-	-	3,777,797	389,141	-	4,166,938	4,484,285
Prepaid expenses and other assets (Note 8)	533,684	-	-	-	7,183,690	7,717,374	364,483	65,874	-	8,147,731	6,105,137
Due from affiliates/intercompany funds (Note 9)	-	-	-	-	-	-	3,061,667	291,541	(3,353,208)	-	-
Property and equipment, net (Notes 3 and 6)	-	-	1,445,988	-	-	1,445,988	310,759	507,542	-	2,264,289	2,697,502
Operating lease right-of-use asset (Note 10)	-	-	-	-	-	-	1,886,482	-	-	1,886,482	2,795,877
Total Assets	\$1,449,544	\$13,203,875	\$1,445,988	\$7,949,883	\$7,183,690	\$31,232,980	\$10,265,907	\$1,717,762	\$(3,353,208)	\$39,863,441	\$39,056,613
Liabilities and Net Assets											
Liabilities											
Accounts payable and accrued expenses (Note 9)	\$2,960,746	\$ 573,012	\$ -	\$ -	\$ -	\$ 3,533,758	\$ 2,452,907	\$ 382,103	\$(3,353,208)	\$3,015,560	\$ 2,760,143
Deferred revenue (Note 3)	-	-	-	-	-	-	207,675	1,677,182	-	1,884,857	1,843,340
Postretirement benefit (Note 7)	-	-	-	5,631,648	-	5,631,648	-	-	-	5,631,648	5,388,395
Operating lease liability (Note 10)	-	-	-	-	-	-	1,886,482	-	-	1,886,482	2,812,461
Total Liabilities	2,960,746	573,012	-	5,631,648	-	9,165,406	4,547,064	2,059,285	\$(3,353,208)	12,418,547	12,804,339
Commitments and Contingencies (Note 3)											
Net Assets (Deficit)											
Without Donor Restrictions (Note 3)	(1,511,202)	12,630,863	1,445,988	2,318,235	7,183,690	22,067,574	5,718,843	(341,523)	-	27,444,894	26,252,274
Total Liabilities and Net Assets	\$1,449,544	\$13,203,875	\$1,445,988	\$7,949,883	\$7,183,690	\$31,232,980	\$10,265,907	\$1,717,762	\$(3,353,208)	\$39,863,441	\$39,056,613

The accompanying notes are an integral part of these financial statements.

The General Service Board of Alcoholics Anonymous, Inc. and Affiliates
Consolidated Statement of Activities
Year Ended December 31, 2023 (with comparative totals for 2022, as restated)

	General Service Board					Total	A.A. Grapevine, Inc.				2023	2022 (As restated)
	General Fund	Reserve Fund	Capital Projects Fund	Postretirement Medical Fund	Pension Benefits		A.A. World Services, Inc.	Grapevine	La Viña	Total		
Operating Revenue and Support												
Gross sales revenue (Note 2)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$14,935,497	\$2,602,323	\$205,663	\$2,807,986	\$17,743,483	\$15,073,142
Less: discounts	-	-	-	-	-	-	(453,695)	-	-	-	(453,695)	(479,174)
Net Sales	-	-	-	-	-	-	14,481,802	2,602,323	205,663	2,807,986	17,289,788	14,593,968
Cost of literature distributed:												
Printing	-	-	-	-	-	-	(4,591,074)	(80,289)	-	(80,289)	(4,671,363)	(4,226,183)
Direct shipping and warehousing	-	-	-	-	-	-	(3,135,917)	(1,319,106)	(68,145)	(1,387,251)	(4,523,168)	(3,972,294)
Gross Profit from Literature	-	-	-	-	-	-	6,754,811	1,202,928	137,518	1,340,446	8,095,257	6,395,491
Contributions (Note 3)	10,841,419	-	-	-	-	10,841,419	-	-	-	-	10,841,419	10,687,980
Investment income, net (Notes 3 and 5)	-	206,302	-	1,138,041	-	1,344,343	-	6,760	-	6,760	1,351,103	(1,225,222)
Total Operating Revenue and Support	10,841,419	206,302	-	1,138,041	-	12,185,762	6,754,811	1,209,688	137,518	1,347,206	20,287,779	15,858,249
Operating Expenses (Note 3)												
Program services	23,451,935	-	407,406	-	-	23,859,341	2,758,825	1,865,449	893,267	2,758,716	29,376,882	43,496,998
Supporting services	4,877,851	-	255,330	-	-	5,133,181	3,917,582	230,409	-	230,409	9,281,172	10,273,264
Total Operating Expenses	28,329,786	-	662,736	-	-	28,992,522	6,676,407	2,095,858	893,267	2,989,125	38,658,054	53,770,262
Change in Net Assets , before non-operating activities and pension-related changes	(17,488,367)	206,302	(662,736)	1,138,041	-	(16,806,760)	78,404	(886,170)	(755,749)	(1,641,919)	(18,370,275)	(37,912,013)
Non-Operating Activities (Note 3)												
GSB support for La Viña	(755,749)	-	-	-	-	(755,749)	-	-	755,749	755,749	-	-
Other revenue	479,186	-	-	-	-	479,186	308	29,026	-	29,026	508,520	7,711
Intercompany and interfund transfers (Note 9)	271,343	(500,000)	103,234	(374,577)	-	(500,000)	-	500,000	-	500,000	-	-
Contributed nonfinancial assets (Notes 2 and 3)	16,899,522	-	-	-	-	16,899,522	-	-	-	-	16,899,522	33,664,366
Total Non-Operating Activities	16,894,302	(500,000)	103,234	(374,577)	-	16,122,959	308	529,026	755,749	1,284,775	17,408,042	33,672,077
Change in Net Assets , before pension-related changes	(594,065)	(293,698)	(559,502)	763,464	-	(683,801)	78,712	(357,144)	-	(357,144)	(962,233)	(4,239,936)
Other Components of Net Periodic Pension Cost (Notes 7 and 8)	-	-	-	(153,428)	536,234	382,806	-	-	-	-	382,806	889,583
Pension and Post-Retirement Changes Other Than Net Periodic Costs (Notes 7 and 8)	-	-	-	(89,825)	1,861,872	1,772,047	-	-	-	-	1,772,047	1,914,099
Total Change in Net Assets After Pension-Related Changes	-	-	-	(243,253)	2,398,106	2,154,853	-	-	-	-	2,154,853	2,803,682
Change in Net Assets (Deficit) Without Donor Restrictions	(594,065)	(293,698)	(559,502)	520,211	2,398,106	1,471,052	78,712	(357,144)	-	(357,144)	1,192,620	(1,436,254)
Net Assets Without Donor Restrictions , beginning of year, as restated	(917,137)	12,924,561	2,005,490	1,798,024	4,785,584	20,596,522	5,640,131	15,621	-	15,621	26,252,274	27,688,528
Net Assets Without Donor Restrictions , end of year	\$(1,511,202)	\$12,630,863	\$1,445,988	\$2,318,235	\$7,183,690	\$22,067,574	\$5,718,843	\$(341,523)	\$-	\$(341,523)	\$27,444,894	\$26,252,274

The accompanying notes are an integral part of these financial statements.

**The General Service Board of
Alcoholics Anonymous, Inc. and Affiliates**
For The Year Ended December 31, 2023

**CONSOLIDATED STATEMENT OF
FUNCTIONAL EXPENSES**
(with comparative totals for 2022, as restated)

	PROGRAM SERVICES				PROGRAM SERVICES									
	Literature Development and Distribution — AAWS	Literature Development and Distribution —The General Service Board of Alcoholics Anonymous, Inc.	Communications — AAWS	Communications —The General Service Board of Alcoholics Anonymous, Inc.	Group Services	Public Information	Cooperation with Professional Community	Treatment/ Accessibility	Correctional Facilities	Loners and Overseas Services	General Service Conference	Regional Forums	Archives	
Salaries	\$1,236,262	\$394,748	\$302,170	\$302,148	\$313,400	\$168,030	\$137,795	\$117,692	\$159,587	\$318,682	\$174,646	\$127,012	\$378,116	
Payroll taxes and benefits (Notes 7 and 8)	381,395	117,753	90,045	152,091	129,810	28,076	53,926	36,625	53,597	46,284	54,277	54,318	133,491	
Total Personnel Costs	1,617,657	512,501	392,215	454,239	443,210	196,106	191,721	154,317	213,184	364,966	228,923	181,330	511,607	
Professional fees	162,580	1,584	18,166	20,276	2,351	34,330	10,737	6,430	29,308	43,074	169,343	34,429	6,584	
Printing	43,584	-	22,063	20,343	78,110	1,382	8,454	278	13,158	1,056	86,006	22,515	4,861	
Data, automation, and website	30,338	7,821	92,325	102,742	8,686	1,990	3,478	2,303	3,478	2,890	3,478	3,478	9,775	
Selling expenses	-	-	-	-	-	-	-	-	-	-	-	-	-	
Insurance	-	-	-	-	-	-	-	-	-	-	-	-	-	
Facility and equipment	192,922	55,768	-	74,517	62,134	13,256	24,876	16,473	24,876	21,052	25,118	24,901	77,441	
Travel and meetings	888	-	-	-	2,412	6,244	52,030	6,660	1,676	85,714	1,165,611	190,145	3,056	
Bad debt expense	-	-	-	-	-	-	-	-	-	-	-	-	-	
E-commerce and bank service fees	-	-	-	-	129,644	-	-	-	-	275	122	15	-	
Depreciation and amortization (Note 6)	186,056	-	-	-	-	-	-	-	-	-	-	-	-	
Stationery and office supplies	-	-	-	-	-	-	-	-	-	-	-	-	-	
Office services and expenses	-	-	-	-	-	-	-	-	-	-	-	-	-	
Miscellaneous	-	-	31	-	-	-	-	-	-	17,110	-	-	-	
Inventory obsolescence (Note 3)	-	-	-	-	-	-	-	-	-	-	-	-	-	
Contributed nonfinancial assets — advertising (Note 3)	-	-	-	-	-	16,899,522	-	-	-	-	-	-	-	
Delegate fees														
Total Expenses , before pension and capital project changes	2,234,025	577,674	524,800	672,117	726,547	17,152,830	291,296	186,461	285,680	536,137	1,678,601	456,813	613,324	
Less: net periodic pension and post- retirement cost	-	-	-	-	-	-	-	-	-	-	-	-	-	
Plus: capital projects depreciation	-	51,295	-	71,201	59,369	11,832	23,769	15,740	23,769	19,755	30,085	23,769	59,369	
Total Expenses	\$2,234,025	\$628,969	\$524,800	\$743,318	\$785,916	\$17,164,662	\$315,065	\$202,201	\$309,449	\$555,892	\$1,708,686	\$480,582	\$672,693	

The accompanying notes are an integral part of these financial statements.

The General Service Board of Alcoholics Anonymous, Inc. and Affiliates
CONSOLIDATED STATEMENT OF FUNCTIONAL EXPENSES
(with comparative totals for 2022, as restated)
Year Ended December 31, 2023

	PROGRAM SERVICES				SUPPORTING SERVICES					
	Nominating	Grapevine	La Viña	Total Program Services	General Service Board	AAWS	Grapevine	Total Supporting Services	2023	2022 (As restated)
Salaries	\$157,549	\$941,565	\$528,903	\$5,758,305	\$2,343,336	\$1,837,884	\$61,449	\$4,242,669	\$10,000,974	\$8,857,251
Payroll taxes and benefits (Notes 7 and 8)	54,296	210,099	112,305	1,708,388	676,271	510,042	-	1,186,313	2,894,701	3,385,332
Total Personnel Costs	211,845	1,151,664	641,208	7,466,693	3,019,607	2,347,926	61,449	5,428,982	12,895,675	12,242,583
Professional fees	9,614	105,102	134,224	788,132	657,784	635,036	14,726	1,307,546	2,095,678	2,145,867
Printing	60	-	-	301,870	140,058	131,518	-	271,576	573,446	420,891
Data, automation, and website	3,478	-	-	276,260	151,568	145,765	-	297,333	573,593	517,237
Selling expenses	-	200,265	56,549	256,814	-	-	-	-	256,814	267,536
Insurance	-	-	2,535	2,535	37,169	33,715	-	70,884	73,419	69,575
Facility and equipment	24,876	63,627	9,271	711,108	316,111	269,439	1,092	586,642	1,297,750	1,278,417
Travel and meetings	24,582	-	-	1,539,018	532,692	75,999	-	608,691	2,147,709	1,854,243
Bad debt expense	-	-	-	-	-	44,749	-	44,749	44,749	80,465
E-commerce and bank service fees	-	-	-	130,056	2,197	12,646	-	14,843	144,899	120,467
Depreciation and amortization (Note 6)	-	-	-	186,056	-	207,839	82,259	290,098	476,154	342,219
Stationery and office supplies	-	-	-	-	-	-	-	-	-	23,893
Office services and expenses	-	194,076	-	194,076	-	-	-	-	194,076	211,799
Miscellaneous	-	150,715	49,480	217,336	20,665	12,950	70,883	104,498	321,834	17,179
Inventory obsolescence (Note 3)	-	-	-	-	-	-	-	-	-	821,900
Contributed nonfinancial assets – advertising (Note 3)	-	-	-	16,899,522	-	-	-	-	16,899,522	33,664,366
Delegate fees										(328,240)
Total Expenses, before pension and capital project changes	274,455	1,865,449	893,267	28,969,476	4,877,851	3,917,582	230,409	9,025,842	37,995,318	53,750,397
Less: net periodic pension and post-retirement cost	-	-	-	-	-	-	-	-	-	(889,583)
Plus: capital projects depreciation	17,453	-	-	407,406	255,330	-	-	255,330	662,736	909,448
Total Expenses	\$291,908	\$1,865,449	\$893,267	\$29,376,882	\$5,133,181	\$3,917,582	\$230,409	\$9,281,172	\$38,658,054	\$53,770,262

**The General Service Board
of Alcoholics Anonymous, Inc. and Affiliates**

**Consolidated Statement of Cash Flows
(with comparative totals for 2022, as restated)**

For the Year Ended December 31, 2023

	2023	2022 (As restated)
Cash Flows from Operating Activities		
Change in net assets	\$1,192,620	\$(1,436,254)
Adjustments to reconcile change in net assets to net cash used in operating activities:		
Pension-related changes other than net periodic pension cost	(1,861,872)	15,708
Postretirement-related changes other than net periodic cost	89,825	(1,929,807)
Unrealized loss (gain) on investments	(997,644)	1,431,213
Realized gain on investments	(16,611)	-
Bad debt	44,749	80,465
Non-cash operating lease expense	29,861	41,354
Depreciation and amortization	1,138,889	1,251,667
Changes in assets and liabilities:		
(Increase) decrease in assets:		
Accounts receivable	(357,136)	(288,578)
Inventory	317,347	(819,356)
Prepaid expenses and other assets	(2,042,594)	(1,482,491)
Increase (decrease) in liabilities:		
Accounts payable and accrued expenses	255,417	844,781
Deferred revenue	41,517	(31,929)
Postretirement benefits	2,015,300	(64,117)
Accrued pension benefits	-	(15,708)
Principal reduction in operating lease liability	(46,445)	(24,770)
Net Cash Used in Operating Activities	(196,777)	(2,427,822)
Cash Flows from Investing Activities		
Purchases of investments	(7,471,050)	(4,695,258)
Proceeds from sales of investments	8,748,900	1,945,505
Acquisition of property and equipment	(705,676)	(496,340)
Net Cash Provided by (Used in) Investing Activities	572,174	(3,246,093)
Net Increase (Decrease) in Cash and Cash Equivalents	375,397	(5,673,915)
Cash and Cash Equivalents, beginning of year	3,584,435	9,258,350
Cash and Cash Equivalents, end of year	\$3,959,832	\$3,584,435
Supplemental Disclosure of Cash Flow Information		
Operating lease asset obtained in exchange for operating lease liability — upon adoption	\$ -	\$3,726,411

See accompanying notes to consolidated financial statements.

**THE GENERAL SERVICE BOARD
OF ALCOHOLICS ANONYMOUS, INC.
AND AFFILIATES**

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

1. Organization and Nature of Activities

The General Service Board of Alcoholics Anonymous, Inc., (GSB) and its affiliates, Alcoholics Anonymous World Services, Inc. (AAWS) and Alcoholics Anonymous Grapevine, Inc. (AAGV) (collectively, the Organization), are not-for-profit organizations organized in New York for the purpose of assisting in the formation of A.A. groups and coordinating the A.A. program of rehabilitating alcoholics throughout the world, and publishing books, magazines, pamphlets, and other material directly related to that purpose. The trustees of GSB are ex officio members of AAWS and AAGV, and as such, elect their boards of directors. As members, they also have the sole right to amend the AAWS and AAGV bylaws and approve their budgets.

GSB, AAWS, and AAGV are exempt from federal income taxes under Section 501(c)(3) of the Internal Revenue Code (IRC).

The activities of GSB are conducted in four separate funds, as follows:

General Fund — This fund is comprised of those assets not included in any of the other funds and that may be used for any purpose for which the Organization was formed. These purposes presently include activities related to communication and information services to A.A. groups and members; public information; cooperation with the professional community; and regional, national, and international meetings, conferences, and conventions.

Reserve Fund — This fund was established in 1954 for the purpose of accumulating a prudent operating reserve, which during 1977, was redefined by a special General Service Board Committee as the prior year's combined operating expenses of AAWS, AAGV, and the general fund of GSB. The committee also recommended that all investment activities of the operating entities be consolidated into the Reserve Fund. That advisory action was approved by the Board of Trustees and since that time, all funds of the operating entities in excess of those required for working capital have generally been transferred to the Reserve Fund. Included in such transfers from AAGV have been amounts held for unfulfilled subscriptions reflected as a liability of the Reserve Fund on the accompanying consolidated statement of financial position. Any withdrawals from the Reserve Fund must be specifically authorized by GSB upon recommendation of the Trustee's Finance Committee. In 2022, the General Service Board adopted a Statement of Investment Policy to codify all aspects of the Reserve Fund, including its purpose, its use, where it is invested and reported, and who has authority and responsibility for Reserve Fund actions.

Capital Projects Fund — This fund accounts for the cost of leasehold improvements and computer hardware and software incurred under major capital projects and records depreciation and amortization on such assets.

Postretirement Medical Fund — In 2016, a goal of accumulating assets was established to fund 100% of the liability by 2025. The goal was achieved in 2022 (see Notes 4 and 8).

2. Net Asset Restatement

The beginning balances of net assets without donor restrictions as of January 1, 2023 have been restated to properly reflect the contribution of nonfinancial assets related to public service announcement activities. As a result of the changes, the Organization's contributed nonfinancial assets increased from \$0 to \$33,664,366 and the total expenses increased from \$20,105,896 to \$53,770,262. There was no impact on 2022 net assets without donor restrictions.

Consolidated Statement of Activities

Year ended December 31, 2022

	As Previously Reported	Adjustments	As Restated
Contributed nonfinancial assets	\$ -	\$33,664,366	\$33,664,366
Total non-operating activities	7,711	33,664,366	33,672,077
Program expenses	9,832,632	33,664,366	43,496,998
Total operating expenses	20,105,896	33,664,366	53,770,262

Consolidated Statement of Functional Expenses

Year ended December 31, 2022

	As Previously Reported	Adjustments	As Restated
Contributed nonfinancial assets — advertising	\$ -	\$33,664,366	\$33,664,366
Total expenses	20,105,896	33,664,366	53,770,262

3. Summary of Significant Accounting Policies

Principles of Consolidation

The consolidated financial statements of the Organization have been prepared by consolidating the financial statements of GSB, AAWS, and AAGV. All intercompany transactions and balances (when applicable) have been eliminated in the consolidation.

Basis of Presentation

The accompanying consolidated financial statements of the Organization have been prepared on the accrual basis of accounting. The Organization adheres to accounting principles generally accepted in the United States of America (GAAP).

Net Assets

The Organization maintains its net assets under the following classes:

Without Donor Restrictions — This class represents net assets not subject to donor-imposed stipulations and that have no time restrictions. Such resources are available for support of the Organization's operations over which the Board of Directors has discretionary control.

With Donor Restrictions — This class represents net assets subject to donor-imposed stipulations that will be



met by actions of the Organization or by the passage of time. When a stipulated time restriction ends or purpose restriction is accomplished, such net assets with donor restrictions are reclassified to net assets without donor restrictions and reported in the consolidated statement of activities as net assets released from restrictions. The Organization had no net assets with donor restrictions as of December 31, 2023.

The Organization does not accept contributions with restrictions. Therefore, all net assets of the Organization are net assets without donor restrictions as of December 31, 2023.

Cash and Cash Equivalents

The Organization considers all highly liquid investments with a maturity of three months or less when acquired to be cash equivalents, except for cash equivalents held as part of the Organization's investment portfolio.

Fair Value Measurements

GAAP establishes a hierarchy for inputs used in measuring fair value that maximizes the use of observable inputs and minimizes the use of unobservable inputs by requiring that inputs that are most observable be used when available. Observable inputs are those that market participants operating within the same marketplace as the Organization would use in pricing the Organization's asset or liability based on independently derived and observable market data. Unobservable inputs are inputs that cannot be sourced from a broad active market in which assets or liabilities identical or similar to those of the Organization are traded. The Organization estimates the price of any asset or liability for which there are only unobservable inputs by using assumptions that market participants that have investments in the same or similar assets or liabilities would use as determined by the money managers for each investment based on best information available in the circumstances. The input hierarchy is broken down into

three levels based on the degree to which the exit price is independently observable or determinable, as follows:

Level 1 — Valuations are based on quoted market prices in active markets for identical assets or liabilities. Since valuations are based on quoted prices that are readily and regularly available in an active market, valuation of these products does not entail a significant degree of judgment.

Level 2 — Valuations are based on quoted market prices of investments that are not actively traded or for which certain significant inputs are not observable, either directly or indirectly, such as quoted prices for similar assets or liabilities, quoted prices in markets that are not active, or other inputs that are observable or can be corroborated by observable market data for substantially the full term of the assets or liabilities.

Level 3 — Valuations are based on inputs that are unobservable and reflect management's best estimate of what market participants would use as fair value.

Investment return, net, is recognized when earned and consists of interest, dividends, and realized and unrealized gains and losses, less direct external investment expenses. Dividends are recorded on the ex-dividend date. Purchases and sales are recorded on a trade-date basis.

Inventory

Inventory is valued at the lower of cost or net realizable value, as determined on the weighted-average cost method. Net realizable value is defined as the estimated selling price (in the ordinary course of business) less reasonably expected costs for completion, disposal, and transportation. Literature distributed without charge is included in the cost of printing as a reduction of inventory. Inventory costs include paper, printing, binding, and shipping. For the year ended December 31, 2022, the Organization recorded inventory obsolescence of \$821,900 related to paper purchased and shipped to third-party printers for the production of certain books. The Organization records such a write-down to reflect the net realizable value of inventory on an as needed basis and there was no such related obsolescence for the year ended December 31, 2023.

Property and Equipment, Net

Property and equipment acquisitions are stated at cost, less accumulated depreciation. Depreciation is charged to expense on the straight-line basis over the estimated useful life of each asset.

The estimated useful lives for each major depreciable classification of property and equipment are as follows:

Asset Category	Years
Furniture and equipment	8
Software and hardware	3-5
Website	5
Leasehold Improvements	Life of lease

The Organization's policy is to capitalize all capital assets with an individual acquisition cost exceeding \$1,000.

Leases

Leases are classified as operating leases based on the underlying terms of the agreement and certain criteria, such as the term of the lease related to the useful life of the asset and the total lease payments to be made as compared to the fair value of the asset, amongst other criteria. For leases with initial terms greater than a year (or greater than one year remaining under the lease at the date of adoption of Accounting Standards Update [ASU] 2016-02), the Organization records the related right-of-use (ROU) assets and liabilities at the present value of the lease payments to be paid over the life of the related lease. Variable lease payments are excluded from the amounts used to determine the ROU assets and liabilities unless the variable lease payments depend on an index or rate or are in substance, fixed payments. Lease payments related to periods subject to renewal options are also excluded from the amounts used to determine the ROU assets and liabilities unless the Organization is reasonably certain to exercise the option to extend the lease. The present value of lease payments is calculated by utilizing the discount rate stated in the lease, when readily determinable. For leases for which this rate is not readily available, the Organization has elected to use a risk-free discount rate determined using a period comparable with that of the lease term. The Organization has made an accounting policy election not to separate lease components from nonlease components in contracts when determining its lease payments for all of its asset classes, as permitted by ASU 2016-02. As such, the Organization accounts for the applicable nonlease components together with the related lease components when determining the ROU assets and liabilities. The Organization has made an accounting policy election not to record leases with an initial term of less than a year as ROU assets and liabilities.

Accounts Receivable, Net

Trade receivables include receivables due within 30 days for a range of literature and related materials for the purpose of recovery from alcoholism including books, pamphlets, flyers, video, and audio recordings. Receivables consist of amounts billed to entities both within and outside the A.A. service structure such as Intergroups, Central Offices, International General Service Offices, districts, areas, groups, meetings, government entities, book retailers, and addiction treatment organizations in exchange for obligations that take place during the year. As noted below, the Organization adopted the provisions of ASU 2016-13 for the year ended December 31, 2023. Accounts receivable are presented net of an allowance for credit losses, which is an estimate of amounts that may not be collectible. The Organization estimates credit losses based on management's historical collection experience, adjusted for management's expectations about current and future economic conditions. At December 31, 2023, the Organization determined that historic and future loss rates will be consistent during the next fiscal year and considered the need for any additional qualitative adjustments and concluded for 2023 to record \$48,338 allowance on outstanding balances. Management has cor-

related the history of the ratio of bad debts to accounts receivable with economic data and noted that the ratio increased in four of the last five recessions. Therefore, management has determined that the allowance for credit losses should be increased when a recession is forecast for the coming year. However, since economic growth is forecast for 2024, management has not adjusted the allowance for credit loss as of December 31, 2023 for current and future economic conditions.

Recently Adopted Accounting Pronouncements

Financial Instruments — Credit Losses (Topic 326)

The Financial Accounting Standards Board (FASB) issued ASU 2016-13, *Financial Instruments — Credit Losses (Topic 326): Measurement of Credit Losses on Financial Instruments*.

The new credit losses standard changes the impairment model for most financial assets and certain other instruments. For trade and other receivables, contract assets recognized as a result of applying Accounting Standards Codification (ASC) 606, loans, and certain other instruments, entities will be required to use new forward-looking expected-loss model that generally will result in earlier recognition of credit losses than under today's incurred-loss model. ASU 2016-13 is effective for annual periods beginning after December 15, 2022. The Organization adopted the ASU effective January 1, 2023 using the modified retrospective method for all financial assets measured at amortized cost and off-balance-sheet credit exposures, which included loans held for investment and commitments to extend credit (loan commitments and stand-by letters of credit), respectively. The Organization does not have any securities classified as held to maturity. Results for reporting periods beginning after January 1, 2023 are presented under ASC 326, while prior-period amounts are reported in accordance with previously applicable GAAP. At adoption, the Organization recognized an allowance for credit losses on its accounts receivable of \$48,338 and a decrease in net assets without donor restrictions of \$48,338.

Revenue Recognition

The Organization earns revenue from the publication of magazines and distribution of literature. Magazine revenue is recorded as subscriptions are fulfilled. Revenue from the distribution of other publications is recognized when goods are shipped. Performance obligations are identified in the arrangement based on the relative standalone selling price of each publication and are recognized as revenue when the subscriptions are fulfilled or when shipped. Payments received in advance related to subscriptions are reflected as deferred revenue on the accompanying consolidated statement of financial position. Revenue is accounted for under FASB ASU 2014-09. Accounts receivable, net balances were as follows:

December 31, 2023

	Receivable	Contract Liabilities
Beginning of year	\$765,625	\$1,843,340
End of year	1,078,012	1,884,857

Contributions

The General Service Board accepts contributions from A.A groups and members. Contributions are non-exchange transactions in which no commensurate value is exchanged. Therefore, contributions fall under the purview of ASC Topic 958, *Not-for-Profit Entities*. Contributions are recorded as increases in net assets with or without donor restrictions, depending on the existence and/or nature of any donor restrictions. Contributions that are restricted by the donor are considered as increases in net assets without donor restrictions if the restrictions are satisfied in the period in which the contributions are recognized. The Organization does not receive or solicit pledges, so contributions are recorded as revenue when cash is received. The Organization does not accept contributions with restrictions. For the year ended December 31, 2023, all contributions were included in net assets without donor restrictions.

A contribution, gift, or grant is conditional if an agreement includes a barrier that must be overcome and either a right of return of assets transferred or a right of release of a promisor's obligation to transfer assets. The presence of both a barrier and a right of return or right of release indicates that a recipient's promises to give are not recognized until they become unconditional—that is, when the barriers in the agreement are overcome. As of December 31, 2023, there were no conditional contributions.

Contributed Nonfinancial Assets

Contributions of nonfinancial assets are recognized when goods or services received if they (a) create or enhance nonfinancial assets or (b) require specialized skills, and are provided by individuals possessing those skills, and would typically need to be purchased if not donated. Contributed nonfinancial assets are recorded at their estimated values at the time that such nonfinancial assets are contributed.

The Organization receives free airtime for Public Service Announcements (PSAs) from broadcast stations and other media outlets. The fair value of the free PSAs received totaled \$16,899,522 and \$33,664,366 for the years ended December 31, 2023 and 2022, respectively, and is reflected as contributed nonfinancial assets in the consolidated statement of activities and contributed nonfinancial assets — advertising on in the consolidated statement of functional expenses.

Year ended December 31, 2023

Financial Statement Disaggregation	Revenue Recognized	Utilization in Programs/Activities	Donor Restrictions	Valuation Techniques/Inputs
Contributed nonfinancial assets	\$16,899,522	Public Service Announcements	No donor restrictions	Estimated fair-market value based on other observable inputs (Level 2) gathered from the nation's largest media buying services.

Year ended December 31, 2022

Financial Statement Disaggregation	Revenue Recognized	Utilization in Programs/Activities	Donor Restrictions	Valuation Techniques/Inputs
Contributed nonfinancial assets	\$ 33,664,366	Public Service Announcements	No donor restrictions	Estimated fair-market value based on other observable inputs (Level 2) gathered from the nation's largest media buying services.

Functional Allocation of Expenses

The cost of providing the various program and supporting services has been summarized on a functional basis in the accompanying consolidated statement of functional expenses. Accordingly, certain costs have been allocated among the program and supporting services benefited. The Organization only considers costs that are directly spent for the fellowship as program expenses. Other expenses are not indirectly allocated and are considered supporting services.

Use of Estimates

The preparation of consolidated financial statements in conformity with GAAP requires management to make estimates and assumptions that affect the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

Income Taxes

The Organization is exempt from federal, state, and local income taxes under Section 501(c)(3) of the IRC and, therefore, has made no provision for income taxes in the accompanying financial statements. In addition, the Organization has been determined by the Internal Revenue Service (IRS) not to be a "private foundation" within the meaning of Section 509(a) of the IRC.

Under ASC 740, an organization must recognize the financial statement effects of a tax position taken for tax return purposes when it is more likely than not that the position will not be sustained upon examination by a taxing authority. The Organization does not believe that it has taken any material uncertain tax positions and, accordingly, it has not recorded any liability for unrecognized tax benefits. The Organization has filed for and received income tax exemptions in the jurisdictions where it is required to do so. Additionally, the Organization has filed IRS Form 990 information returns, as required, and all other applicable returns in jurisdictions where so required. For the year ended December 31, 2023, there were no income tax-related interest or penalties recorded or included in the consolidated statement of activities.

Concentration of Credit Risk

Cash and cash equivalents that potentially subject the Organization to a concentration of credit risk include cash accounts with a bank that may exceed the Federal Deposit

Insurance Corporation (FDIC) insurance limits. Accounts are insured up to \$250,000 per depositor per insured financial institution. The financial institutions have strong credit ratings and management believes that credit risk related to these accounts is minimal.

Risks and Uncertainties — Investments

The Organization's investments consist of a variety of investment securities. Such securities are subject to various risks that determine the value of the funds, such as interest rate, credit, and overall market volatility risk. Due to the level of risk associated with certain securities and the level of uncertainty related to changes in the value of these securities, it is reasonably possible that changes in market conditions in the near term could materially affect the value of the Organization's investments reported in the accompanying consolidated financial statements.

Operating Measure

The Organization includes in its definition of operations all revenues and expenses that are an integral part of its program and supporting activities. Changes in retirement liabilities, support for La Viña, contributed nonfinancial assets, and intercompany and interfund transfers are recognized as non-operating activities.

Reclassifications

Certain prior-year amounts have been reclassified to conform to the current-year presentation. The reclassifications have no effect on net assets or operating results of the prior year.

4. Liquidity and Availability of Resources for Operating Expenditures

The Organization regularly monitors its financial assets available to meet general expenditures during the course of 12 months. It operates within a budget and anticipates collecting sufficient revenue to cover general expenditures. The Organization has eight non-interest-bearing accounts that enable it to meet these needs.

The Organization considers all expenditures related to its ongoing programs, as well as services undertaken to support these activities, to be general expenditures.

The Organization's liquid financial assets were as follows:

December 31, 2023

Cash and cash equivalents	\$1,205,313
Investments	18,360,157
Accounts receivable, net	1,078,012
	20,643,482
Less: assets held for postretirement medical fund	(7,949,883)
Less: long-term investments held in Reserve Fund	(1,530,470)
Total Financial Assets Available to Management for General Expenditures Within One Year	\$11,163,129

The Reserve Fund is not considered available for operations. The Reserve Fund may be available to management for the Organization at the discretion and approval of the General Service Board. Cash and cash equivalents in the Reserve Fund amounted to \$2,754,519 as of December 31, 2023.

5. Investments

As described in Note 1, all funds of the Organization not required for working capital are invested in the Reserve Fund of GSB in accordance with established policy, the Reserve Fund invests in certificates of deposit.

The postretirement medical fund holds investments designed to assist in reaching the stated goal of accumulating assets equal to 100% of the accrued postretirement health benefits by December 31, 2025. The goal was achieved in 2022. This fund invests in bond and equity mutual funds.

Investments recorded at fair value have been categorized based upon a fair value hierarchy in accordance with GAAP. See Note 3 for a discussion of the Organization's policies regarding this hierarchy.

The financial assets are classified in their entirety based on the lowest level of input that is significant to the fair value measurement. The Organization's assessment of the significance of a particular input to the fair value measurement requires judgment and may affect the placement within the fair value hierarchy levels.

A description of the valuation techniques applied to the Organization's assets measured at fair value is as follows:

Mutual Funds — These investments are carried at their aggregate market value, as determined by quoted market prices. These investments are classified as Level 1.

Certificates of Deposit — These investments are priced by the investment managers using nationally recognized pricing services. These investments are classified as Level 2.

The following table represents the Organization's fair value hierarchy for those assets measured at fair value:

December 31, 2023

	Fair Value	Level 1	Level 2	Level 3
Reserve Fund:				
Certificates of deposit	\$10,449,356	\$-	\$10,449,356	\$-
Postretirement medical fund:				
Mutual funds				
— bond funds	2,875,460	2,875,460	-	-
Mutual funds				
— equity funds	5,035,341	5,035,341	-	-
	7,910,801	7,910,801	-	-
Total Investments	\$18,360,157	\$7,910,801	\$10,449,356	\$-

There have been no changes in the methodologies used at December 31, 2023. There were no transfers between levels during the year ended December 31, 2023.

6. Property and Equipment, Net

Property and equipment consisted of the following:

December 31, 2023

Furniture and equipment	\$663,267
Software and hardware	3,060,811
Website	400,111
Leasehold improvements	2,231,416
Total Cost	6,355,605
Less: accumulated depreciation and amortization	(4,091,316)
Net Book Value	\$2,264,289

Depreciation and amortization expense amounted to \$1,138,889 for the year ended December 31, 2023.

7. Postretirement Health Benefits

The Organization provides health care benefits for retired employees, substantially all of whom become eligible if they attain retirement age while working at the GSO. Benefits are provided through health insurance contracts maintained by the Organization.

For employees hired before 2004, 25% of the cost is borne by the retirees.

For employees hired after January 1, 2004 through June 30, 2016, there is a three-tier structure in the level of group medical insurance premiums paid for on behalf of employees who retire directly from the GSO. For employees with five to nine years of service, the Organization pays 25%, ten to 15 years, 50%, and more than 15 years, 75%.

In March 2016, the Organization decided to no longer provide health care benefits upon retirement for employees hired after June 30, 2016.

Change in benefit obligation is as follows:

December 31, 2023

Benefit Obligation , beginning of year	\$5,388,395
Service cost	52,170
Interest cost	272,577
Plan participants' contributions	127,069
Actuarial gain	238,693
Benefits paid	(447,256)
Benefit Obligation , end of the year	\$5,631,648

As described in Note 1, a postretirement medical fund has been created by the Board with the purpose of accumulating assets to fund 100% of the postretirement health benefits liability. As of December 31, 2023, this fund had assets with a fair value of \$7,949,883. As required under GAAP, such assets are not reported net of the related post-retirement benefit obligation on the accompanying consolidated statement of financial position.

The net change in the retirement liability is reported as non-operating activity in the accompanying consolidated statement of activities and amounted to \$(243,253) for the year ended December 31, 2023.

The components of the net periodic benefit cost are as follows:

Year ended December 31, 2023

Service cost	\$52,170
Interest cost	272,577
Amortization of net gain	171,319
Net Periodic Cost	\$496,066

The assumed health care cost trend rate used to measure the expected cost of benefits covered by the plan was 4.037% as of December 31, 2023, and the ultimate trend rate is anticipated to be 4.037% by 2075. A discount rate of 5.02% has been used to measure the accrued postretirement health benefit obligation reflected on the accom-

ppanying consolidated statement of financial position as of December 31, 2023.

Contributions expected to be paid to the plan during the next fiscal year amounted to \$330,215.

Included in net assets without donor restrictions is an unamortized net loss of \$89,825 as of December 31, 2023, which has not yet been recognized as a component of net periodic benefit cost.

The expected postretirement benefits to be paid for the next nine years are as follows:

2024	\$330,215
2025	345,016
2026	339,968
2027	348,697
2028	343,876
2029-2033	1,755,825

8. Retirement Plans

The Organization adopted a defined benefit pension plan (the Plan) effective January 1, 1965 to provide retirement benefits to eligible employees who have completed one year of service.

The Plan provides an annual benefit equal to 2% of final average compensation multiplied by years of service (not to exceed 35 years), less 0.65% of average social security earnings multiplied by years of service (not to exceed 30 years). The social security offset cannot reduce the gross benefit by more than 50%.

The funding status of the Plan is as follows:

December 31, 2023

Change in Benefit Obligation	
Benefit obligation, beginning of year	\$25,570,160
Service cost	175,129
Interest cost	1,297,132
Actuarial gain	823,958
Benefits paid	(1,837,982)
Benefit Obligation , end of year	26,028,397
Fair value of plan assets	33,212,087
Funded Status	7,183,690
Prepaid Pension Benefit Obligation , recognized in the consolidated statement of financial position	\$7,183,690

The components of the net periodic benefit cost are as follows:

Year ended December 31, 2023

Service cost	\$175,129
Interest cost	1,297,132
Expected return on Plan assets	(2,055,771)
Amortization of actuarial gain	47,276
Net Periodic Cost	\$(536,234)

Other changes in Plan assets and benefit obligations recognized in the change in net assets without donor restrictions are as follows:

Year ended December 31, 2023

Actuarial gain	\$1,814,596
Prior service cost	-
Amortization of actuarial gain	47,276
Net Periodic Benefit	\$1,861,872

Weighted-average assumptions used to determine benefit obligations were as follows:

<i>December 31, 2023</i>	(%)
Discount rate	5.00
Salary increases	3.00
Expected long-term return on assets	7.00

Weighted-average assumptions used to determine net periodic pension cost were as follows:

<i>Year ended December 31, 2023</i>	(%)
Discount rate	5.25
Salary increases	3.00
Expected long-term return on assets	7.00

The expected rate of return on Plan assets is determined by those assets' historical long-term investment performance, current asset allocation, and estimates of future long-term returns by asset class.

The fair value of Plan assets were classified as follows:

December 31, 2023

	Level 1	Level 2	Level 3	Total
Cash and cash equivalents	\$1,633,578	\$ -	\$ -	\$1,633,578
Mutual funds — domestic equity	17,573,579	-	-	17,573,579
Mutual funds — international equity	4,013,004	-	-	4,013,004
Mutual funds — bond funds	9,991,926	-	-	9,991,926
	\$33,212,087	\$ -	\$ -	\$33,212,087

The expected benefits to be paid for the next ten years are as follows:

2024	\$1,961,475
2025	1,901,411
2026	1,889,948
2027	1,819,938
2028	1,753,302
2029-2033	8,275,220

For the year ended December 31, 2023, the Organization did not contribute to the Plan.

Effective January 1, 2013, the Organization implemented a soft freeze of the Plan. Employees in the Plan as of December 31, 2012 continue to accrue benefits; however, employees hired after that date are eligible to participate in a new defined contribution plan. The Organization contributes 5% of eligible salary plus a 50% match on employee contributions up to a maximum of 5% of eligible salary. For the year ended December 31, 2023,

contributions to the defined contribution plan amounted to approximately \$317,000.

9. Intercompany and Interfund Transactions

As of December 31, 2023, GSB owed AAWS \$2,363,051 for various organizational expenses.

The Reserve Fund of GSB includes transfers from AAGV that represent amounts held for unfulfilled subscriptions. This balance amounted to \$573,012 as of December 31, 2023. The liability was reduced to \$540,000 in January 2024. The balance is reflected as an asset of AAGV and a liability of the Reserve Fund of G.S.B on the accompanying consolidated statement of financial position.

Additionally, \$374,577 was transferred from the post-retirement medical fund to the General Fund for the year ended December 31, 2023. Funds of \$103,234 were transferred from the General Fund and AAWS to the Capital Projects Fund for the year ended December 31, 2023.

10. Leases

AAWS, as fiscal agent for GSB and AAGV, has a lease agreement for the office space at 475 Riverside Drive in New York City expiring in December 2025.

Operating lease ROU asset and operating lease liability are recorded in the accompanying consolidated statement of financial position.

The following table summarizes information related to the lease asset and liability:

Year ended December 31, 2023

Operating Lease Cost	955,572
Other information:	
Cash paid for accounts included in the measurement of lease liabilities:	
Operating cash flows from operating leases	925,711
Weighted-average remaining lease term — operating leases (years)	2
Weighted-average discount rate – operating leases (%)	1.25

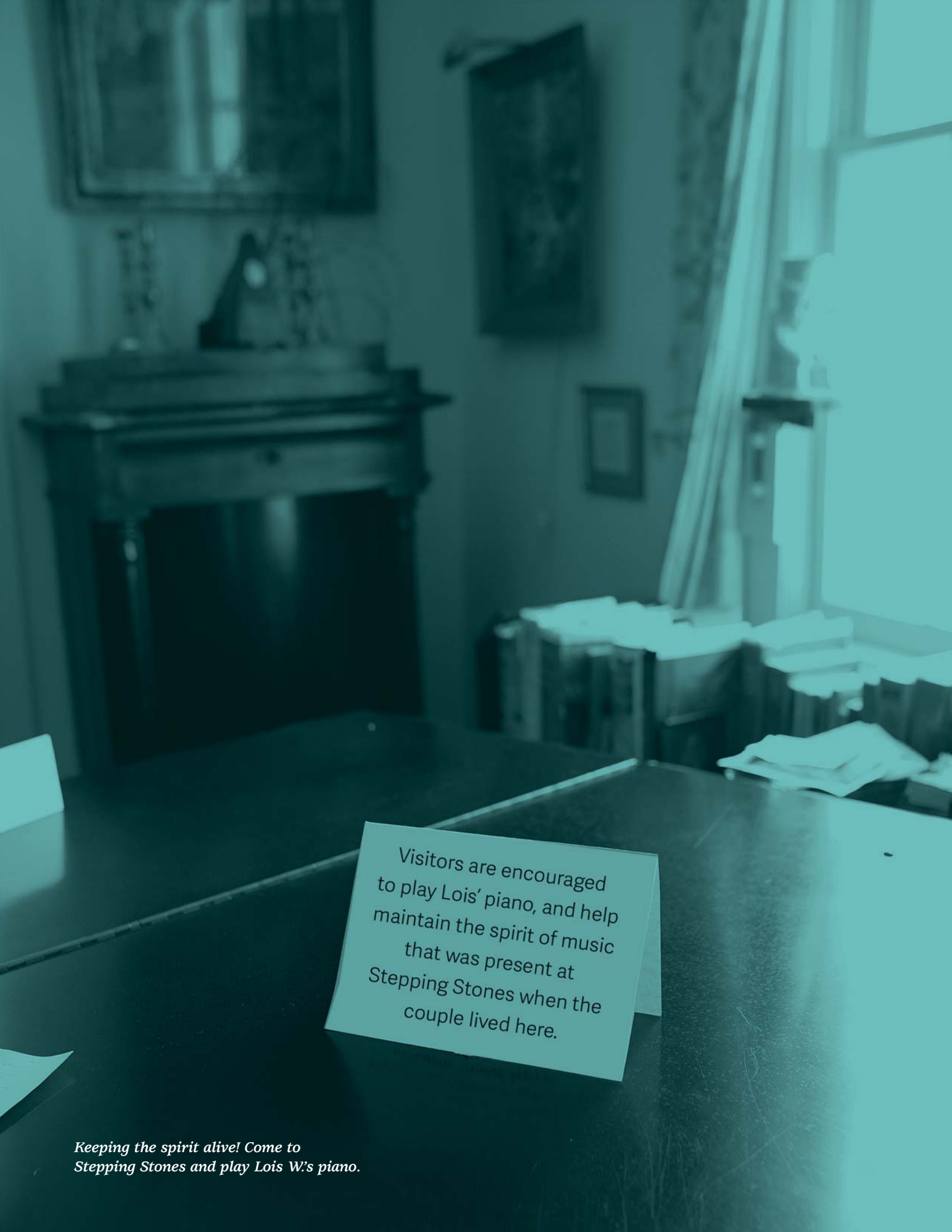
The following table reconciles the undiscounted operating lease payments to the lease liabilities recorded on the accompanying consolidated statement of financial position at December 31, 2023:

Year ending December 31,

2024	955,572
2025	955,572
Total Lease Payments	1,911,144
Less: imputed interest	(24,662)
Present Value of Net Minimum Lease Payments	1,886,482

11. Subsequent Events

Management has evaluated, for potential recognition and disclosure, events subsequent to the date of the consolidated statement of financial position through May 1, 2024, the date the consolidated financial statements were available to be issued.

A teal-tinted photograph of a room. In the foreground, a dark wooden table holds a white sign with black text. In the background, a piano is visible, along with a window with curtains and some papers on a table. The overall atmosphere is quiet and historical.

Visitors are encouraged
to play Lois' piano, and help
maintain the spirit of music
that was present at
Stepping Stones when the
couple lived here.

*Keeping the spirit alive! Come to
Stepping Stones and play Lois W's piano.*

INDIVIDUAL CONTRIBUTION REPORT

CREDIT TO	# Contributions	Contribution Amount	Average Contribution	% of Total Contribution \$
Birthday	2,460	\$211,052	\$85.79	6%
Group	9,059	\$1,163,552	\$128.44	33%
Individual	11,144	\$1,212,478	\$108.80	34%
Meeting*	286	\$34,464	\$120.50	1%
Memorial	242	\$174,712	\$721.95	5%
Special	274	\$68,472	\$249.90	2%
Not Specified	3,759	\$675,374	\$179.67	19%
TOTAL	27,224	\$3,540,104	\$130.04	100%

Most common contribution by an individual **\$50.00**

INDIVIDUAL CONTRIBUTIONS BY DOLLAR AMOUNT

	Number	% of Total	Dollars	% of Total
Less than \$50	11,499	42.24%	\$251,808	7.11%
\$50 to \$100	8,443	31.01%	\$615,029	17.37%
\$100 to \$150	2,181	8.01%	\$282,392	7.98%
\$150 to \$200	1,745	6.41%	\$324,760	9.17%
\$200 to \$300	1,355	4.98%	\$345,129	9.75%
\$300 to \$400	647	2.38%	\$230,244	6.50%
\$400 to \$500	559	2.05%	\$262,101	7.40%
\$500 to \$600	160	0.59%	\$69,318	1.96%
\$600 to \$700	80	0.29%	\$72,012	2.03%
\$700 to \$800	66	0.24%	\$49,410	1.40%
\$800 to \$900	50	0.18%	\$42,635	1.20%
\$900 to \$1,000	153	0.56%	\$151,788	4.29%
\$1,000 to \$5,000	275	1.01%	\$737,215	20.82%
\$5,001 to \$10,000 (bequests)	11	0.04%	\$106,262	3.00%
TOTAL	27,224	100%	\$3,540,104	100%

Number of \$5,000 individual contributions	66
Number of \$10,000 bequests	5

*conventions, conferences, roundups, service assemblies, and other A.A. events

GROUPS AND OTHER ENTITIES CONTRIBUTION REPORT — 2023

Area	# Active Groups	# Groups Contributed	% Groups Contributed	Total Group Contributions	Average Contributed by a Group for the Year
001 - Alabama/N.W. Florida	440	134	30.45%	\$55,017	\$410.57
002 - Alaska	148	57	38.51%	\$16,709	\$293.13
003 - Arizona	1,219	375	30.76%	\$178,560	\$476.16
004 - Arkansas	224	98	43.75%	\$25,979	\$265.09
005 - Southern California	782	227	29.03%	\$117,549	\$517.84

Area	# Active Groups	# Groups Contributed	% Groups Contributed	Total Group Contributions	Average Contributed by a Group for the Year
006 - Northern Coastal California	1,791	687	38.36%	\$258,079	\$375.66
007 - Northern Interior California	835	340	40.72%	\$116,092	\$341.45
008 - San Diego/Imperial California	603	275	45.61%	\$79,672	\$289.71
009 - Mid-Southern California	1,934	544	28.13%	\$179,869	\$330.64
010 - Colorado	925	334	36.11%	\$118,933	\$356.09
011 - Connecticut	556	375	67.45%	\$109,124	\$291.00
012 - Delaware	243	104	42.80%	\$44,178	\$424.79
013 - District Of Columbia	437	95	21.74%	\$34,092	\$358.87
014 - North Florida	944	362	38.35%	\$135,725	\$374.93
015 - So. Florida/ Bahamas/ US Virgin Islands/ Antigua	2,035	692	34.00%	\$266,863	\$385.64
016 - Georgia	617	347	56.24%	\$129,675	\$373.70
017 - Hawaii	300	108	36.00%	\$43,031	\$398.44
018 - Idaho	248	86	34.68%	\$34,745	\$404.01
019 - Chicago Illinois	946	118	12.47%	\$32,146	\$272.42
020 - Northern Illinois	793	258	32.53%	\$60,174	\$233.23
021 - Southern Illinois	423	96	22.70%	\$23,943	\$249.40
022 - Northern Indiana	559	150	26.83%	\$29,907	\$199.38
023 - Southern Indiana	770	184	23.90%	\$35,665	\$193.83
024 - Iowa	646	222	34.37%	\$65,708	\$295.98
025 - Kansas	331	91	27.49%	\$29,466	\$323.80
026 - Kentucky	820	211	25.73%	\$67,697	\$320.84
027 - Louisiana	656	106	16.16%	\$39,896	\$376.38
028 - Maine	521	163	31.29%	\$32,084	\$196.84
029 - Maryland	929	259	27.88%	\$70,370	\$271.70
030 - Eastern Massachusetts	1,443	410	28.41%	\$121,176	\$295.55
031 - Western Massachusetts	309	113	36.57%	\$22,053	\$195.16
032 - Central Michigan	696	158	22.70%	\$31,695	\$200.60
033 - Southeastern Michigan	936	178	19.02%	\$40,967	\$230.15
034 - Western Michigan	380	146	38.42%	\$38,153	\$261.32
035 - Northern Minnesota	458	199	43.45%	\$31,628	\$158.93
036 - Southern Minnesota	854	309	36.18%	\$94,500	\$305.83
037 - Mississippi	259	48	18.53%	\$15,308	\$318.92
038 - Eastern Missouri	282	159	56.38%	\$50,662	\$318.63
039 - Western Missouri	229	88	38.43%	\$30,028	\$341.22
040 - Montana	290	103	35.52%	\$42,103	\$408.77
041 - Nebraska	613	187	30.51%	\$55,476	\$296.66
042 - Nevada	634	168	26.50%	\$55,060	\$327.74
043 - New Hampshire	495	208	42.02%	\$41,013	\$197.18
044 - Northern New Jersey	1,020	361	35.39%	\$151,087	\$418.52
045 - Southern New Jersey	333	186	55.86%	\$76,420	\$410.86
046 - New Mexico	313	129	41.21%	\$33,527	\$259.90
047 - Central New York	621	178	28.66%	\$42,589	\$239.26
048 - Northeast New York	737	209	28.36%	\$49,621	\$237.42
049 - Southeast New York	1,421	422	29.70%	\$219,476	\$520.09

Area	# Active Groups	# Groups Contributed	% Groups Contributed	Total Group Contributions	Average Contributed by a Group for the Year
050 - Western New York	305	69	22.62%	\$18,834	\$272.95
051 - North Carolina	1,181	438	37.09%	\$173,940	\$397.12
052 - North Dakota	161	60	37.27%	\$22,998	\$383.31
053 - Central & Southeast Ohio	714	142	19.89%	\$24,636	\$173.49
054 - Northeast Ohio	1,325	227	17.13%	\$42,486	\$187.16
055 - Northwest Ohio	279	70	25.09%	\$12,982	\$185.45
056 - Southwest Ohio	498	203	40.76%	\$40,331	\$198.67
057 - Oklahoma	437	132	30.21%	\$53,986	\$408.98
058 - Oregon	991	376	37.94%	\$128,517	\$341.80
059 - Eastern Pennsylvania	1,647	584	35.46%	\$196,315	\$336.16
060 - Western Pennsylvania	810	225	27.78%	\$45,031	\$200.14
061 - Rhode Island	239	96	40.17%	\$22,719	\$236.65
062 - South Carolina	375	199	53.07%	\$99,855	\$501.78
063 - South Dakota	167	46	27.54%	\$11,706	\$254.48
064 - Tennessee	655	201	30.69%	\$63,795	\$317.39
065 - Northeast Texas	346	150	43.35%	\$65,200	\$434.67
066 - Northwest Texas	257	40	15.56%	\$10,064	\$251.61
067 - Southeast Texas	712	191	26.83%	\$61,791	\$323.51
068 - Southwest Texas	574	169	29.44%	\$77,961	\$461.31
069 - Utah	383	131	34.20%	\$42,656	\$325.62
070 - Vermont	294	91	30.95%	\$22,806	\$250.62
071 - Virginia	1,000	419	41.90%	\$142,446	\$339.97
072 - Western Washington	1,149	467	40.64%	\$163,379	\$349.85
073 - West Virginia	228	68	29.82%	\$13,062	\$192.09
074 - Northern Wisconsin/ Upper Peninsula Michigan	638	194	30.41%	\$34,437	\$177.51
075 - Southern Wisconsin	1,006	408	40.56%	\$66,840	\$163.82
076 - Wyoming	87	37	42.53%	\$9,211	\$248.94
077 - Puerto Rico	97	19	19.59%	\$2,502	\$131.67
078 - Alberta /Northwest Territories Canada	456	172	37.72%	\$59,680	\$346.97
079 - British Columbia/Yukon Canada	549	249	45.36%	\$127,327	\$511.35
080 - Manitoba Canada	88	25	28.41%	\$5,934	\$237.36
081 - New Brunswick/ Prince Edward Island Canada	77	58	75.32%	\$20,801	\$358.64
082 - Nova Scotia/ Newfoundland/ Labrador Canada	186	58	31.18%	\$21,287	\$367.02
083 - Eastern Ontario Canada	534	164	30.71%	\$68,006	\$414.67
084 - Northeast Ontario Canada	127	38	29.92%	\$16,613	\$437.19
085 - Northwest Ontario Canada	60	16	26.67%	\$6,818	\$426.11
086 - Western Ontario Canada	603	171	28.36%	\$76,580	\$447.84
087 - Southwest Quebec Canada	370	31	8.38%	\$12,859	\$414.81
088 - Southeast Quebec Canada	121	8	6.61%	\$1,482	\$185.29
089 - Northeast Quebec Canada	187	3	1.60%	\$881	\$293.67

Area	# Active Groups	# Groups Contributed	% Groups Contributed	Total Group Contributions	Average Contributed by a Group for the Year
090 - Northwest Quebec Canada	250	12	4.80%	\$1,268	\$105.65
091 - Saskatchewan Canada	240	77	32.08%	\$23,085	\$299.80
092 - Washington State East	474	149	31.43%	\$40,331	\$270.68
093 - Central California	1,043	309	29.63%	\$93,539	\$302.71
095 - Outside the service structure	1,304	56	4.29%	\$29,813	\$532.38
TOTAL GROUPS	57,222	18,105	31.64%	\$5,950,279	\$328.65

OTHER ENTITIES		
Areas and Districts		\$594,429
Intergroups and Central Offices		\$260,604
Other Organizations		\$496,004
TOTAL OTHER ENTITIES		\$1,351,037

Grand total groups and other entities \$7,301,315

Average contributed by a group in a single contribution 140.09

Most common amount contributed by a group in a single contribution 80.00

GROUP CONTRIBUTIONS BY DOLLAR AMOUNT

	Number	% of Total	Dollars	% of Total
Less than \$50	12,608	29.68%	\$336,673	5.66%
\$50 to \$100	13,862	32.63%	\$1,019,445	17.13%
\$100 to \$150	5,175	12.18%	\$668,546	11.24%
\$150 to \$200	3,409	8.03%	\$620,446	10.43%
\$200 to \$300	3,500	8.24%	\$893,349	15.01%
\$300 to \$400	1,427	3.36%	\$509,249	8.56%
\$400 to \$500	973	2.29%	\$451,594	7.59%
\$500 to \$600	466	1.10%	\$261,676	4.40%
\$600 to \$700	223	0.53%	\$146,251	2.46%
\$700 to \$800	241	0.57%	\$181,305	3.05%
\$800 to \$900	134	0.32%	\$115,257	1.94%
\$900 to \$1,000	121	0.28%	\$118,519	1.99%
Over \$1,000	337	0.79%	\$627,967	10.55%
TOTAL	42,476	100%	\$5,950,279	100.00%

SUMMARY OF ALL CONTRIBUTIONS

Groups	54.88%	\$5,950,279
Other Entities	12.46%	\$1,351,037
Individuals	32.65%	\$3,540,104
GRAND TOTAL	100.00%	\$10,841,419

The General Service Office 2024 OPERATING BUDGET

PROFIT AND LOSS

OPERATING REVENUE	<u>2024 Budget</u>	<u>2023 Audited</u>	<u>Variance</u>
Publishing			
Gross Literature Sales	16,817,345	14,632,692	2,184,653
Shipping Charges	336,347	302,805	33,542
Discounts	<u>252,260</u>	<u>453,695</u>	<u>(201,435)</u>
Net Sales	16,901,432	14,481,802	2,419,630
Cost of Goods Sold	<u>8,408,673</u>	<u>7,726,991</u>	<u>681,682</u>
Gross Profit	8,492,759	6,754,811	1,737,948
Contributions			
Individuals/Groups	10,500,000	10,841,419	(341,419)
Conference Delegate Fees	204,600	163,800	40,800
Additional Conference Contributions	200,000	219,186	(19,186)
World Service Meeting Delegate Fees	90,000	0	90,000
World Service Meeting Fund	100,000	0	100,000
International Literature Fund	<u>55,000</u>	<u>69,151</u>	<u>(14,151)</u>
Total Contributions	11,149,600	11,293,556	(143,956)
TOTAL OPERATING REVENUE	19,642,359	18,048,367	1,593,992
OPERATING EXPENSE			
Salary and Fringe	11,956,686	11,041,354	915,332
Professional Fees	1,821,498	1,841,626	(20,128)
Printing, Postage, and Supplies	569,768	573,446	(3,678)
Data, Automation & Website	740,663	573,593	167,070
Insurance	82,437	70,884	11,553
Facility and Equipment	1,277,450	1,223,760	53,690
Travel and Meeting	2,430,011	2,147,709	282,302
Depreciation	1,020,000	1,056,631	(36,631)
Other*	<u>146,600</u>	<u>240,404</u>	<u>(93,804)</u>
TOTAL OPERATING EXPENSE	20,045,113	18,769,407	1,275,706
OPERATING SURPLUS/(DEFICIT)	(402,754)	(721,040)	318,286

Other includes:

- Credit card and bank service fees
- Bad debt expense
- Interest expense
- Currency exchange loss

2024 Budget AA Grapevine, Inc.

(For the Year Ending December 31, 2024)

	2024 Budget	2023 Actual Audited	Var 2024 Budget vs. 2023 Actual
GRAPEVINE			
Circulation			
Magazine Circulation Average (all formats)	51,594	54,569	(2,975)
App (Avg Annual Paid Subs)	10,069	843	9,226
Total Circulation	61,663	55,412	6,251
Revenue Per Magazine	\$3.09	\$2.33	0.76
Revenue Per GV App	\$2.66	\$2.89	(0.23)
REVENUE			
Subscription Revenue			
Subscription Revenue	\$1,690,884	\$1,266,253	424,631
Back issues	50,004	69,271	(19,267)
GV Complete	222,000	257,241	(35,241)
GV ePub	0	87,630	(87,630)
GV App	321,805	29,192	292,613
Total Subscription Revenue	\$2,284,693	\$1,709,587	575,106
Direct Cost	1,170,125	1,128,448	41,677
Gross Margin on Subscriptions	\$1,114,568	\$581,139	533,429
Content Related Revenue			
Total Content Related Revenue	1,074,492	922,408	152,084
Direct Cost	281,945	270,947	10,998
Gross Margin Other Published Items	792,547	651,461	141,086
Total Gross Margin	\$1,907,115	\$1,232,600	674,515
EXPENSES			
Editorial Cost	812,036	981,786	(169,750)
Circulation And Business	1,549,177	883,663	665,514
General And Administrative	30,000	161,885	(131,885)
Total Expenses	2,391,213	2,027,334	363,879
Net Operating Income (Loss)	(484,098)	(794,734)	310,636
Non-Operating Income			
Interest Reserve Fund	9,600	6,760	2,840
Net Income (Loss) Grapevine	(\$474,498)	(\$787,974)	\$313,476
Depreciation	108,000	69,172	38,828
Net After Depreciation	(\$582,498)	(\$ 857,146)	\$274,648

	2024 Budget	2023 Actual Audited	Var 2024 Budget vs. 2023 Actual
LA VIÑA			
Circulation			
Paid Magazine Circulation Average (all formats)	6,936	6,392	544
LV App (Avg Annual Paid Subs)	900	92	808
Total Circulation	7,836	6,484	1,352
Revenue Per Magazine	\$2.13	\$2.25	(\$0.12)
Revenue Per LV App	\$2.50	\$1.79	\$0.71
REVENUE			
Subscription Revenue			
Subscription Revenue	\$ 85,449	\$ 81,590	3,859
Back issues	13,000	15,803	(2,803)
LV Complete	3,238	4,704	(1,467)
LV ePub	0	9,379	(9,379)
LV App	13,500	330	13,170
Total Subscription Revenue	115,187	111,806	3,381
Direct Cost	78,045	68,145	9,900
Gross Margin on Subscriptions	37,142	43,661	(6,520)
Content Related Revenue			
Total Content Related Revenue	99,880	139,050	(45,541)
Direct Cost	18,164	40,169	(22,005)
Gross Margin Content Related Revenue	81,716	98,881	(23,536)
Total Gross Margin	\$118,858	\$142,542	(30,056)
EXPENSES			
Editorial	362,421	568,639	206,218
Circulation And Business	287,552	313,124	25,572
General And Administrative	38,400	16,528	(21,872)
Total Expenses	\$688,373	\$ 898,291	209,918
La Viña — Cost of Service	(\$569,516)	(\$755,749)	(\$179,863)
Contribution GSB	\$569,516	\$755,749	\$179,863
Net Income (Loss)	0	0	0

■ Area Service Highlights — Panel 74 Delegates

(Only first-term delegates give Area Highlights, and, per a 2018 Conference Advisory Action, these highlights are lightly edited and presented “in their entirety.”)



PACIFIC REGION

Alaska, Area 2: Area 2 is all of Alaska. We are the most sparsely populated state, with about one person per square mile. Alaska is slightly larger than Texas, California, and Montana combined. We are used to traveling by plane, boat, train, or foot to access communities as over 80% of the Area is inaccessible by car. Area 2 has eight active districts with a total of 138 groups and 1849 members per the Fellowship Connection. During 2022 and 2023 we returned to *in-person* assemblies and added the hybrid component. We are rebuilding our volunteer base. The more we can show up in person the more we have folks stepping up for General Service. We have costly and lengthy travel between assembly sites. We do get the idea of literally *going to any lengths*. We naturally have an active and robust Remote Communities Committee. Our outreach to Alaskan villages and communities started in 2001 and we’ve visited approximately 15 different places in that time, sometimes more than once. We bring A.A. literature, and visit treatment and health centers, schools, and corrections facilities. We hold meetings and attend Traditional Healing events. Because our travel is long and complicated, the trips serve as representatives of many of our committees. Our Statewide Call-In meeting began in 2011 and has an active GSR. Our alternate delegate participates in the monthly Inter-Area Remote Communities Working Group teleconference. Two of our members presented at the Forum hosted by this working group in December of

2023. We continue to work on a Remote Communities workbook. Two trips are already planned for 2024. Our Corrections chair developed working relationships with communities from Nome to Ketchikan, 1,300 miles apart. He traveled to both of those communities in 2023. Currently, the Corrections Committee is exploring established tablet usage programs in two facilities. We hope to learn from the work already being done with Grapevine and tablet usage. We supported his attendance at the 2022 National Corrections Conference. This is a brief glimpse into Area 2. Thank you for allowing me to be of service. — JoEllen L.

Arizona, Area 03: Area 03 consists of the entire state of Arizona or about 114,000 square miles. We have about 2,488 weekly meetings in approximately 1,200 groups, which include 14 virtual and 55 Hispanic. We have 15 county districts and one statewide Spanish linguistic district; these are divided into 4 Spanish-speaking linguistics and 54 English-speaking subdistricts to better serve the groups. We have 4 assemblies per year, 4 Agenda Committee meetings, 4 administrative and also have 13 coordinators who provide service to the groups and outreach to the community. Here are some area highlights: The hybrid assemblies that we have conducted for most of 2022 have provided an opportunity to see each other and the chance to have physical contact was tremendous for many attendees. The hybrid-trial of two years will continue until the 2024 Pre-Conference Assembly at

which time the area will decide what the next steps will be. We celebrated the 72nd Arizona State Convention last year. Area 03 participates in the Pacific Region Anniversary of La Viña. This event helps carry the message to Hispanic alcoholics. Every registration includes a 1- year subscription to La Viña. The area also participates with the Hispanic Women's Workshop. This event is held once a year with some Areas from the Pacific Region. The Navajo Nation is growing in AZ. — *Blas A.*

California (Northern Interior), Area 7: Area 7 is geographically the largest of six areas in California, covering nearly 50,000 square miles. It extends from the Oregon border south between the coastal mountains and the Sierra Nevada mountains to about 125 miles north of the Los Angeles Basin and includes Sacramento, our state capital. We are composed of more than 1,852 registered groups/ 931 active. We have 29 districts, of which 5 are linguistic. We have 7 elected officers with 11 appointed chair positions. We have 4 Area Assemblies and 8 Area Committee Meetings each year. At our Pre-Conference Assembly, every GSR has the opportunity to share that person's group conscience at the microphone, a spiritual experience vital to our Conference process. We also conduct an area inventory at an assembly every other year, and we hold area workshops for PI/CPC, Grapevine, La Viña, BTG and Conference Agenda items. On this journey of "YES" it's been the people who I have had the opportunity to serve with and have gotten to know through Alcoholics Anonymous that has been the largest gift of my sobriety. The relationships with each of our area GSRs, DCMs, appointed chairs and area officers have provided this alcoholic an amazing opportunity for growth. Last, but not least, working with our past delegates who continue to support the area and share their experiences has been extremely beneficial to me and countless others. Our groups continue to support the Third Legacy of Alcoholics Anonymous with generous contributions of their time and money, precisely the way Bill and Bob envisioned. For more about Area 7, please visit our website at cnaia.org. — *Matthew L.*

California (San Diego/Imperial), Area 08: Alcoholics Anonymous in Area 08 San Diego/Imperial is located on the southern end of California, which covers a wide geographical area, 8,500 square miles within two counties. From the ocean to the desert, from the mountains to the Mexico border, we have an amazing diversity of membership in over a thousand groups and A.A. meetings, carrying the message with in-person meetings, virtual or hybrid, by using the technological innovation available. We stay connected with our 23 districts and 14 standing committees on a monthly basis where the love for A.A. flows in and out of our conversations during the five Area Assemblies each year. Area 8 is so diverse we're compelled to reach out to all the cultures and language groups represented in San Diego and Imperial Counties. Area 8 continues to do its part in connecting with remote communities that are under-represented. These communities

include Indigenous people, LGBTQ+, Deaf and hard of hearing, plus the military service members on the Naval Base in the south and the Marine Corps Base in the north, bringing new people here year after year. The newest community we hope to reach is the Asian American community, along with many younger generations of Hispanic Young People through the terrific outreach by active YPAA Committees. Twelve Step services in our area are made possible through the help of our standing committees, districts and groups through an annual budgetary process which also includes the introduction to the Conference agenda topics, to our GSRs, through well prepared workshops and visitations. Because San Diego's known for beautiful climate, 70 miles of pristine beaches along the Pacific Ocean and wonderful family attractions, many people visit San Diego each year, which allows members, visitors or newcomers to be directed to any of our meetings using our website resources, the Meeting Guide or our local directories. Area 8 wants the hand of A.A. always to be there. I love San Diego and Imperial A.A. — *Richard O.*

California (Mid-Southern), Area 9: Spanning across 4 counties, and sandwiched between Areas 05 and 08, Area 09 includes Catalina Island off the Pacific Coast, portions of South Los Angeles, down the oceanfront from Manhattan Beach to San Clemente to the San Diego County border, reaching northeast to Barstow, past Palm Springs and Coachella Valley to Blythe on the Colorado River. As one of six areas in California, we are also one of the largest in terms of membership, with over 65,000 members attending over 3,389 groups, 41 being virtual. As an official hybrid/bilingual area, we are in our adolescent period, facing new challenges, from economics to logistics. We play the hand we are dealt, adapting and striving to keep up with the times. Our trusted servants continue to evolve under our present means of communication, using the area website as a hub for all information. We meet as an Area 12 times a year, holding three Area service assemblies, six Area service committee meetings and three special events which are: a two-day Mock Pre-Conference, a Servathon where we have fun in the name of service, and our FORO where we celebrate our Spanish Districts' A.A. history. Our committees remain active and hardworking, enabling every alcoholic who seeks a solution to find one, from Bridging the Gap, to sharing the message of A.A. in high-schools and colleges. We want to ensure no barrier gets in the way of our purpose. Because our trusted servants are a mix of all backgrounds and nationalities, the diversity continues to improve collaborations, bringing pamphlets to life through our 19 standing committees, 14 central offices (plus six Hispanic offices), and 42 Hospitals and Institutions (H&I) Committees. This includes the local treatment centers, sober living houses and the state operated Firecamps. Since 1958 we have been preserving history and creating it. We are Area 09! — *Alexandra W.*

Idaho, Area 18: Idaho is largely a rural area of about 62,000 square miles that includes the entire southern portion of Idaho and a small section of eastern Oregon along with a sliver of northern Nevada. We currently have 11 active districts with over 230 listed groups, some being virtual and Spanish-speaking. Idaho is small enough in numbers to allow anyone interested in General Service to attend our Area Committee Meetings where business is discussed, but no actions are taken. Area 18 meets five times a year, three of them being Area Committee Meetings and two full body Assemblies, one in the fall and one in the spring respectively. We are unique in that we have a convention in conjunction with our full body Assemblies. After much loving discussion, Area 18 has elected to continue with hybrid in-person and online Assemblies and Area Committee Meetings. We also added a Tech position to the Area Committee that will allow us the opportunity to improve accessibility which came in handy for our January ACM when a blizzard covered our Area. We were still able to meet and be safe to travel another day! Fun Fact, Idaho has more cattle than people. But do not let that fool you, we may be few when it comes to numbers, but we are Mighty when it comes to Love and Service. The small membership has given us a special bond, and the gift of unity. I am honored to be given the duty and the responsibility of serving the *best area ever!* If no one today has told you they love you, Area 18 loves you! — *Kade W.*

Oregon, Area 58: We have approximately 975 active groups with 37 districts, **three** of which are Spanish speaking. Our ASL are very strong in District 16 and in the Portland Metro Area there are 15 ASL meetings offered per week and 1 hybrid speaker meeting with ASL. We also have one virtual district that is very active. Throughout the year, we hold four quarterly/service assemblies in rotating locations that are hosted by any one of our districts. Area 58 is a GSR-driven Area, which nicely demonstrates our “upside-down triangle.” Our virtual assembly attendance has been ongoing with approximately 100 members and 150 in-person members. We are fortunate to enjoy outstanding leadership from our GSRs, DCMs, service committee members, Area officers, and our collective past Area servants. Our Area actively participates in PNC (Pacific Northwest Conference) and PRAASA (Pacific Regional Alcoholics Anonymous Service Assembly). We also participate in the Pacific Regional Forum and our 4 officers are fully funded. Many of our DCMs and GSRs are very involved in all these events; and as years go by, I love that our attendance has increased. I am truly honored to be a small part of our Oregon Area 58 family. — *Penny H.*

Washington (East), Area 92: Area 92 stretches across four States and two time zones. From the eastern slopes of the Cascade Mountain Range across Eastern Washington down to the southern border of Oregon, then we head north to the Idaho panhandle and to the northwest corner of Montana. We have 26 districts, 4 of

which are Spanish speaking. Our Spanish-speaking groups participate in area assemblies and quarterlies and are an invaluable resource in carrying the message of recovery to Spanish-speaking and English-speaking suffering alcoholics in our communities. Area 92 holds 2 Assemblies and 2 quarterly meetings per year. Our standing committees support the districts in their 12th Step work. Area 92 has a diverse population, there are several Native American tribes in Eastern Washington, northern Idaho and Montana. We have a large Hispanic population as well as other ethnic communities scattered across the area. We are hosting the Pacific Northwest Conference in Wenatchee, Washington on June 21-23, 2024. This is the oldest running conference in A.A. history, and we will also celebrate 30 years as an area this fall at our October Assembly. After PRAASA and the loss of one of our Hispanic members, Polo E., we have found strength and comfort in the Fellowship of Alcoholics Anonymous, from the many new friends and the old. I cannot express the gratitude and love that we all felt during the time of loss. I would like to thank each and every one of you for your support, the help in keeping everyone updated, the many calls, emails and the text messages we received were overwhelming and very much appreciated. — *Lisa G.*

SOUTHWEST REGION

Kansas, Area 25: Area 25 encompasses the entire state of Kansas — just over 82,000 square miles. Kansas is a largely rural state that has 28 districts — three of which are linguistic districts for our Spanish-speaking members. There are 312 active registered groups and two online groups. Although we have some “dark” districts, the majority of our districts are active at the area level. We currently conduct two voting assemblies in January and July and have two Area Committee Meetings in April and October. Only in Kansas would we have our assemblies when the temperatures are either approaching zero or nearing 100 degrees. Our Area 25 State Conference is held each September and many of our Area Committee members get their feet wet in service by serving on that committee. At the April Committee meeting we host our Annual Mock Conference to get input from the Area on proposed agenda items. This year we will do our first Virtual Town Hall meeting prior to the Mock Conference to facilitate even more discussion from the area on key issues. Like many areas — we often have ad hoc committees to address things like the area budget, guideline changes, and area meeting locations. Our dedicated past delegates often serve on these committees. We are very fortunate to have several very active past delegates in our region. Our goal at the Area level is increased transparency and to provide information from the General Service Office in a timely manner. It is a pleasure to serve Area 25 as its Panel 74 delegate. — *Bridget B.*

New Mexico, Area 46: This Area covers the entire state of New Mexico. The fifth largest state in the U.S. in terms of land area, over 121,600 square miles, we rank 46th in

population density with approximately 2.1 million people. Beyond our five major cities, the remainder of our state is made up of “remote communities.” Area 46 has 15 standing committees, 17 geographic districts, and two linguistic districts. We have approximately 6,800 members. We are enjoying some great success in finding ways to reach our remote communities. The area made a significant financial investment in hybrid event production for area assemblies. Our assembly meets three times per year and is now fully hybrid, including six breakout rooms for committee meetings during our assembly. This past year we split our Technology Committee into two standing committees: Tech Committee and Hybrid-Production Committee. The adoption of hybrid events has increased participation among groups previously unable to attend assemblies due to financial constraints. Additionally, it has encouraged active participation from members not currently holding service positions. The hosting of our Area 46 Service Forum in 2023 by Linguistic District 17 also marked an important milestone. This fully hybrid event featured real-time (alternating) translation, fostering effective communication between English and Spanish speakers. As a result, there has been a marked increase in Spanish-speaking members’ engagement in general service within Area 46. Our trusted servants are dedicated to carrying our experience, strength and hope to the many alcoholics in Area 46 who so desperately need our solution. — *Kerri K.*

Texas (Northwest), Area 66: NWT A 66 incorporates around 96,000 square miles. We are big, wide and spacious, stretching from the top of the Panhandle near Perryton, running along the southwest border into El Paso, over to the Big Bend area near Alpine and rounding through into San Angelo. We have 9 districts which cover many rural communities in this wide-open space, including Spanish-speaking groups. We have around 600 groups registered in-person, hybrid and online bringing growth to our Area. Our area officers are chair, alternate chair, secretary, alternate secretary, treasurer, alternate treasurer, and the alternate delegate. We have committee chairs in Archives, Bilingual, Cooperation with the Professional Community, Corrections, Finance, Grapevine/La Viña, Literature, Newsletter, Public Information, Treatment and Website. We hold three full Area Assemblies yearly in March, July and November. In odd-numbered years in January we hold a Mini Forum where the area chair appoints our committee chairs, also the new officer elections are always held in November in San Angelo. We have fun, camaraderie, and a deep sense of purpose. Growth at Area Assembly with our Spanish-speaking communities has brought progress and strength to bring us together in harmony to carry the message. As part of the Southwest Region, Area 66 was honored and excited to host the Southwest Regional Forum in El Paso in 2023. NWT A’s service structure complements the A.A. Service Manual in items that are particular to our area’s service structure. The ultimate goal of NWT A 66 consists of con-

■ Statistics on Area Delegates

(93 RESPONSES)

	Years
Average Age	58
Oldest	76
Youngest	28
Average Length of Sobriety	23
Longest Sobriety	49
Shortest Sobriety	9
Average Length of Service	18
Longest Service	46
Shortest Service	7

Also statistically speaking, it was noted by one delegate from the Western U.S. that there were more cows than A.A. members in his state. Not to be outdone, another delegate noted that there were more deer than A.A. members where he is from. And, finally, a Canadian delegate added that there were more trees than A.A. members where she is from.

tinuity, passion, unity and most strongly we try to persist in carrying the message to the still-suffering alcoholic. We persevere in having our Primary Purpose foremost in our hearts, minds, and conscience. — *Linda W.*

Texas (Southwest), Area 68: This Area successfully operates without a budget as the membership is the prudent reserve. The Area is comprised of 34 districts, eight of which are Spanish speaking, totaling approximately 548 groups. Area 68 meets quarterly. Any district can host an area assembly. The January and July meetings are held in conjunction with Area service workshops. We have nine standing committees: Archives, Bilingual, Correctional Facilities, combined Public Information and Cooperation with the Professional Community (PI/CPC), Newsletter, Grapevine/La Viña, and Treatment, Accessibilities and Technology. All our area events and service material are translated into Spanish. The April Area business meeting is held in conjunction with the pre-Conference. The delegate reviews the agenda for the upcoming Conference held in New York. The voice of local A.A. is heard through GSRs and DCMs so the delegate may carry the informed conscience. The October business meeting is held in conjunction with the Area conference. Elections, held every two years, are conducted in accordance with the Third Legacy Procedure outlined in the Service Manual. We also conduct an annual CFC and PI/CPC Conference. These events are also hosted by volunteer districts. Area 68 is unified and is well versed in A.A.’s Traditions and Concepts. As a result, many groups in Area 68 are concerned about what they hear about proposed changes in the writings of our co-founder, our book, and thus the basic A.A. program. The Area looks forward to the reso-

lution of said proposals. The Texas A.A. State Convention rotates around the state and two locations fall in Area 68, Austin and San Antonio. Last year there were more than 1,400 in attendance. There was no fundraising utilized. — *Kenneth (KC) H.*

WEST CENTRAL REGION

Minnesota (Northern), Area 35: This Area extends from Lake Superior on the east, Lake of the Woods on the north, North Dakota/Minnesota on the west, and to St. Cloud in the south. There are parts of Area 35 that are remote and isolated, which requires A.A. members to drive a distance to attend an A.A. meeting. Currently we have 448 active A.A. groups and two virtual A.A. groups. Our area has four zones with 18 districts, three districts without representation. Area business is conducted at our Area Committee Meetings held four times a year in Aitkin. Twice a year we hold Area Assemblies, rotating between the four zones and held over a weekend. Our Area 35 Workshop is in January. GSR Orientation Sessions are held at the beginning of a new rotation. Each assembly has sharing sessions for the GSRs and DCMs. It is a great way to meet others in the same position, develop contacts and new friendships in A.A. We recently started opening our Area Archives on the third Sunday of each month in Aitkin. At our Area Assembly, displays of Area Archives, Literature and Grapevine/La Viña are set up. Folks can look at and learn more about the history of A.A. and literature is available to the area's groups. We have active Public Information and Cooperation with Professional Community Committees. Our Corrections Committee works in cooperation with Area 36 to set up a booth at the State Correctional Transition Fairs. Persons in custody are introduced to the Temporary Contact Program. Our Treatment Committee has been working on Bridging the Gap. Our webmaster keeps our website up to date. Our sound person ensures all audio is working. Group Records keeps group information current. Northern Light is our informational and interesting newsletter. Yes, we have a lot of busy A.A.s who volunteer their time behind the scenes to make A.A. service happen. Because of their service and commitment, A.A. is alive and well in Area 35. — *Diane R.*

Nebraska, Area 41: Warm greetings from the captivating Cornhusker State! Area 41 is comprised of 30 districts, including a Spanish linguistic district and 604 listed groups, with 11 of them being virtual. Despite a one-way trip from end to end being over 450 miles, we have noticed a remarkable increase in participation at our Assemblies over the last two quarters. We hold quarterly assemblies and an annual conference affectionately known as our Area Reunion. Each assembly is a weekend filled with committee work, workshops, sharing sessions, and an Area business meeting. Among our ongoing initiatives, the Accessibilities, Accommodations, Treatment, and Remote Communities Committee is reinvigorating our Area's Bridging the Gap service. The Public

Information Committee is actively distributing contact cards with links for more information about A.A., our hotline, and the Meeting Guide app. Corrections is deeply involved in supporting local efforts to bring meetings inside correctional facilities and maintaining close communication with state corrections staff. The Grapevine Committee is crafting a flyer showcasing the array of available products, the new app, and the podcast. Meanwhile, the Literature Committee is continuing a pamphlet challenge from the last rotation. We are evaluating how we function with an ad hoc committee leading the charge. We proudly hosted the 2023 West Central Region A.A. Service Conference and eagerly anticipate welcoming the region once again for the 2025 West Central Regional Forum in Omaha. Next time, don't just fly over, join us! We'd love to welcome you at any of our groups for a meeting. Mark your calendars for the 65th Area 41 Reunion in June and start planning your trip to Omaha in 2025 for the Regional Forum. It's my sincere honor and privilege to serve our Fellowship and the wonderful members of Area 41. — *Nick K.*

South Dakota, Area 63: Area 63 encompasses the State of South Dakota. We have 14 districts, 11 of them are active in area functions. We have added one online assembly to our area service structure, giving us three assemblies and two area conferences. The spring conference is devoted to preparing the delegate for the General Service Conference. The fall conference has been changed to help draw new people to service. There we have panel presentations and breakout sessions along with the traditional evening speakers and the long-timer meetings. Last year we held the fall conference in Hot Springs, a town of approximately 3,500 people on the southwest corner of the state. The A.A. community supported the undertaking with great attendance and fellowship. The drive from Watertown to Hot Springs is 450 miles and people showed up to support the efforts to carry the message of A.A. and support the services Area 63 provides to help the groups across the state. They broke even on the cost and that's always good for the spirits. Our area uses the committee system, closely resembling the GSC. The challenges of the system are ongoing. We have a Web Committee and are again revising our website. A remote communities and accessibilities committee is trying to provide support to isolated populations in a rural state. There are nine Native American Reservations, small rural communities and villages scattered throughout the area. We have a never-ending supply of opportunities for our area to bring the A.A. message to the still-suffering alcoholic from different cultures, lifestyles and surroundings. — *Dave D.*

Wyoming, Area 76: I have the great pleasure of talking about a couple things I love: Wyoming and A.A. You see I was born, raised and got sober in the Cowboy State. In fact, I'm a 4th generation Wyoming Cowboy, although I may not look like a typical cowboy. Wyoming has tall mountains, fertile valleys and high plains. There's 97,813

square miles of area and only 587,057 people. Plenty of room to roam and lots of freedom. But for A.A. this poses a problem. People sometimes have to travel miles just to get to a meeting. Lots of small groups where only 1, 2 or maybe 3 people show up on a regular basis. I met a fellow in A.A. who lives in the Saratoga area and has become my friend. At one time he worked in Cheyenne during the week about 150 miles apart. On Wednesdays he would drive all the way back to Saratoga to make sure the A.A. room was open. Most often though, he would sit and read his Big Book by himself. But the hand of A.A. was there every Wednesday and Friday evenings. So, as you can see, we have a very dedicated Fellowship in Wyoming. Area 76 has 2 assemblies and 1 convention each year and monthly area business meetings virtually. We have 12 districts and 95 groups. There are 5 correctional facilities in Area 76, and 8 inpatient treatment facilities, 2 of which are V.A. As a Fellowship we do everything we can to help these facilities. In 2025 we will host the West Central Regional Alcoholics Anonymous Service Conference in Casper, February 28 - March 2nd. Within our borders we have Yellowstone and Grand Teton National Parks. So, if you're traveling through, click the Meeting Guide App and join us on the road to a happy destiny. — Steve M.

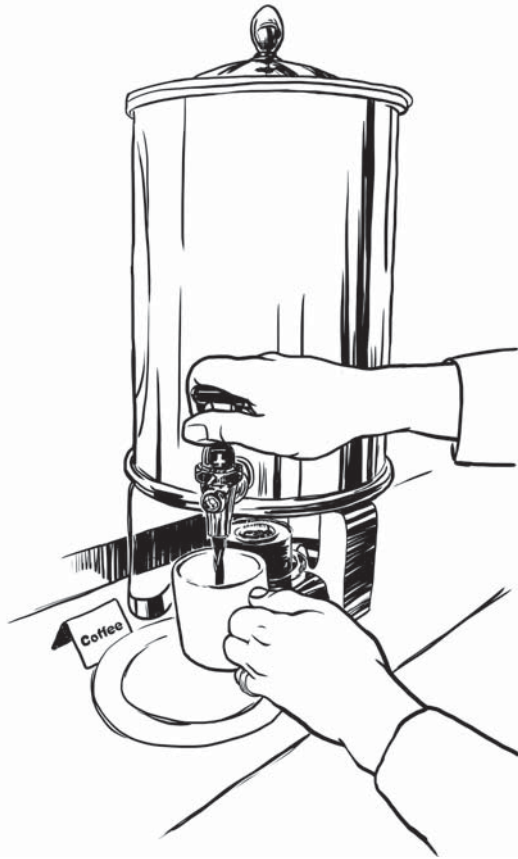
WESTERN CANADA

Alberta/NWT, Area 78: Ours is an incredibly beautiful mix of mountains, prairies, boreal forests and tundra. We have lakes and rivers and a wide-open sun-filled sky. I learned early that a forest is healthiest when you can see the diversity in its trees, I like to think Area 78 is wealthy this way. Diversity breeds inclusivity, tolerance and acceptance. Area 78 stretches all over the province of Alberta, the Northwest Territories, Western Nunavut, as well as the northeastern and southeastern sections of

British Columbia. The little town of Maidstone, Saskatchewan, also calls Area 78 home. Our spring and fall Assemblies rotate through the three major centers of Calgary, Red Deer and Edmonton. Our ACMs are bid on throughout the Area so in January we were in Stettler, District 19 and in May we will be going to Yellowknife, District 35. In this manner we share our love and light for service, fostering leadership and unity. The Panel 74 Committee is an enthusiastic bunch, dedicated to the structure that protects our solution! We have a full slate of table officers and committee chairs including a Remote Community chair to help us with the challenges of our diverse communities. As a new delegate, there was much talk around the changing of our founders' writings creating disunity. Instead, as we listened to each other respectfully, we were stretched and have evolved to find the path to unity through communication. We are growing to find the best version of ourselves. Remarkable. There is a quote from Dr. Bob in *A.A. Comes of Age* that speaks to me of our great purpose here, "I was just another alcoholic trying to get along under the grace of God. Forget me but go you and do likewise. Add your own link to our chain. With God's help forge that chain well and truly." — Karen C.

Manitoba, Area 80: My name is Lawrence, I am an alcoholic, and very grateful Alice G. was able to step up and be at the Conference in my absence. Thank you, Alice! (Timer starts here.) Generally, Area 80 is doing well and gaining strength after the pandemic. Area 80 consists of 14 districts, with 100 active A.A. groups, 5% of which are virtual groups. We are grateful for the dedication of these groups to survive and thrive as we enter 2024. Every Area position was filled after the P74 January Assembly, and all by willing and capable members. For us, that's worth applauding! Area 80 took intentional notice and





action at the close of Panel 73 on declining district participation in area assemblies. This was done by re-focusing our Conference service committees' mandate, to walk closely and directly with districts, and encourage service work to be district oriented. Area 80 is not alone in recognizing, the ever-present need for more participation in service opportunities. We strive to encourage visionaries from within our Area, and gain experience offered to us from other Areas at the 74th GSC. Our Conference Committee Chairs have recently banded together to plan a Volunteer Drive, which will be held on April 20th, in a hybrid setting. We applaud this self-generated energy, enthusiasm, and leadership. For context, Area 80 Manitoba is the geographical center of Canada (and covers 4 times the area of the State of Florida) and has a population of 1/16th of Florida. The context here shows how real "Remote Communities" is for us! Thank you for this opportunity to share, and for your generous fellowship! — *Lawrence P.*

EASTERN CANADA

New Brunswick/Prince Edward Island, Area 81: Located on the east coast of Canada and covering the provinces of New Brunswick and Prince Edward Island. New Brunswick borders the state of Maine and is connected to Prince Edward Island by Confederation Bridge. We are a bilingual area with French- and English-speaking members. Efforts are being made at the area level to have communications in both languages, though more work needs to be done. A Translation Chair is one of our officer positions and a motion was recently passed to have

simultaneous translation at Area business events. These events include 2 Assemblies, a pre-Conference sharing session, a mid-summer sharing session and monthly virtual meetings between the in-person ones. To rotate in-person events throughout the area, proposals are submitted by districts to host these. The membership then votes on the submitted proposals. We participate in Canada East Regional Alcoholics Anonymous Service Assembly (or CERAASA) as a valuable resource in keeping informed of issues affecting the Fellowship. Virtual communication was essential throughout recent health quarantines and continues even as in-person events resume. There exists a variation in membership response and ability to access the many communication platforms available. Members participate in meetings at correctional and treatment facilities. A Central Office located on Prince Edward Island maintains a stock of A.A. Conference Approved Literature along with a telephone answering service. The Area 81 website posts updated lists of events and meetings. This is a brief overview of attempts to carry the message. — *Marietta M.*

Ontario (Northeast), Area 84: We cover approximately 300,000 sq. km or 186,500 miles. Over that large distance we have a small population of about 515,000 people. Our Area is divided into six districts consisting of 126 groups, with no registered virtual groups yet, although there are several virtual meetings being hosted. We hold 3 virtual Area meetings a year on the first Saturday in February, June and November for cost-saving measures as our Area is spread out over such a distance. We also hold 4 virtual sharing sessions to get an Area conscience for the delegate to bring to the General Service Conference in New York. This September we will be having our first in-person Assembly since COVID, to be held in North Bay. Our assembly is held on a rotation basis between our six districts. We are seeing an increase in our Area for in-person events, which the membership seems to be very hungry for, which shows in the numbers turning out to events. Now we need to try and get some of that same enthusiasm for service functions. We face the challenge of having Area members turn out to these meetings as well as our sharing sessions, but we do try to carry the message forward the best we can. Although we are small in numbers, we try to keep the chain of information going between all levels of service. From our members through to the General Service Board. It is a privilege to serve Area 84 as delegate. — *Alan W.*

Ontario (Western), Area 86: Area 86 currently serves the Western Region of Ontario (a Province in Canada) population of @12,000 alcoholics through the aegis of 975 groups, of which 574 groups are active with 19 being virtual and the balance of the groups in various stages of identification. As a reference point, we are north of Buffalo New York and west of Toronto, Ontario. Specifically, we are geographically situated between three of the five Great Lakes: Huron, Erie, and Ontario,

throwing in Georgian Bay as bordering bodies of water within our area. Every year we host a pre-Conference Spring assembly and a Fall assembly. In the odd year at the Fall assembly, we elect our 5 area officers. In even numbered years we have 3 area committee meetings and in odd years we hold 4 area committee meetings with the December one primarily for sub-committee elections (9 positions). While the one of the great wonders of the world is Niagara Falls, the second one is Area 86. If you are standing in Area 86 you will have access to the many entry points to access our friendly neighbors to the south with names of bridges like Blue Water, Ambassador, Rainbow, and Peace. We participate in CERAASA (Canadian Eastern Alcoholics Anonymous Service Assembly) which rotates every two years within all areas of the Eastern Canadian Region. We have a new initiative, the ECDO (Eastern Canada Delegates' Orientation) which is a virtual Conference orientation meeting replacing the Ontario and Quebec Delegate Meeting which now includes participation from all areas in the Eastern Canadian region. We also share a land-based border with our friends in Area 83 and Area 84 to our NNE and we are one bridge crossing from our friends in Area 50 (Buffalo NY) and Area 33 (Detroit MI). Welcome to Area 86, the honor and pleasure is to serve. — *Dan D.*

Québec (Southwest), Area 87: We are the smallest of the four A.A. areas in the province of Québec, yet accounts for 38% of the province's total membership. Largely urban, our area is historically trilingual — French, English and Spanish. It currently includes 25 districts: 18 French-speaking districts, 6 English-speaking districts and one Spanish-speaking linguistic district. With 387 registered groups as of December 2023, it's possible for anyone to attend 583 meetings a week, mainly in three languages and a variety of formats. There are also groups in Russian, Farsi (Iranian) and Langue des Signes du Québec - LSQ. Our treatment and detention center committees also offer numerous meetings in institutions. The presence of Alcoholics Anonymous in our area is vibrant and alive. And that's not counting the work of our members who put our Twelfth Step into practice in their families and communities. We can also count on the unfailing work of our thirteen service committees in carrying our message, including Public Information, Correctional, Treatment, Literature, CPC, Technical Committee and Helpline, to name but a few. Our area also has all the tools it needs to carry the message of Alcoholics Anonymous. Our trusted servants and sponsors are all ready and willing to support our members. We encourage our members to take initiatives in pursuing our primary purpose. Many other activities, including the annual Area Convention, the bilingual Big Book Conference (currently on hiatus), our District Conventions, our A.A. workshops provided by our Groups Services Committee, our super working group on service sponsorship set up in 2021, are there to help spread the good word about our Fellowship and support our members

who are committed to A.A. service. Our Area 87 Service Office (ASO) has four special workers and a well-stocked literature counter. The ASO performs many functions and remains open seven days a week. Our French-language magazine *La Vigne 2.0* is published on a bi-monthly basis in collaboration with the four Québec Areas, and like AA Grapevine, helps carry the A.A. message throughout the Francophone world. The use of virtual platforms to hold our meetings during COVID has enabled us to expand our means of reaching the still-suffering alcoholic wherever he or she may be. This new technology has also enabled us to create sustained links with the Conference as a whole and everywhere else within the world of A.A. It's imperative that our spiritual principles continue their progress through the trials and tribulations of life as the clear communication of our message — that recovery from alcoholism is possible through the Twelve Steps — becomes equally imperative. — *André D.*

Québec (Northwest), Area 90: Area 90 began operations in August 1976 and covers a vast territory in northwestern Québec. This territory stretches from the city of Ottawa in the west to Joliette in the east, a distance of over 244 kilometers; and from the northern tip of Montreal in the south to Kuujjuaq, in Nunavut, the northernmost point, a distance of over 1,445 kilometers. We have a total of 374 groups in 25 districts. Although this number is difficult to establish, we estimate that the Area has close to 8,000 members. We have more than 20 groups in correctional facilities and a dozen in treatment centers. Mostly French speaking, we are a diverse, multicultural and multilingual region. We have seven area officers, six standing committees (Correctional, Treatment, Accessibility and remote communities, Publications, Public Information, La Vigne AA — similar to Grapevine) and the regional service newsletter *L'Héritage*. In addition, there are two working groups, Archives and Digital Communications and Technologies (DTC). Our service calendar includes six area meetings,



two general assemblies, a welcome assembly for new service members or all A.A. members who are interested in service, as well as a pre-Conference service day and a day presenting 12 Concepts. Several other activities added to this calendar, such as one-day information sessions (on GSR, DCM, finances, etc.) and exchange of views with committees. All these activities keep our members in the spirit of service while stimulating their interest. We've managed to adapt to the new reality, and many of our meetings are held either in person, by videoconference or even in hybrid format. Area 90 is vibrant and healthy, thanks to service. — *Deb L.*

EAST CENTRAL REGION

Illinois (Northern), Area 20: Area 20 includes all of Northern Illinois, except for Chicago, and does include many of the suburbs surrounding the metropolitan area, including such large cities as Aurora, Joliet, Rockford, Elgin, and Naperville (where I live). We have an interesting blend of rural towns and suburban cities in Area 20. About two-thirds of our 26 districts are comprised of suburban communities, three of those being Spanish-speaking linguistic districts. The remainder of our districts are made up of essentially rural communities, much like those found in Southern and Central Illinois as well as our neighbors in Iowa and Wisconsin. In total, Area 20 has 1,148 groups, of which 44 are virtual only. Our area holds 4 assemblies per year and 4 area committee meetings, all of which offer a hybrid virtual participation option. Additionally, our Area holds a Spring Conference, typically in conjunction with our Spring Assembly, and a Big Book Conference in the fall. We also host the Illinois State Conference every third year in a rotating partnership with Areas 19 and 21. Area 20 has no intergroups or central offices, but many districts have their own answering services and operate their own district websites. Therefore, our service committee work is done primarily at the district level with the support of our corresponding Area Service Committees. This assistance from the Area includes helping the districts with workshops, coordinated literature purchases, technology assistance, and facilitating the sharing of experiences between the districts. Thanks for the opportunity to share and I look forward to serving with you as a Panel 74 delegate. — *Erik L.*

Southern Indiana, Area 23: Area 23 is the southern half of Indiana, from just north of Indianapolis to the Ohio River. We have approximately 12,000 members and over 700 groups, six of which are Spanish speaking groups. Interestingly, the Spanish groups in Indianapolis tend to meet several times a week, and one meets ten times a week. Area 23 is made up of 22 districts, one of which is a linguistic district for Spanish speakers. We have five intergroups or central offices, one of which serves Hispanic groups. We have provided ASL interpreters and translation equipment for our Spanish-speaking members at our assemblies and our state convention. I was honored to serve as Area 23's "COVID chair," when

we had our first virtual assemblies. Our assemblies have been conducted in a hybrid format since February 2022. We added a virtual assembly standing committee and now have 16 committees serving alcoholics in southern Indiana in addition to our state convention committee. Area 23 hosts the Indiana State Convention in even years and so held this year's state convention on March 15-17 at Indiana University's Memorial Union in Bloomington. We have four assemblies a year in February, May, August and October, the last in conjunction with our annual service weekend, which has for many years been held at Clifty Falls State Park. At our preconference weekend in April, GSRs and DCMs bring their groups and districts' consciences on eight General Service Conference agenda items to share with the delegate. DCMs chair committees to discuss agenda items and report to the full body in the afternoon, imitating the Conference process. We look forward to hosting next year's East Central Regional Forum and Alcoholics Anonymous's International Convention in 2035. The trusted servants of Area 23 know that Service is the Secret! — *Paul L.*

Michigan (Western), Area 34: This Area is all or part of the 36 counties in west Michigan. The southernmost boundary borders Indiana, northward to Canada at Sault Ste. Marie. Approximately 22,000 square miles of varying population density. We touch upon three of the Great Lakes, enjoying 650 miles, or so, of beautiful beaches. No salt, no sharks! The almost 700 active groups are served by three central offices and 18 districts, one a linguistic (Spanish), and 10 standing committees. Our three main delegate Areas (32, 33, 34) meet quarterly to coordinate A.A. service. Our young people continue to inspire hope and prove we are not glum! We also alternate hosting events such as our Mock Conference and State Conventions. This year our State Convention will be combined with the East Central Regional Conference in Grand Rapids. We're learning to incorporate technologies better. We now have a tech committee that helps all our committees utilize videoconferencing and have developed a new website — area34aa.org. All of our assemblies have been hybrid since July 2020, and our capabilities have improved dramatically since then. We always encourage members to participate in sobriety enhancement opportunities throughout our Fellowship. It's a humbling honor to play a part of sharing our spiritual gifts. — *Ed B.*

Ohio (Northwest & Southeast Michigan), Area 55: Area 55 makes up Northwest Ohio and a small part of Southeast Michigan. We have 453 meetings, 13 districts after a recent redistricting, The Toledo Mudhens and Tony Packo's. Our area's geography includes Lake Erie, the Maumee River, Islands & Caverns. Originally a mucky swamp, we are still known as The Great Black Swamp, that, once drained, left Rich, Flat & Expansive Farmlands. In October, Ohio Young People in A.A. (NOCYPAA) hosted their Ohio State Convention in Area 55 which was an enormous success, and might I add, a

ton of fun! There are a group of folks making travel plans to go to the next International Convention. We were sad when Detroit was cancelled due to COVID. It would have been in our region, but Indianapolis is also in the East Central Region! We still struggle to light up all the districts and fill service positions, however, our current DCMC has a plan that would rely more on the DCMs so the General Service Assembly could meet quarterly. We hold GSAs each month and handle some matters that could be better managed at the district level. Area 55 has 8 active committees. Many alcoholics first hear A.A.'s message of hope thanks to the work of the volunteers on these committees. An ad hoc committee has been appointed to update our Area Guidelines. Area 55 is serviced by 5 Intergroups. Our new Panel of officers is dedicated to inclusion and unity, through open, continuous, and consistent communication. Ohio is split into 4 Areas. Each Area holds a Mini Conference in March, prior to the General Service Conference, and all 4 delegates and their Alternates travel and take part in the other 3. Area 55's Mini Conference is always the first weekend in March, and all are welcome. — *Kimbrough P.*

Ohio (Southwest), Area 56: Our Area is seeing a growth in participation. We have monthly committee meetings and quarterly assemblies. More of our districts now have DCMs. Interest and activity are on the upswing. Many of our committees now have several active members, instead of only consisting of the committee chair. Some of our districts have established regular, annual events, such as Share-A-Day and the Wilson-Smith Picnic. Other districts are working to establish yearly workshops or roundtables on "Sponsorship" and "Making a Commitment." Repeat, yearly events, focused on important topics, make sense for the health of our Fellowship. After all, A.A. is a program of reminders. Area 56 is located in Southwest Ohio, bordered by the Ohio River on the south and the Indiana border on the west, with I-75 the approximate eastern boundary. The SW corner is anchored by Cincinnati, Dayton is the geographic mid-

point, with the City of Celina and the Grand Lake Saint Marys at the northern boundary. In our area, we have two vibrant Intergroups with Central Offices, one in Dayton and one in Cincinnati. Ongoing efforts to coordinate and collaborate with them allow us to better reach and serve the still-suffering alcoholic. Since we have redundant committees when we work together, we can double and triple the effectiveness of our efforts. Our website has made big leaps in the past couple of years; a Google Workspace has been established. As a result, communication has improved. The efforts of our trusted servants from Panel 72 have far-reaching effects on our A.A. community. Panel 74 will continue and enhance those efforts. — *Warren G.*

Wisconsin (Northern / Upper Peninsula of Michigan), Area 74: From the shadows of the frozen tundra in Green Bay, to the shores of Lake Superior and Lake Michigan, to the Red Cliff Indian Reservation. And the Deep woods of the Upper Peninsula to the Eastern Edge of the mighty Mississippi. From the land of the Hodags in Rhinelander to the Clear Waters of my hometown Eau Claire — alcoholics are recovering. With 24 districts Area 74 is carrying the message to treatment centers, county jails, and prisons. Area 74 is letting the public know we exist through PSAs, billboards and booths at county fairs. We are a vibrant Area with enthusiasm. Even with our enthusiasm and willingness to serve we know there is more work to be done. Those of us who live in large cities, small towns, and farming communities are overcome by the reflection that close by hundreds are dropping into oblivion every day. Many could recover if they had the opportunity we have enjoyed. That is why we are here, an honor and a privilege to serve with all of you to do our small part to try to ensure others have the opportunity we have enjoyed. And as we move forward this week to do the work and our passions grow and certainty sets in, let us not forget, we realize we know only a little. God will constantly disclose more to you and to us. — *Nicholas S.-S.*





NORTHEAST REGION

Delaware, Area 12: Delaware is known as the First State because it cast the deciding vote for the American Independence in 1776, it was the first to ratify the U.S. Constitution and it was the first to join the Union attaining statehood in 1787. Delaware has the largest population of horseshoe crabs in the world and is home to 86 endangered species, including the Leatherback sea turtle. People from Delaware are known as Delawareans and people like us are known as sober Delawareans. Area 12, also known as DAGSA, Delaware Area General Services Assembly, is incorporated and is certified as a 501c3 organization. We hold four to five assemblies annually which includes a pre-Conference assembly as well as a delegate report back assembly, an election assembly during odd years and an inventory assembly during even years. DAGSA hosts a website, Delawareaa.org, to provide information and is the place where you can find announcements for two upcoming major events, DEYPAA at the end of September to be held in Wilmington, and the state convention to be held the first weekend of November in Dewey Beach. Middletown, Delaware, contrary to anyone's belief, is not the same "Middletown, U.S.A." of Tradition Two fame in the "Twelve and Twelve." But one never knows what was in Bill's mind when he wrote it. Within the state's 1,954 square miles of land there lies 242 active A.A. Groups — among the registered are five (5) Spanish, twelve (12) virtual, nine (9) women, two (2) LGBTQ, and one (1) YP. There are an estimated 4,300 A.A. members within the state's population of 1M. We now have 14 districts, the last of which is an online groups district, created last year and we are one of the first few areas to have an online district. Unfortunately, five districts are presently inactive though there is a voluntary effort by groups to attend adjoining district meetings. Each of Delaware's three counties are also served by their respective intergroups, each having websites with meeting search mechanisms for both

in-person and online meetings. Both Preambles are used in Delaware and read at meetings as chosen by their respective group conscience. Many, if not most, groups in Delaware end their meetings with the Lord's Prayer. And though there are divisions like the other areas regarding the Preamble and A.A.'s literature, Delaware's groups carry the A.A. message of recovery to the still suffering alcoholic in the way we know best, the language of the heart. — *Ilir T.*

Maine, Area 28: Area 28 is 8 hours driving time north to south and five hours driving time from east to west. There are 23 active districts and approximately 500 active groups. The last assembly had GSRs comprising 75 percent of the voting body, a trend I hope will continue. The Maine Area Round Up at Sugarloaf Mountain attracts A.A.s from all over the U.S. and Canada. Area 28 will host the NERD meeting in 2025 and NERAASA in 2026. Area 28 has an active Panel and Area Committees. We are working toward making our assemblies hybrid. — *Allen S.*

Maryland, Area 29: Area 29 encompasses all of Maryland, excluding the two counties north of Washington D.C. This diverse region, from the western mountains to the eastern ocean, comprises major metropolitan areas, suburbs, farmlands, and rural communities. With eleven intergroups, including a dedicated Spanish Language intergroup, 34 districts, and 886 active groups, and online meetings, Maryland is a vibrant and engaged community. Maryland General Service holds 4 committee meetings and 5 assemblies each year, and hosts a strategic planning session, state convention, and mini conference to foster a well-informed assembly. The pre-Conference process involves meetings with four regional committees, known as Conference Agenda Review Committees. CARCs, as we call them, not only prepare the delegate and alternate delegate for the General Service Conference but also stimulate wide-

spread discussion and involvement in the General Service process. Through our year-round CARC process we continue to review the actions of each Conference and develop new Proposed Agenda Items to enhance the effectiveness of our General Service. Area 29 comprises 19 committees, including the technology committee which recently unveiled a slick new polished website (Marylandaa.org), and the newsletter committee which is busy reviving our newsletter, breathing new life into these crucial communication channels. Reflecting the state motto, “Strong Deeds, Gentle Words,” the trusted servants of Area 29 embody this ethos in their dedicated service to our members. Maryland, the birthplace of Samuel Shoemaker and the final resting place of Fitz Mayo and Jim Burwell, boasts a storied history of extending a helping hand to the newcomer in the pursuit of recovery. Located right in the middle of the Atlantic coast region, stop in for a meeting if you’re passing through. — *Terry P.*

Massachusetts (Western), Area 31: Our Area in Western Massachusetts is comprised of the cities and towns of Berkshire, Franklin, Hampden, and Hampshire counties and has groups in three towns in north central Connecticut. There are currently 301 active registered group spread throughout six districts. Twenty-one of the groups are virtual only with two registered as such. Seventeen of the groups are located in Connecticut. The Area is also home to three Spanish language meetings. The six districts are all active in area service and host workshops annually. There are five active standing committees at the area level: accessibility, archives, cooperation with the professional community, Grapevine, and public information, some of which host workshops. Area 31 supports two Intergroup offices, Western Mass Intergroup in Holyoke and Berkshire Intergroup in Pittsfield. Institutions are served by an area level committee, Western Mass Institutions, and by a district level committee, Berkshire Institutions. There are two area assemblies, one spring and one fall, with the spring assembly being our pre-Conference event. The assemblies are rotated through the six districts every three years. The area also has a roundup committee that plans the event around the delegate’s report of the General Service Conference. Young People in A.A. host a weekly meeting and actively bid to host larger events. Finally, Area 31 cooperates with Area 30, Eastern Massachusetts, to hold the annual Mass State Convention in November. — *Stephen M.*

New Hampshire, Area 43: It is the honor of a lifetime to stand here representing Area 43. Our area is in the northeast region, nestled between Areas 28, 30, 31, 70 and 88. We are small but mighty! The natural beauty of our area spans the glacially carved highest peak east of the Mississippi, Mount Washington, not to mention beautiful lakes and rivers. We are bordered on the east with our seacoast and the west by the Monadnocks. Area 43 now has 16 districts, 590 groups, some in-person, some online and 9,400 members. Currently our primary lan-

guage is English. The Area meets quarterly for Area Assemblies, held in a hybrid format to include online groups with GSR orientation, DCM sharing, committee meetings, and agendas reflecting our Pre-Conference, Post Conference, Workshops and Area Inventories or Elections on alternate years. Monthly business meetings include our YPAA chairperson, who has a vote in our area. It’s important to keep in mind the YPAAs are AA’s future! With the launch of our Panel 74 officers, DCMs, and committee chairs, new ideas are sparking new paths to reach out to the sick and suffering. Our Technology Committee has pursued a new website vendor, so we look forward to this adventure as we continue as an area to be more connected as well as more accessible. Our PI/CPC chair is energized, looking for ways to connect with professionals. We look forward with a passionate Functions Committee that knows how to put the fun in functions for our 57th Convention themed: “In the Sunlight at Last.” We know we can do more and will strive as an area to be more connected, unified and committed to serving the Fellowship of Area 43 and A.A. around the world. I want to thank you for this opportunity to share the love from Area 43 as its P74 Delegate. — *Sue W.*

New Jersey (Southern), Area 45: Our Area is a diverse region encompassing beaches, pine barrens, farms, and urban cities. With 37 districts divided into four sections, our area hosts assemblies four times a year, with hybrid events being the norm for the past two years. Our Intergroup Literature Roadshows ensure Conference-approved literature and Grapevine books are readily available for attendees. We have approximately 525 in-person and hybrid groups and 13 online-only groups. In August 2022, we initiated a two-year virtual district trial, forming Virtual District 42, which now holds monthly meetings. Our committees are dedicated to spreading the A.A. message. The Corrections Committee has been particularly active, organizing workshops to support members bringing the message of hope behind bars. The Bridging the Gap Chair also facilitates liaison efforts with Intergroups to promote member involvement. The Archive Committee has showcased Area 45’s rich history, exhibiting at events like the National A.A. Archives Workshop in Sudbury, Ontario. Finally, we’ve made the NERAASA Scholarship ad hoc committee permanent after successfully granting scholarships to up to 100 area members. With this momentum, we’re thrilled to host NERAASA 2025 virtually. — *Wendy M.*

New York (Northeastern), Area 48: From its inception Area 48 has been known as HMB, Hudson-Mohawk-Berkshire Area 48 was renamed in 2022 to Northeast New York or NENY for short. This name geographically aligns to the area borders and removed confusion from other areas. Area 48 is one of four areas that makes up the state of New York. Our area is geographically large and covers about 20,000 square miles. The area includes 19 districts and about 11,000 members. Of the 813 reg-

istered groups, 150 of them are fully online or hybrid. This is a direct result of the pandemic and the adaptability of the Area to do what is needed to reach the still suffering alcoholic. Area 48 was one of the first areas to have an online district. Area 48 has thirteen service committees, including an Inclusivity committee formed two years ago. Currently, all service committees are full. Area 48 holds 8 annual meetings and an annual convention. Area 48 is very energetic and enthusiastic bunch of trusted servants! Area 48 has a long rooted history in Alcoholics Anonymous from its first meetings being held in Glens Falls, NY in 1939, to the Albany, NY gravesite of Ebby T, the person who introduced the initial principle to Bill W of “one alcoholic talking to another” to our meetings today. Come visit. Stay awhile. We look forward to serving you! I am humbled by the opportunity to serve Area 48. I pray that my Higher Power continues to bless Alcoholics Anonymous, and each of you! — *Guy K.*

New York (Western), Area 50: Our Area is comprised of eight counties spanning from the shores of Lakes Ontario and Erie to the Pennsylvania border. Within these 22 districts, we have four intergroups geographically located throughout this large-ish area. Over 330 active groups and many more meetings. Building on the previous Panels’ experience, strength and knowledge along with the action items from Area inventory, aptly named, a vision from you, we work toward incorporating these inventory items into all our committees and service structure. GSR Education has a monthly coffee hour open to all, tying into the Area goal of educating GSRs on their role within service and the area constituency. Changing agendas to cover various topics along with a newsletter has grown this valuable position in knowledge and understanding. CPC / PIC are developing outward facing webpages linking their committees to the intergroups. Members attend the other committees’ monthly meetings. Treatment: Bridging the Gap is established and expanding. Gaining an understanding of the coverage for facilities and professional contacts at treatment centers within those counties, with outreach initiatives to grow the A.A. volunteer community. Corrections: with so many jails and prisons in Western New York, this is one busy committee. Intergroup liaisons attend all intergroup meetings and truly develop a working relationship to ensure our message and committees continue to work together. It is with the utmost humility and thanks to the alcoholics who laid this structure out for us to follow and grow. It never ceases to amaze what a group of dedicated alcoholics working together toward a common goal is capable of achieving... truly extraordinary things. — *Steve J.*

Rhode Island, Area 61: I was born in Area 49 and drank in Area 30. I’ve enjoyed the quiet of 28 and the beauty of 43. But nowhere is so special as where I got sober: Area 61 is the only home for me. / In the heart of New England’s embrace, lies Rhode Island, a small but mighty place. With just over a thousand square miles to its



name, Our motto is hope. We’re a light, a flame. For those in the dark, caught in alcohol’s snare, There’s a community here of people that care. / Through the Steps and Traditions, we find our way, Sharing our stories, day by day. A tapestry of lives, once torn apart, Now mended together, through the language of the heart. / With 239 active groups, not a single one dull, And 551 meetings, your calendar’s full! A fellowship rich, with room for all, We meet in a church, or maybe a hall. / From Providence to Newport, we gather and jest, With slogans and sayings, we’re put to the test. “One day at a time,” we aim for our best, But “Easy does it,” when it’s time to rest. / This gem of the East, with shores kissed by sea, Is more than a state; it’s where souls break free. Area 61, with open arms, invites, You to a journey of recovery, of newfound rights. A path that’s walked together, never alone, In Rhode Island, a place to call home. / So, here’s to Area 61, where spirits are high, We find our sobriety beneath Rhode Island’s sky. With a joke and a smile, and never a lie, “We’re not just sober; we’re learning to fly!” / In laughter and joy, our recovery’s spun, In Rhode Island’s A.A., where the fun’s never done. With every shared story, and every pun, We prove that in unity, we are one. — *Tricia D.*

Vermont, Area 70: The Green Mountain State. With a population of 650,000, Vermont has been described as

one medium-sized city with the neighborhoods spread far apart. In many of these small towns you will find an A.A. meeting; some constantly changing with the times, others holding steadfast to the Lord's Prayer and "men and women" in the Preamble. Vermont has long been known for its independence. "Freedom and Unity" is our state motto and, as nice as it sounds, those two qualities are not always compatible. But in A.A., Tradition One teaches us that unity and liberty can work together. "Connecting with Love, Unity and Service" (the theme of the 2024 General Service Conference), sounds like a soothing and healing solution to the fracturing we have been experiencing among our Fellowship. Fear for the sanctity and safety of Alcoholics Anonymous has risen to the level of the early days described on page 140 of the "Twelve and Twelve." In Area 70 we are making a renewed effort to improve connection and communication so that every A.A. member has access to information and is encouraged to participate in service. To that end we are utilizing online sessions with the delegate where any A.A. member can express questions and concerns. We have renewed the former practice of having a full-day in-person pre-Conference sharing session, as well as district visits by the alternate delegate and delegate. Area 70 has 285 active groups in 11 geographical districts. Our area committee of five officers, eleven committee chairs, and 11 DCMs meets seven months of the year with four full area assemblies interspersed. Vermont, the birthplace of both Bill and Bob, is a welcoming state with lakes, mountains, and year-round outdoor activities. Come visit. You *can* get there from here! — *Jim T.*

SOUTHEAST REGION

Georgia, Area 16: This Area encompasses the entire state of Georgia. Georgia has a very strong recovery community of approximately 15,000 members in just under 800 groups in 52 districts. We also have an overlay district that covers the entire state of Georgia for our Hispanic community. Assemblies happen three times a year, the third weekend of January, May, and September, in Dublin, Georgia. These assemblies start on Friday night with an open discussion meeting, Saturday offers committee meetings and informational training session for GSRs, DCMs, and anyone attending for the first time called Assembly 101. We have an open speaker meeting Saturday night, and the business meeting takes place on Sunday morning. We also have a prepaid convention annually in October. Groups contribute to a separate fund that pays for the assembly so that there is no registration fee, and all members in Georgia can attend for free. This convention moves around the state, is bid on by districts two and a half years in advance and approved by the GSRs during the May assembly. We are fortunate to have an Area Office in Macon. We have a full time and a part time person who take care of selling and shipping out Conference-approved literature, creating and printing an annual Area Directory, and arranging everything needed to make the assembly happen.

The DCMs have a pre-Conference planning meeting in Macon in the Spring, and a planning meeting for the following year in the Area Office in the Fall. I'm honored to serve as delegate to the 74th General Service Conference, and I would like to thank Area 16 for allowing me this opportunity. — *Liz W.*

Kentucky, Area 26: Area 26 serves almost 800 active groups that cover all of Kentucky and portions of southern Indiana, Illinois, and a small piece of north-central Tennessee. Two facts: Kentucky is the birthplace of Henrietta Seiberling and bourbon. There are over two barrels of bourbon for every Kentucky resident. Thank God for A.A. We have 36 districts with one being a linguistic Spanish-speaking district. We have a hybrid Area Meeting that regularly has 40-50 attendees via Zoom. We offer breakout rooms for committee meetings and this year we will be doing hybrid pre- and post-Conference reports. This has greatly helped participation in eastern Kentucky as well as members with accessibility issues. Area 26 is launching a PSA Radio project with our Public Information Committee. We have very passionate members who have very passionate feelings about many current topics in Alcoholics Anonymous. We have a wonderful Tech Committee that consistently has 15+ members in a monthly meeting. We also have an Area 26 private Facebook group that has become very popular as a communication / information tool. There are no comments as they are disabled as it is not a discussion platform. It is an extension of our Area 26 email. Area 26 is passionate about being informed and unified in our Three Legacies of Alcoholics Anonymous. — *Corey D.*

Mississippi, Area 37: Our biggest upcoming highlight is that we will finally be hosting the Southeast Regional Forum after it had to be rescheduled due to COVID. I hope y'all can make it down to the Golden Nugget Hotel in Biloxi, December 6-8, 2024! Mississippi is a state of smaller-size cities scattered across rural countryside. There are 28 districts, 240 active groups, and some rather dim districts — which is sometimes due to the geography. Several districts have an enduring and consistent presence, and a few have really caught on fire lately in the Jackson, Tupelo and Coast areas, which is exciting. We have four Area Assemblies each year at a centrally located site, and include our committee meetings, business meetings, and the annual pre-Conference Assembly. We divide our state into five different zones and rotate an annual State Convention between them. Our area has five officers, four alternates, and 10 standing committees. With the upsurge of virtual platform use our standing committees often meet between assemblies. Two Intergroups serve the state — one on the coast, and one in Jackson. Our area website has been recently reworked to be accessible and relevant, and includes meeting schedules, the Area Newsletter, our structure manual, upcoming events throughout the State and other information pertinent to the Fellowship — such as the current

“Questions on Changing the Founder’s Writings.” At least one of the zones has hosted a pre-Conference workshop for the past five years. More and more groups and districts have been hosting service-oriented workshops. We have high hopes for our continued growth and participation in Alcoholics Anonymous. — *Katherine Y.*

South Carolina, Area 62: From the mountains in the west of South Carolina to the beaches in the east, Area 62 is made up of nearly 11,000 members in 430 groups, located in 23 districts spread across the varied regions of our beautiful state, including 21 Spanish-speaking groups and 11 registered virtual groups. South Carolina is growing and more alcoholics are being helped than ever, while realizing that Area 62 is aptly named because we take Rule 62 to heart in our great state! Of particular interest is the growth we’ve seen in general service. Over the last three to four years, we in Area 62 have resolved to educate the membership, throughout the state, on what general service is and what it isn’t. Through workshops and visits to district business meetings we’ve seen tremendous growth in our service structure, filling with people who want nothing more than to be of service to something much greater than they are. While it was sometimes disheartening a few years ago to see only about 10% of GSRs and 60% of DCMs show up at our area assemblies, we now see nearly 30% of our GSRs and over 95% of our DCMs at all three Assemblies that we have in Area 62 each year. DCMs are also reporting that in most of our districts, 90% or more GSRs are attending all district business meetings. We’ve also seen growth in Traditions studies, Service Manual meetings and Concept studies around the Area. In the program of Alcoholics Anonymous we’re taught the real need to get out of ourselves. We’re also taught that the best way to get out of ourselves is to help others. I’m also reminded of that passage in Bill’s Story that states that we must perfect and enlarge our spiritual life through work and self-sacrifice for others, lest we drink again. Area 62 does this through our officers and committee chairs who practice continual outreach to each of our districts, both at our Assemblies and through regular virtual meetings to foster unity and aid the districts to better serve their local groups and communities. I learned long ago that it’s not that we get better and then help people. It’s that we help people and get better. With that said, I’m happy to report that Area 62 continues to get better. — *Rick P.*

Tennessee, Area 64: With 633 active groups (15 of those Spanish-speaking, 12 virtual), 47 districts, 12 committees, and 4 assemblies each year that move around the state, Area 64 encompasses the State of Tennessee. Around 25% of our groups are represented at assemblies (including 25% of our Spanish-speaking groups). While we have many opportunities for improvement, one of the biggest challenges we face, one certainly not unique to Area 64, is communication. This isn’t a new challenge, and A.A. has no monopoly on it. Perhaps we are an enigma of sorts, as people who normally would not mix,

when we come together for our common purpose, bound by unity, to do what sometimes seems impossible. In the Big Book we find the profound truth that “Our very lives, as ex-problem drinkers, depend upon our constant thought of others and how we may help meet their needs.” This statement underscores the importance of communication in the context of all Three Legacies. Effective communication is the lifeline that connects us, allowing the collective wisdom of the fellowship to flow freely. Through open and honest dialogue, we fortify the bonds that make A.A. a beacon of hope and recovery for all who suffer from alcoholism. No matter where our seat on the triangle is, are we doing all we can to ensure those who hold the highest of roles in our structure, the home group member, are informed? Are we doing all we can to ensure that communications reach them and that their communications not only reach us but are given a fair hearing, even when difficult to hear? It’s been suggested we use this colossus of communication wisely and well. In my estimation, this is still one of our greatest opportunities for improvement at all levels. How we do that, meeting one another and those who suffer where they are, is paramount to our effectiveness today and in the future. I’ve been blessed by the opportunity to recover in A.A. and build a life in the great State of Tennessee, and I’m grateful that I get to serve Alcoholics Anonymous in this capacity with all of you. It might be tough sometimes, but let’s talk. The future of A.A. depends on it. I love you all. — *Jimmy W.*

Puerto Rico, Area 77: It is an honor and pleasure to present the highlights of our Area 77, which after several hurricanes, earthquakes, plus the pandemic, we have risen with great courage. We have 8 districts, one of them linguistic which has been a great positive impact to the area. We have 98 Spanish-speaking groups and 9 English-speaking groups and 11 virtual groups, for an average of approximately 800 members, of which in the last three years we have celebrated the first anniversary of 80 members. District and Area meetings are held monthly and are established according to the suggestions in the Service Manual. We hold budget and new service assemblies. We have a monthly newsletter for the entire Fellowship. Every year we hold our activities such as Convention, the latter linguistic in all aspects of celebration, plus we have Service Seminar and Organized Services. We are currently impacting the high schools, several treatment hospitals are visited, we have an A.A. poster in the police barracks, the message is being carried to 10 modules of correctional institutions, about 33 radio stations play the A.A. PSA spots, all this with the same purpose that we can continue to reach the alcoholic who is suffering and ensure that the hand of A.A. is always there !!!! And for that we are responsible. Our Area 77 is thankful to be part of the general service structure and not least, thank you for having me and I am grateful to be part of this wonderful program. — *Julio M.*

■ 2024 Conference Committees

Agenda

PANEL 73

Marcheta B. — Area 44, Northern New Jersey
Rebecca H.* — Area 38, Eastern Missouri
John P.** — Area 71, Virginia
Dave R. — Area 69, Utah
Gisele V. — Area 89, Northeast Québec

PANEL 74

Penny H. — Area 58, Oregon
Guy K. — Area 48, Northeast New York
Erik L. — Area 20, Northern Illinois
Secretary: Diana L.

Cooperation with the Professional Community

PANEL 73

Thomas G. — Area 17, Hawaii
Paul H. — Area 73, West Virginia
Kate Lambert L.** — Area 32, Central Michigan
Rick M. — Area 67, Southeast Texas
Julie S.* — Area 24, Iowa

PANEL 74

Dan D. — Area 86, Western Ontario
Allen S. — Area 28, Maine
Alexandra W. — Area 9, Mid-Southern CA
Secretary: Michael R.

Corrections

PANEL 73

Tim Hunt Jr.** — Area 54, Northeast Ohio
Eric Lee* — Area 6, Northern Coastal CA
Dwayne M. — Area 82, Nova Scotia/NL

PANEL 74

Bridget B. — Area 25, Kansas
Steve J. — Area 50, Western New York
Paul L. — Area 23, Southern Indiana
Rick P. — Area 62, South Carolina
Sue W. — Area 43, New Hampshire
Secretary: Rainer L.

Finance

PANEL 73

Rachel M.** — Area 52, North Dakota
Sarah M. — Area 10, Colorado
Suzanne S.* — Area 30, E. Massachusetts

PANEL 74

Corey D. — Area 26, Kentucky
Lisa G. — Area 92, Washington East
Marietta M. — Area 81,
New Brunswick/PEI
Nicholas S.-S. — Area 74, N. WI/Upper Pen. MI
Illir T. — Area 12, Delaware
Secretary: Zenaida Medina

Grapevine and La Viña

PANEL 73

Tom H. — Area 21, Southern Illinois
Julie R.** — Area 51, North Carolina
Lori R. — Area 91, Saskatchewan
Rick W.* — Area 65, Northeast Texas

Panel 74

Matthew L. — Area 7, Northern Interior CA
Diane R. — Area 35, Northern Minnesota
Jim T. — Area 70, Vermont
Alan W. — Area 84, Northeast Ontario
Liz W. — Area 16, Georgia
Secretary: Paola M.
Secretary: Jon W.

Literature

PANEL 73

Pete Barth** — Area 59, E. Pennsylvania
Tomy G.* — Area 1, Alabama/NW Florida
James O. — Area 83, Eastern Ontario
Crystal S. — Area 72, Western Washington

PANEL 74

Blas A. — Area 3, Arizona
Alice G. — Area 80, Manitoba
Warren G. — Area 56, Southwest Ohio
Terry P. — Area 29, Maryland
Linda W. — Area 66, Northwest Texas
Secretary: Sandra W.

Policy and Admissions

PANEL 73

Molly E.** — Area 27, Louisiana
Cecil L. — Area 88, Southeast Québec
Jo Ann M.* — Area 49, Southeast New York
Kacie N. — Area 40, Montana
Peter W. — Area 75, Southern Wisconsin

PANEL 74

Ed B. — Area 34, Western Michigan
Kerri K. — Area 46, New Mexico
JoEllen L. — Area 2, Alaska
Julio M. — Area 77, Puerto Rico
Secretary: Racy J.

Public Information

PANEL 73

Mary A. — Area 14, North Florida
Jeannie M.** — Area 4, Arkansas
Christopher M.* — Area 47, Central New York
Jake S. — Area 42, Nevada
Jan V. — Area 33, Southeast Michigan

PANEL 74

André D. — Area 87, Southwest Québec
Tricia D. — Area 61, Rhode Island
Nick K. — Area 41, Nebraska
Karen C. — Area 78, Alberta/NWT
Secretary: Misha Q.

Report and Charter

PANEL 73

Mary E.-K.* — Area 11, Connecticut
Ryan F.** — Area 57, Oklahoma
Pablo H. — Area 93, Central California
Meg H. — Area 36, Southern Minnesota
Mike M. — Area 22, Northern Indiana

PANEL 74

Kimbrough P. — Area 55, Northwest Ohio
Jimmy W. — Area 64, Tennessee
Kade W. — Area 18, Idaho
Secretary: Karina C.

Treatment and Accessibilities

PANEL 73

Judy C.** — Area 85, Northwest Ontario
Jon C.* — Area 60, W. Pennsylvania
Tom F. — Area 19, Chicago, Illinois
Douglas S. — Area 5, Southern California

PANEL 74

Dave D. — Area 63, South Dakota
Kenneth (KC) H. — Area 68, Southwest Texas
Wendy M. — Area 45, Southern NJ
Katherine Y. — Area 37, Mississippi
Secretary: Kelley C.

Trustees

PANEL 73

Ed A.** — Area 53, Central SE Ohio
Lynette D. — Area 13, Washington, D.C.
Debbie H. — Area 39, Western Missouri
Rio D.* — Area 79, BC/Yukon
Cary W. — Area 15, S. FL/Bhms/VI/Antigua

PANEL 74

Deb L. — Area 90, Northwest Québec
Steve M. — Area 76, Wyoming
Stephen M. — Area 31, W. Massachusetts
Richard O. — Area 8, San Diego/Imp. CA
Secretary: James H.

Archives¹

PANEL 73

Pablo H.* — Area 93, Central California
Kate Lambert L.** — Area 32, Central Michigan
James O. — Area 83, Eastern Ontario
Julie R. — Area 51, North Carolina

PANEL 74

Tricia D. — Area 61, Rhode Island
Alice G. — Area 80, Manitoba
Nicholas S.-S. — Area 74, N. WI/Upper Pen. MI
Kade W. — Area 18, Idaho
Secretary: Michelle Mirza

International Conventions/Regional Forums¹

PANEL 73

Ed A.* — Area 53, Central SE Ohio
Jon C. — Area 60, W. Pennsylvania
Cecil L. — Area 88, Southeast Québec
Crystal S.** — Area 72, Western Washington

PANEL 74

Kerri K. — Area 46, New Mexico
Karen O'Sullivan C. — Area 78, Alberta/NWT
Katherine Y. — Area 37, Mississippi
Secretary: Eileen A.
Secretary: Patrick C.

*Chair

**Alternate Chair

¹Members of this committee serve on this as a second committee assignment.

2025 CONFERENCE CHAIRPERSONS AND ALTERNATE CHAIRPERSONS

<i>Committee</i>	<i>Chairperson</i>	<i>Alternate</i>
Agenda	Eric L., Northern Illinois	Penny H., Oregon
CPC	Alex W., Mid-Southern CA	Dan D., Western Ontario
Corrections	Bridget B., Kansas	Stephen J., Western New York
Finance	Corey D., Kentucky	Nicholas S.-S., N.WI/U.P. MI
Grapevine/La Viña	Liz W., Georgia	Matthew L., N. Interior CA
Literature	Terry P., Maryland	Warren G., Southwest Ohio
Policy and Admissions	Ed B., Western Michigan	Kerri K., New Mexico
Public Information	Nick K., Nebraska	Tricia D., Rhode Island
Report and Charter	Jimmy W., Tennessee	Kade W., Idaho
Treatment and Accessibilities	Wendy M., Southern NJ	Katherine Y., Mississippi
Trustees	Steve M., Wyoming	Richard O., San Diego/Imperial CA
Archives*	Kade W., Idaho	Nicholas S.-S., N.WI/U.P. MI
International Conventions/Regional Forums*	Katherine Y., Mississippi	Kerri K., New Mexico

*Members of this committee serve on this as a secondary committee assignment.

■ 2024 Trustees' Committees*

Archives

Reilly K., *chair*
Morgan B.
Cathi C.
Al Mooney
Paz P.
Joyce S.
Michelle Mirza, *secretary*

Audit

Kevin Prior, *chair*
Reilly K.
Judith Ann Karam
Marita R.
David S.
Carolyn W.
Paul Konigstein, *secretary*

Compensation

Judith Ann Karam, *chair*
Reilly K.
Joyce S.
Carolyn W.
Paul Konigstein, *secretary*

Conference

Carolyn W., *chair*
Cathi C.
Vera F.
Tom H.
Paz P.
Irma V.
John W.
Diana L., *secretary*

Cooperation with the Professional Community/ Treatment and Accessibilities

Kerry Meyer, *chair*
Teddy B-W.
Morgan B.
Reilly K.
Al Mooney
Marita R.

***Gerry C., *consultant*

***Tom P., *consultant*

Michael R., *secretary*

Corrections

Andie Moss, *chair*
Teddy B-W.
Cindy F.
Robert L.
Clinton M.
Kerry Meyer
Eileen A., *interim secretary*

Finance & Budgetary

Kevin Prior, *chair*
Cathi C.
Teresa J.
Judith Ann Karam
Clinton M.
Paz P.
David S.
Carolyn W.
Zenaida Medina, *secretary*

International

Marita R., *chair*
Robert L., *vice chair*
Vera F.
Cindy F.
Tom H.
Molly Oliver
David S.
Irene D., *secretary*

International Conventions/ Regional Forums

Joyce S., *chair*
Cindy F.
Robert L.
Kevin Prior
Irma V.
Carolyn W.
Patrick C., *secretary*,
—*International Conventions*
Eileen A., *secretary*,
—*Regional Forums*

Literature

Irma V. B.-N., *chair*
Teddy B-W.
Vera F.
Teresa J.
Clinton M.
Joyce S.
John W.
**Cesar F., ACM
**Gerry R., ACM
Rainer L., *secretary*

Nominating

Tom H., *chair*
Reilly K.
Judith Ann Karam
Deborah K.
Andie Moss
Ken T.
James H., *secretary*

Public Information

Deborah K., *chair*
Reilly K.
Morgan B.
Marita R.
David S.
Ken T.
John W.
**Kirk H., ACM
Misha Q., *secretary*

GSB Sharing Session

Deborah K., *chair*
Karina C., *secretary*

Officers of the General Service Board

Chair; Mike L., *Interim*
First Vice-Chair; Sr. Judith Ann Karam, CSA, FACHE
Treasurer; Kevin Prior, MBA, CFA, CPA
Secretary; Irma V. B.-N.
Assistant Treasurer; Paul Konigstein
Assistant Secretary; Racy J.

* Members of this committee serve on this as a secondary committee assignment.

* GSB chair/interim chair is an ex officio member on all committees; GSO's general manager is an ex officio member on all committees except the Audit Committee, Compensation Committee and the Nominating Committee.

** Appointed Committee Member

*** Consultant

■ 2024 Conference Members

CLASS A (NONALCOHOLIC) TRUSTEES

Sr. Judith Ann Karam, CSA, FACHE (Richfield, OH) was elected Class A trustee in May 2019. Sister Judith Ann is the congregational leader of the Sisters of Charity of St. Augustine and the immediate past president and CEO of the Sisters of Charity Health System. Begun in 1962, her health care ministry has included working as a clinical pharmacist as well as serving in numerous executive positions and leadership roles in health care administration, among them as board chair of the Catholic Health Association in 2015. She has won many awards and distinctions along the way and is a Life Fellow of the American College of Healthcare Executives. She chairs the trustees' ad hoc Orientation Committee and serves on the Nominating, Finance, Compensation and Audit Committees.

Hon. Kerry Meyer (Minneapolis, MN) was elected Class A trustee in April 2022. Kerry is a district court (trial) judge for the Fourth Judicial District in Minneapolis. Kerry has presided over the DWI, Mental Health and Veterans Treatment Courts. She has held court leadership and assignments at the district, county and state levels, including criminal and treatment courts. She is also the State Judicial Outreach Liaison to address impaired driving issues with judges throughout Minnesota. Kerry is actively involved in community service, appearing as a guest speaker at local schools and colleges as well as local A.A. conferences, sharing on topics of cooperating with professionals. She chairs the CPC/Treatment-Accessibilities and ad hoc Policy committees, serves on the Corrections and Audit committees and is a member of the ad hoc Participation of Online Groups in the General Service Structure and Centennial Commemoration committees.

Al J. Mooney, III, MD, FAAFP, FASAM (Cary, NC) was elected Class A trustee in May 2019. He has provided medical care in the specialties of family, behavioral, community and addiction medicine for over 40 years. A noted author and a respected pioneer in the field, Al helped establish the certification standards for addiction medicine in the United States in the 1980s. For most of his career, Al has held an adjunct faculty position with the Department of Family Medicine at the University of North Carolina. Currently, he is involved in projects promoting addiction awareness worldwide. He serves on the Archives and CPC/Treatment-Accessibilities Committees.

Anadora "Andie" Moss (Washington, D.C.) was elected Class A trustee in April 2022. Andie is the principal and owner of a criminal justice consulting firm based in Washington, DC. The firm provides consulting services to federal, state, and local government agencies and private organizations, including the National Institute of Corrections (NIC), Bureau of Justice Assistance (BJA), and the Bureau of Justice Statistics (BJS) in the field of criminal justice. Andie has given numerous presentations throughout the U.S. on various aspects of the criminal justice system and on organizational leadership and related subjects. She

is also the author of several textbooks and papers. Andie is a current member of the American Correctional Association, American Probation and Parole Association and other professional associations and has been the recipient of several notable awards. Andie chairs the trustees' Corrections Committee and is a member of the Nominating Committee and Centennial Commemoration ad hoc committee.

Molly A. Oliver (Williamsville, NY) was elected Class A trustee in April 2021. Molly is currently the Executive Director of the Center for Leadership and Organizational Effectiveness at the University of Buffalo. Molly has 30 years of experience developing organizations around the world, and her areas of expertise include strategic planning, board development, fundraising, communications and program development. She has fostered strong partnerships with leading companies, organizations, government leaders and educational partners to deliver programs locally and globally. A leader in her community, Molly has achieved recognition and awards in several notable disciplines. She chairs the GSB 1728 Meeting, serves on the trustees' International Committee and is a member of the AA Grapevine Board.

Kevin J. Prior, MBA, CFA, CPA (St. Louis, MO) was elected Class A trustee in May 2021. With a professional background in accounting and finance, Kevin is currently Senior Director of Finance of the Catholic Health Association of the United States, which advances the interests of the largest group of nonprofit healthcare providers in the nation. In addition to managing a \$25 million budget, Kevin serves in a cross-functional role impacting resource planning, investment and treasury management, risk management, financial reporting and operations. Kevin is currently treasurer of the General Service Board, chair of the Finance and Audit Committees, and serves on the Retirement and International Conventions/Regional Forums Committees.

CLASS B (ALCOHOLIC) TRUSTEES

Cathi C. (Indianapolis, IN) was elected East Central regional trustee in April 2021. Cathi was a Panel 64 delegate and has stayed active in area service since rotating, most recently as chair of the ad hoc Committee on Virtual Assemblies and as Area 23 archivist. She has served as area secretary and on a variety of group, district and area committees including CPC, Finance, Literature, Grapevine/La Viña, Archives, Group Services and State Convention. Now retired, Cathi has wide experience in retail management, customer service, staff training and management development. She chairs the AAWS Board and serves on the ad hoc Orientation Committee and the Archives, Conference and Finance Committees.

Tom H. (Marietta, GA) was elected Southeast regional trustee in April 2021. As a Panel 62 delegate, Tom chaired the Conference Committee on Trustees. He has also served on the Grapevine Online Editorial Advisory Board

and as alternate delegate, area chair, and in many other home group, intergroup, district and area service positions, including co-chair of the volunteer host committee for the 2015 International Convention. Tom served extensively with the International Conference of Young People in Alcoholics Anonymous (ICYPAA), including as chair of its advisory council. He retired as a lieutenant in his county's fire and emergency services department. He is a member of the General Service Board, chairs the trustees' Nominating Committee and serves on the Conference, Retirement and International Committees. He also chairs the ad hoc Centennial Commemoration committee and is a member of the Location Plus ad hoc committee.

Teresa J. (Albuquerque, New Mexico) was elected Southwest regional trustee in April 2023. A Panel 68 delegate, Teresa has stayed active in area service since rotating, recently as Treasurer of the Southwest Regional Delegates' Assembly. She has served as Area chairperson, Treasurer, area website Meeting Editor, office volunteer at the Albuquerque Central Office, group inventory facilitator and actively engaged in sponsoring members. Teresa has extensive professional experience in graphic design and has owned her own business in this area for over 30 years. She is also a trained educator and experienced chemist. She serves on the Literature and Finance Committees and is a member of the ad hoc Location Plus committee.

Reilly K. (Winston, OR) was elected Pacific regional trustee in April of 2022. Reilly was a Panel 66 delegate from Area 58 (Oregon) and has been actively involved in A.A. service since the mid 1960s, including serving as the area's Grapevine/La Viña Committee chair, and chairing various committees. Reilly holds decades of experience in financial management as a licensed tax consultant of 23 years and owner of a tax and consulting firm. She chairs the Archives Committee, serves on the CPC/Treatment-Accessibilities, Compensation, Audit, Retirement and Nominating Committees, and is a member of the ad hoc committee on Participation of Online Groups in the General Service Structure.

Deborah K. (Durham, NC) was elected general service trustee in April 2021. She served as an AAWS director from 2017 to 2021. Deborah was a Panel 59 delegate from Area 51 (North Carolina). She is a clinical neuropsychologist and associate professor at a major university medical center, and has expertise in clinical diagnosis, research design and global health. Deb chairs the Public Information Committee GSB Sharing Session, is a director on the AAWS Board and serves on the trustees' Policy and Nominating Committees.

Robert L. (Quebec, Canada) was elected trustee-at-large/Canada in April 2023. He was a Panel 48 delegate for Area 89, northeast Quebec and served as a member of the Board of La Vigne and Publications Françaises. Robert has been actively involved in A.A. service since the mid-1980s. He implemented a Bridging the Gap Committee, served as area chair and a member of several local committees. He has actively facilitated workshops on the Traditions and Concepts, founded study groups, participated in many area and regional events, including the Eastern

Canada Territorial Services Assembly and the Quebec Provincial Assembly. Robert was instrumental in convening meetings with the Archbishop of Dakar and the Bishop of Casamance in helping to bring information about A.A. to the clerical community. In his professional life, Robert is a freelance journalist, photographer, writer and lecturer and the author of several books and other published works. He has also traveled extensively around the world for humanitarian purposes. He serves on the International Conventions/Regional Forums, Corrections and International Committees. He is also a member of the ad hoc Participation of Online Groups committee.

***Mike L.** (Omaha, NE) was elected West Central regional trustee in May 2020. A Panel 53 delegate from Area 24, Mike has held numerous service positions at the district and area level, actively participating in corrections service work, workshops and other A.A. events. Mike is operations manager of a truck equipment company and has extensive experience in management, distribution and operations. Additionally, he is a member of several local community boards and historical societies. Mike is interim chair of the AA Grapevine Board and an ex-officio member of all trustee committees.

Paz P. (Tucson, AZ) was elected general service trustee in April 2021. Paz served as a nontrustee director on the AA Grapevine Board from 2014 to 2018 and as a member of the La Viña Editorial Advisory Board from 2008 to 2014. In her area, she has been Hispanic coordinator, interpreter, newsletter editor and AA Grapevine coordinator. Paz is currently a human resources specialist, with skills in benefits administration, data and compliance management, and on-boarding activities. She chairs the Grapevine Board and serves on the Orientation, Conference, Archives and Finance Committees and as a member of the Location Plus ad hoc committee.

Marita R. (Mesquite, NV) was elected trustee-at-large/U.S. in April 2021. As a Panel 49 delegate, she chaired the Conference Report and Charter Committee. While residing in other areas, she served as director of an intergroup board and as liaison to a Hospitals & Institutions intergroup. Marita also created and chaired the first Native American Intertribal/GSO meeting in Southern California. Now retired, Marita has professional experience in both education (including on a Native American reservation) and in economic development (including projects in several southeast Asian countries). She has traveled extensively throughout the world and within the U.S. She chairs the International Committee and serves on the CPC/Treatment-Accessibilities, Audit, Orientation and Public Information Committees. She is also a member of the Location Plus ad hoc committee.

Joyce S. (Toronto, Ontario) was elected Eastern Canada regional trustee in April 2022. A Panel 65 delegate, Joyce has served at the district and area levels, and has chaired and assisted in various conferences and service assemblies, including the first Eastern Canada Delegates Orientation in 2021. Joyce also served as co-chair and treasurer for the Canadian Eastern Regional Alcoholics Anonymous Service Assembly (CERAASA) in 2015. Joyce

is semi-retired and has been employed as an executive assistant for the past 35 years. Joyce enjoys golfing and traveling and is currently involved in volunteer work at a local community organization, providing mentoring and support to those in need. She is a director on the Grapevine Board, chairs the International Conventions/Regional Forums Committee, serves on the Compensation, Archives and Literature Committees and chairs the ad hoc committee on Participation of Online Groups in the General Service Structure.

David S. (East Chatham, NY) served as Grapevine director from April 2022-2023. David is actively involved in local service activities, held several service positions including group and district treasurer, and participated in several area service workshops. David's professional experience lies in media business, subscription marketing for a variety of products, print and digital, as well as in online product development and marketing. He leads his own consultancy, working with challenged businesses to help accelerate their growth through various strategies. He serves on the Public Information, Retirement, Audit, Policy, International and Finance Committees. He is a member of the ad hoc Centennial Commemoration committee and is a director on the Grapevine Board.

Ken T. (Pepperell, MA) was elected Northeast regional trustee in April 2023. A past panel 63 delegate from Area 30, Ken has held numerous service positions including Area Chair, Secretary/Treasurer of the Northeast Regional Delegates (NERD) Reunion, chaired NERAASA in 2017, MA State Convention in 2016 and continues to be active on the State Convention committee. In his professional life, Ken is a software engineer and is currently employed as a senior software engineer/technical lead. He has gained extensive experience in this field through his work with a variety of industries, including audio, video, medical devices, and others. In addition, as a website developer, Ken is conversant in many levels of technologies involved in this field, on both the server and application side of development. He serves on the Nominating and Public Information Committees and is a member of the ad hoc Participation of Online Groups committee.

***Irma V. B.-N.** (Esterhazy, SK) was elected Western Canada regional trustee in May 2020. Irma has held numerous service positions at the group, district and area level, including as Panel 59 delegate. She has participated at many Regional Forums and other regional and local A.A. events. As an executive director of a not-for-profit organization for over 25 years, she has experience in business management, human resources, fund development and marketing as well as senior case management. She currently serves on several community boards and on a national management council. Irma chairs the Literature Committee and serves on the Conference, Policy, Orientation and International Conventions/Regional Forums Committees and is a member of the Location Plus ad hoc committee.

Carolyn W. (Surrey, BC) served as a nontrustee director on the AAWS Board from 2018-2022 and elected general service trustee in April 2022. Prior to serving on AAWS,

she served as the Panel 63 delegate for Area 79. Carolyn remains very active locally in her home group and in sponsorship. Professionally Carolyn is the Privacy Director for a large health care company in Canada. She is certified as an Information Privacy Professional and an Information Privacy Manager. Prior to this role, she was responsible for clinics with combined revenues of over \$14 million per year. Carolyn serves on the Canadian Advisory Board for the International Association of Privacy Professionals. She chairs the Conference Committee and serves on the International Convention/Regional Forums, Audit, Compensation and Finance Committees. She chairs the ad hoc Location Plus committee, is a member of the ad hoc Centennial Commemoration and Participation of Online groups committees and is a director on the AAWS Board.

NONTRUSTEE DIRECTORS

Teddy B-W. (Oakland, CA) was elected AA Grapevine non-trustee director in April 2023. Teddy was a past panel 69 delegate from Area 06 and served the area in various service positions, including chair of Interpretation & Translation Committee. He is the Chair of PRAASA 2024. Teddy has focused his life on service to others and working with diverse communities from across the globe, such as Interpride, which is an International LGBTQ pride organizers association. He also served on the board of the San Francisco Visitors and Conventions Bureau, where he worked with local business leaders. Teddy's business skills lie in nonprofit management and he currently serves on a variety of charitable organizations, both regional and national, as a director and chief marketing officer, with special emphasis on strategic planning, communications, financial management, policy development and legal work. Teddy also worked as a legal executive with London law firms, specializing in trust and charity administration, estates, tax planning, will drafting and more. He serves on the Literature, CPC/Treatment-Accessibilities and Corrections Committees.

Morgan B. (New Orleans, LA) was elected nontrustee director on the AA Grapevine Board in April 2023. Morgan recently served as an appointed committee member on the trustees' Public Information Committee from 2021 to April 2023. In her area, she served as the Technology Chair, Webmaster, and DCM. In her professional life, Morgan is the owner of a digital marketing company and has extensive experience in Marketing, where she specializes in creating and executing custom cross-platform digital marketing campaigns. She serves on the Archives, CPC/Treatment-Accessibilities and Public Information Committees.

Vera F. (Lanesborough, MA) was elected AAWS director in April 2021. She has served in several roles, including quality assurance coordinator and general manager, during her 17 years at a nonprofit whose mission is to empower people of diverse abilities. A Panel 68 delegate for Area 58, Vera has served in her area on Grapevine/La Viña and various host committees. She brings a multidimensional view to her professional life and service by utilizing the myriad of her lived experiences. Vera has focused her life

work on advising others to move toward healing in the areas of cancer survivorship, sexual identity, drug and alcohol addiction, and racialized trauma. She recently retired after 32 years in social services and enjoys traveling, camping, theater, dance, photography and spending time with family and friends. Vera serves on the trustees' Conference and International Committees.

***Cindy F.** (Fairfax, VA) was elected AA Grapevine director in May 2020. Cindy has been active in A.A. service since 1994, serving in various positions at the local and area levels, including as a Panel 61 delegate. She also served as an appointed committee member on the trustees' Literature Committee from 2015 to 2019. Cindy has extensive professional experience in the fields of finance, strategic planning, information technology and operations. She is currently the vice president of program management for a large government contractor. She serves on the International Convention/Regional Forums, Corrections and International Committees and is a director on the Grapevine Board.

Clinton M. (Ottawa, Ontario) was elected AAWS director in April 2022. A Panel 64 delegate for Area 80 (Manitoba), Clinton also served in various positions at the local and area levels, including chair of the Policies and Procedures Committee of Ottawa Area Intergroup. Professionally, Clinton is a manager of a professional accounting practices group with over 25 years of experience leading multi-disciplinary teams in the federal public service and private sector. Clinton is a member of a local Masters' Swim Club, is a pilot and speaks French as a second language. He serves on the trustees' Literature, Corrections, Retirement and Finance committees.

John W. (New York, NY) was elected AAWS director in April 2021. He has over 25 years' experience as a non-profit executive, specializing in resource development, strategic planning and governance. John has also served in a leadership capacity on various civic and nonprofit boards over the last two decades. As the Panel 67 delegate for Area 49, he served on the Conference Literature Committee, which he chaired in 2018, as well as on the Archives Committee. John serves on the trustees' Literature, Conference, Public Information and ad hoc Orientation committees.

Class B Trustees elected by the General Service Board following the 2024 Conference

Charles H. (Lincoln, Nebraska) was elected West Central Regional Trustee in April 2024. A past delegate for Area 41 (Panel 56) he served as GSR for his home group, There Is a Solution, was DCM for District 29, and was one of the first area registrars in Area 41. Charlie has been an active and helpful leader, functioning in many posts throughout the Fellowship. He has been area workshop chair, secretary, and alternate delegate. Charlie was an owner of an insurance agency and was employed as a banker. He has spent many years doing treatment and correctional work. He is now a setup coordinator of his home group and a self-proclaimed retired real estate investor, who still buys and manages many properties.

Gail P. (Victoria, Canada) was elected Western Canada Regional Trustee in April 2024. She previously served as Area 79 delegate (Panel 69). Her many years of service include serving as area treasurer, area alternate chair and Grapevine chair, area chair, alternate delegate, and Literature Committee chair. An active, enthusiastic member of her community, she is on the board of directors for a senior housing facility and has been on the board of other community organizations. From 1996 to 2012, she owned and operated a scuba diving shop and café. Since then, she has been self-employed as a bookkeeper for small businesses.

Nontrustee directors elected by the General Service Board following the 2024 Conference

Nikki O. (Freeport, Maine) was elected AA Grapevine director in May 2024. She is a past delegate (Panel 70) and has been involved in area service as Northeast Regional Secretary/Treasurer, alternate delegate, convention chair, and served for two years on the Grapevine and La Viña committees. Nikki has developed a life and career built upon service and forging partnerships and strong alliances with life-changing organizations across the state. She is director of Clinical Operations in experiential clinical marketing and development. She has been a licensed alcohol and drug counselor since 2006 and a certified clinical supervisor since 2008. Nikki worked as a program development manager for a residential addiction treatment and behavior health treatment program from 2008–2015. She was an advisory group member of a statewide initiative for women and children affected by substance use, 2020–2023, has been involved in statewide strategic planning for health care initiatives, 2022–2023, and received a Leadership Award from the governor in 2015.

Class A Trustee elected by the General Service Board following the 2024 Conference

Dawn M. Klug (Asheville, North Carolina) was elected Class A trustee in April 2024. She has been chief operating officer and owner of the Employee Assistance Network since 2002. Dawn is a Licensed Mental Health Counselor in North Carolina. She served as an Employee Assistance Program Coordinator for Mental Health Services of Catawba County as well as a program therapist for Inpatient and Intensive Outpatient Programs, providing chemical dependency treatment at Horizon Health at Rowan Regional Medical Center. From 2012 to 2016, she was instrumental in developing and presenting Employee Assistance Program Association Conferences, an Addictions Professional Conference, and the Alcoholics Anonymous Convention in Atlanta, Georgia. Dawn earned a Bachelor of Science degree in Psychology and a Masters in Mental Health Counseling. Over the years she has held offices in the North Carolina Employee Assistance Professionals Association (NCEAPA)—from Treasurer to Vice President to Past President. Dawn has sat on the Board of Directors for the International Employee Assistance Professionals Association, and in 2018 she received the John Burke President's Achievement Award, NCEAPA. At present, she is the current Vice Chair of the Asheville Humane Society.

Area Delegates

What do panel numbers mean? Delegates to each Conference are made up of two "panels." One is even-numbered and includes those elected to start serving in an even year. The other is odd-numbered and includes those elected to start serving in an odd year. The 74th Conference includes Panel 73 (delegates now serving for their second year) and Panel 74 (new delegates).

1. ALABAMA/ NORTHWEST FLORIDA (Panel 73)

Tomy G., Pike Road, AL

2. ALASKA (Panel 74)

JoEllen L., Anchorage, AK

3. ARIZONA (Panel 74)

Blas A., Mesa, AZ

4. ARKANSAS (Panel 73)

Jeannie M., Bentonville, AR

5. SOUTHERN CALIFORNIA (Panel 73)

Douglas S., Downey, CA

6. NORTHERN COASTAL CALIFORNIA (Panel 73)

Eric L., Saratoga, CA

7. NORTHERN INTERIOR CALIFORNIA (Panel 74)

Matthew L., Meadow Vista, CA

8. SAN DIEGO/IMPERIAL CALIFORNIA (Panel 74)

Richard O., San Diego, CA

9. MID-SOUTHERN CALIFORNIA (Panel 74)

Alex (Alexandra) W.,
Redondo Beach, CA

10. COLORADO (Panel 73)

Sarah M., Boulder, CO

11. CONNECTICUT (Panel 73)

Mary E.-K., Colchester, CT

12. DELAWARE (Panel 74)

Iilir M T., Camden Wyoming, DE

13. DISTRICT OF COLUMBIA (Panel 73)

Lynette D., Washington, DC

14. NORTH FLORIDA (Panel 73)

Mary A., Indian Harbour Beach, FL

15. SOUTH FLORIDA/BAHAMAS/ VIRGIN ISLANDS/ANTIGUA (Panel 73)

Cary W., Sebring, FL

16. GEORGIA (Panel 74)

Liz W., Savannah, GA

17. HAWAII (Panel 73)

Thomas G., Kailua, HI

18. IDAHO (Panel 74)

Kade W., Hagerman, ID

19. CHICAGO, ILLINOIS (Panel 73)

Tom F., Oak Lawn, IL

20. NORTHERN ILLINOIS (Panel 74)

Erik L., Naperville, IL

21. SOUTHERN ILLINOIS (Panel 73)

Thomas (Tom) H., Makanda, IL

22. NORTHERN INDIANA (Panel 73)

Michael (Mike) M., Schererville, IN

23. SOUTHERN INDIANA (Panel 74)

Paul L., Indianapolis, IN

24. IOWA (Panel 73)

Julie S., Cedar Rapids, IA

25. KANSAS (Panel 74)

Bridget B., Topeka, KS

26. KENTUCKY (Panel 74)

Corey D., Owensboro, KY

27. LOUISIANA (Panel 73)

Molly E., New Orleans, LA

28. MAINE (Panel 74)

Allen S., Bucksport, ME

29. MARYLAND (Panel 74)

Terry P., Columbia, MD

30. EASTERN MASSACHUSETTS (Panel 73)

Suzanne S., Dedham, MA

31. WESTERN MASSACHUSETTS (Panel 74)

Stephen M., Holyoke, MA

32. CENTRAL MICHIGAN (Panel 73)

Kate L., Jackson, MI

33. SOUTHEAST MICHIGAN (Panel 73)

Jan V., West Bloomfield, MI

34. WESTERN MICHIGAN (Panel 74)

Ed B., Kentwood, MI

35. NORTHERN MINNESOTA (Panel 74)

Diane R., Hibbing, MN

36. SOUTHERN MINNESOTA (Panel 73)

Meg H., St. Paul, MN

37. MISSISSIPPI (Panel 74)

Katherine Y., Waveland, MS

38. EASTERN MISSOURI (Panel 73)

Rebecca H., Peters, MO

39. WESTERN MISSOURI (Panel 73)

Debbie H., Lee's Summit, MO

40. MONTANA (Panel 73)

Kacie N., Kalispell, MT

41. NEBRASKA (Panel 74)

Nick K., Omaha, NE

42. NEVADA (Panel 73)

Jake S., Henderson, NV

43. NEW HAMPSHIRE (Panel 74)

Sue W., Merrimack, NH

44. NORTHERN NEW JERSEY (Panel 73)

Marcheta B., Plainfield, NJ

45. **SOUTHERN NEW JERSEY** (Panel 74)
Wendy M., Hammonton, NJ
46. **NEW MEXICO** (Panel 74)
Kerri K., Los Lunas, NM
47. **CENTRAL NEW YORK** (Panel 73)
Christopher M., Fairport, NY
48. **NORTHEASTERN NY** (Panel 74)
Guy K., High Falls, NY
49. **SOUTHEAST NEW YORK** (Panel 73)
Jo Ann D., Jamaica, NY
50. **WESTERN NEW YORK** (Panel 74)
Stephen J., Buffalo, NY
51. **NORTH CAROLINA** (Panel 73)
Julie R., Raleigh, NC
52. **NORTH DAKOTA** (Panel 73)
Rachel M., West Fargo, ND
53. **CENTRAL & SOUTHEAST OHIO** (Panel 73)
Edwin A., Columbus, OH
54. **NORTHEAST OHIO** (Panel 73)
Timothy H., Jefferson, OH
55. **NORTHWEST OHIO** (Panel 74)
Kimbrough P., Grand Rapids, OH
56. **SOUTHWEST OHIO** (Panel 74)
Warren G., Dayton, OH
57. **OKLAHOMA** (Panel 73)
Ryan F., Coweta, OK
58. **OREGON** (Panel 74)
Penny H., Newberg, OR
59. **EASTERN PENNSYLVANIA** (Panel 73)
Peter B., Birdsboro, PA
60. **WESTERN PENNSYLVANIA** (Panel 73)
Jon C., Canonsburg, PA
61. **RHODE ISLAND** (Panel 74)
Tricia D., Saunderstown, RI
62. **SOUTH CAROLINA** (Panel 74)
Rick P., Clover, SC
63. **SOUTH DAKOTA** (Panel 74)
Dave D., Rapid City, SD
64. **TENNESSEE** (Panel 74)
Jimmy W., Soddy Daisy, TN
65. **NORTHEAST TEXAS** (Panel 73)
Richard W., Euless, TX
66. **NORTHWEST TEXAS** (Panel 74)
Melinda W., Lubbock, TX
67. **SOUTHEAST TEXAS** (Panel 73)
Rick M., Lake Jackson, TX
68. **SOUTHWEST TEXAS** (Panel 74)
Kenneth (KC) H.,
Corpus Christi, TX
69. **UTAH** (Panel 73)
David R., Fillmore, UT
70. **VERMONT** (Panel 74)
James T., Montpelier, VT
71. **VIRGINIA** (Panel 73)
John P., Midlothian, VA
72. **WESTERN WASHINGTON** (Panel 73)
Crystal S., Sumner, WA
73. **WEST VIRGINIA** (Panel 73)
Paul H.,
Shenandoah Junction, WV
74. **N. WISCONSIN/
UPPER PENN. MICHIGAN** (Panel 74)
Nicholas S.-S.
Chippewa Falls, WI
75. **SOUTHERN WISCONSIN** (Panel 73)
Peter W., Kansasville, WI
76. **WYOMING** (Panel 74)
Steve M., Gillette, WY
77. **PUERTO RICO** (Panel 74)
Julio M., Arecibo, PR
78. **ALBERTA/NWT** (Panel 74)
Karen C., Calgary, AB
79. **BRITISH COLUMBIA/
YUKON** (Panel 73)
Rio D., Prince George, BC
80. **MANITOBA** (Panel 74)
Alice G., Winnipeg, MB
81. **NEW BRUNSWICK/
PRINCE EDWARD ISLAND** (Panel 74)
Marietta M., Stratford, PE
82. **NOVA SCOTIA/NEWFOUNDLAND/
LABRADOR** (Panel 73)
Dwayne M., Stellarton, NS
83. **EASTERN ONTARIO** (Panel 73)
James O. Toronto, ON
84. **NORTHEAST ONTARIO** (Panel 74)
Alan W., Sudbury, ON
85. **NORTHWEST ONTARIO** (Panel 73)
Judy C., Thunder Bay, ON
86. **WESTERN ONTARIO** (Panel 74)
Dan D., Hamilton, ON
87. **SOUTHWEST QUÉBEC** (Panel 74)
André D., Montréal, QC
88. **SOUTHEAST QUÉBEC** (Panel 73)
Céline L., Drummondville, QC
89. **NORTHEAST QUÉBEC** (Panel 73)
Gisele V., Hébertville, QC
90. **NORTHWEST QUÉBEC** (Panel 74)
Debbie L., Ottawa, ON
91. **SASKATCHEWAN** (Panel 73)
Lori R., Saskatoon, SK
92. **WASHINGTON EAST** (Panel 74)
Lisa G., Libby, MT
93. **CENTRAL CALIFORNIA** (Panel 73)
Pablo H., Bakersfield, CA

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■ Delegates Bid Farewell

The final order of business for the 74th General Service Conference were the farewells from the Panel 73 departing delegates rotating out of their two-year term. Because the final night of the conference went late to 11:59pm with floor actions, the farewells were held the following morning, starting at 8am on Saturday April 20th when the 48 rotating delegates took their bingo cards to the microphone for the last time.

We haven't enough space to capture all of the sharing, but here is a sampling of the heartfelt goodbyes.

Thomas G., Area 17, Hawaii said, "With the delegates I have the most differences with, I listen more, and I've been given a different outlook to go back to Hawaii and share my reports. I can be proud of what we did, and I thank you all for treating me with love and tolerance."

Judy C., Area 85, Northwest Ontario, proclaimed that, "This experience been breathtaking for me. It was different last year — and I get mad pretty easily — but for most part I love being part of the process."

Céline L., Area 88, Southeastern Quebec, proclaimed: "Delegates, you come here, and you get exhausted, and you love it."

Mary E.-K., Area 11, Connecticut, expressed gratitude for hearing a Class A speaker at the January, 2024 board meeting and how hearing that story helped her get through a night of a family emergency.

Jake S., Area 42, Nevada, exclaimed: "Yo, Yo, Yo! A.A. saved my life and General Service is a huge part of my recovery."

Gisele V., Area 89, Northeast Quebec spoke with the aid of one of the many hard-working interpreters on site: "I slept like a baby — I slept two hours, and I cried two hours. Conference is very tiring, but also very energizing."

John P., Area 71, Virginia said that he was "enervated, emptied out, and filled with love. Where does this happen except here?"

Douglas S., Area 5, Southern California said, "I used to laugh that you were out of your mind thinking that I could ever be a delegate. Bill W. wrote that it was important for A.A.s to meet with the office and the staff and we are leaving this Conference in good hands with the [Panel] 74s."

Richard (Rick) M., Area 67, Northeast Texas said, "I am extremely proud, we left it all on the field. You have taught me to listen like I don't have an opinion. On one item we voted on, every person at the mic changed my mind! To the 74s — savor every moment because it goes by very fast!" And with that Rick was dinged by the timer bell.

Jon C., Area 60, Western Pennsylvania, said, "Anything that I said that caused personal injury let me know. I don't even agree with every decision I made but I know together we made the best decisions for A.A."

Mary A., Area 14, North Florida, the 74th Conference delegate chair, described being "Grateful, amazed, and tired. Take good care of A.A. This is where service becomes technicolor."

Sarah M., Area 10, Colorado, said, "It has been a pleasure to serve. Past delegate friends said, 'it's just your turn, say what you need to say with love.' She recalled growing up in Katonah and going to the local A.A. meeting for health class, but never knowing that she grew up near Stepping Stones.

Christopher M., Area 47, Central New York, said, "The last three years have been unbelievable, since I first attended as an alternate, though I still see the same concerns we are unwilling to address head on."

Eric L., Area 6, Northern Coastal California, stated, "Alcohol robbed me of my voice, I had a very low bottom, and my home group made me GSR to get me out of the way. I am so glad I got my voice back."

Kacie N., Area 40, Montana, reminded everyone that the commitment as a delegate continues to December 31, "so there is more opportunity to carry water for A.A. I think of the triangle as a bucket and at the bottom of that bucket is a lot of pressure, a lot of water! And thank you to the trustees for not giving up on us."

Ryan F., Area 57, Oklahoma, after identifying himself at the microphone, said, "It's striking that that's the last time I'll say that in this place."

Richard (Rick) W., Area 65, Southeast Texas, passed this advice on to the 74s — "Don't leave anything unsaid."

Crystal S., Area 72, Western Washington, mentioned, "I feel I have not lived up to where we see ourselves five and ten years from now," mentioning AA's involvement with social media in particular.

And finally, one gentleman who will remain anonymous, stated: "I'd like to make a floor motion! I've had the 12th tradition on my heart, and I need to listen to group conscience and 'serve without distinction.' Don't be afraid to go to the mic, but also don't be afraid not to go to the mic."

Buses ready to take the delegates and other attendees to visit Stepping Stones, the historical home of Bill and Lois W. in Bedford Hills, New York, following the close of the Conference.





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