

2020

“A Clear Vision for You”

The 70th Annual Meeting of the General Service Conference of
ALCOHOLICS ANONYMOUS

FINAL REPORT
CONFIDENTIAL

The Seventieth Annual Meeting of the General Service Conference of Alcoholics Anonymous

2020: “A Clear Vision for You”

2020 Final Report

A Virtual Conference

May 16 – 19, 2020

Copyright © 2020 by Alcoholics Anonymous World Services, Inc.
475 Riverside Drive, New York, NY 10115

All rights reserved.

www.aa.org

■ Contents

The 70th General Service Conference Convenes	3	Committee Considerations	54
Greetings	5	Recommendations Not Resulting in Advisory Action	59
Keynote	6	Recommendations Passed by Simple Majority	59
Reports from the General Service Board,		Floor Actions Not Resulting in Advisory Actions	59
A.A.W.S. and Grapevine Corporate Boards		Agenda Items Forwarded	
General Service Board	8	to the 2021 General Service Conference.	59
A.A. World Services, Inc.	12	Area Service Highlights	61
AA Grapevine, Inc.	15	Estimates of Groups and Members	73
Trustees' Committees and Staff Reports	18	Presentations	
Archives	18	Recovery: Who is Missing in Our Rooms?	78
Audit Committee	21	Unity: Practicing Our Principles.	79
Compensation Committee.	21	Service: Keeping A.A. Relevant	80
Conference	21	REDELA (Meeting of the Americas)	82
Cooperation with the Professional Community/		2020 International Convention	84
Treatment and Accessibilities	25	G.S.O. Department Reports	85
Corrections	29	Literature Distributed (A.A.W.S.) — 2019	91
Finance and Budgetary	31	Grapevine Literature Distribution and Circulation.	94
General Sharing Session	33	2020 Conference Committees	95
Grapevine	33	2021 Chairpersons and Alternates	96
Group Services.	34	2020 Trustees' Committees	96
International	34	2020 Conference Members	
International Conventions/A.A. Regional Forums	37	Trustees (General Service Board)	97
Literature	40	Nontrustee Directors	99
Nominating	42	Area Delegates.	102
Public Information.	44	G.S.O. and Grapevine staffs	104
Staff Coordinator	47	Nonvoting Personnel Assisting with	
Finance Report	48	the 70th General Service Conference	104
Conference Advisory Actions	51		
Agenda	51		
Archives	51		
Cooperation with the Professional Community.	51		
Corrections	51		
Finance	51		
Grapevine	51		
International Conventions/Regional Forums	51		
Literature	51		
Policy/Admissions	52		
Public Information.	52		
Report and Charter	52		
Treatment and Accessibilities	52		
Trustees	52		
Conference Floor Motion	52		
Notification of Amendment.	52		
Floor Actions	53		
Floor Actions Declined for Consideration	53		

Anonymity-Protected Digital Edition

This edition of the 2020 General Service Conference Final Report has been formatted to protect the anonymity of A.A. members (who are represented by first name and last initial only) in order to make the report more widely available online. Our many nonalcoholic friends, trustees and employees are noted by their full names.

About the Artwork: The artwork used to illustrate this report was provided by individual Conference members, showing photos of their workspaces and the areas around them. Prior to the Conference a request was made for Conference members to provide photos that could be used to illustrate the report and many complied.

Please wait, the meeting host will let you in soon.

GSC General Session



■ The 70th General Service Conference Convenes

With a little help from our friends — a handful of tech consultants, Zoom operators and meeting “ushers” — the 70th General Service Conference convened virtually on Saturday, May 16, 2020. Originally scheduled for the third week in April, the annual Conference for the U.S./Canada service structure was postponed due to the COVID-19 pandemic, opening the door to a historic first: digitally drawing together 135 Conference members from Hawaii to Newfoundland, across multiple time zones, in three languages, to do the business of A.A. in the U.S. and Canada.

Getting to this historic moment did not happen overnight, and the process began with the difficult decision of the General Service Board not to hold the Conference in person in New York, as had been done for the previous 69 Conferences. It was a decision made after long and thoughtful consideration, even with no obvious alternative visible on the uncertain horizon of the worldwide pandemic.

Closely following that decision, the wheels began turning in search of a viable alternative — one that would hold in balance the multiple schedules, language needs, technical capabilities and differing digital skills of Conference members and non-voting logistical and support staff. With input from all quarters, solutions to the many challenges began to coalesce, with dates reset, schedules drawn up, digital practice sessions undertaken,

and tech training offered to those who might need it.

Following the determination from the General Service Board that only “essential business” would be undertaken by this virtual Conference — with “essential business” defined to include Conference committee meetings and reports, board reports, trustee elections, a few presentations, and debate and voting on Conference committee recommendations — one of the initial concerns focused on how to condense and transition a sprawling agenda originally scheduled for a six-day, in-person Conference into a four-day, virtual Conference, with limited time available for meetings and discussion. To accommodate this new, tighter format, each Conference committee met via Zoom prior to the rescheduled Conference to make a detailed evaluation of their original agendas and to pare them down to a manageable size given the narrower time frame. No items were tossed, and any item that didn’t fit on the abbreviated agenda was automatically forwarded to the 71st General Service Conference in 2021.

There is more to the General Service Conference than business, however, and another principal challenge was determining how to enable the interpersonal connectivity so vital to the spiritual nature of the Conference itself. With no hotel hallways to wander or to congregate in, no meals shared around communal tables, no post-meeting ice cream adventures on the streets of New York City or the wooded pathways in Rye, how could participants

build the kind of fellowship on which we alcoholics thrive — and which is critical to the work of the Conference?

With this in mind, a number of events were built into the schedule to allow for some measure of social connectivity and personal sharing, starting with a half-hour digital hospitality session each day and followed by the virtual Serenity Group meeting each morning. Additionally, a Gratitude Booth was set up for Conference members to record two-minute messages for other Conference members; and many attendees spent their time during scheduled breaks and before meetings in front of their computers spotlighted in their Zoom squares dancing to music selected by the tech director and sending messages back and forth through the Zoom chat feature. And, not to be outdone, G.S.O. staff member Irene D., hosted a virtual DJ dance party and ice cream social one evening, featuring a musical journey through the years, from Bill Haley and the Comets, the Ronettes, the Funkadelics and the Bee Gees to Pharrell Williams singing “Happy.”

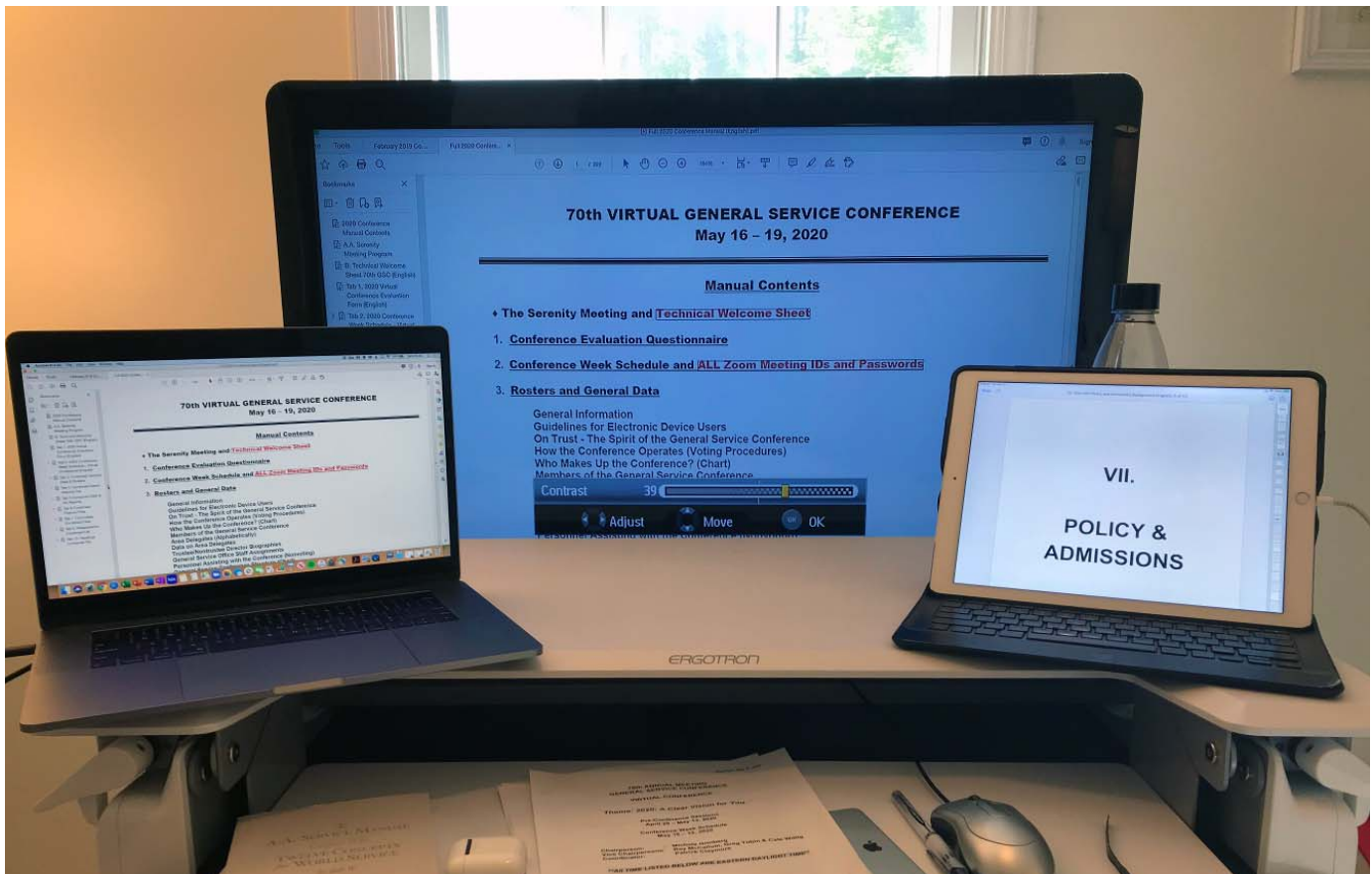
On a deeper level, as noted by Tom A., rotating West Central regional trustee, in his keynote address, spirituality could be found in the challenges of the Conference itself and the issues facing the Fellowship as a whole. “I’d suggest to you that our unique situation with this virtual Conference provides us with many opportunities for spiritual growth,” he said in a prerecorded video message for all Conference members. “Yes, there are fresh problems and let’s hope few if any acute perils, but regardless, our unity is paramount in envisioning the future and archi-

tecting the structure to accomplish our tasks.”

Addressing a broad range of issues, the 70th Conference (made up of 93 delegates, 27 trustees and corporate directors from A.A.W.S. and Grapevine, along with 15 General Service Office, Grapevine and La Viña staff members) worked its way through its essential business, formulating a path forward for the Fellowship. Not without controversy and important questions of process, procedures and the relationship between the boards and the Conference itself, the Conference sought to acknowledge changing times and to articulate solutions for engaging diverse populations not being reached effectively with the A.A. message.

Not all Conference discussions resulted in Advisory Actions, with many of the important matters put forward in “committee considerations” — more informal suggestions and guidance from each committee on how best to carry the message.

The reality of the COVID-19 pandemic and the impact it is having on the Fellowship — not the least of which is financial — was never far from the thoughts of Conference members. As noted in her prerecorded corporate report, Cathy B., the current board chair of A.A.W.S., stated that 2020 could be dubbed “the year of disappointments” — the cancellation of the 2020 International Convention and two Regional Forums, the postponing of the Conference itself, and other rippling effects of the pandemic, both inside and outside the Fellowship. Yet, in a closer look, she noted, we can see



that along with the disappointments have come some opportunities. The Fellowship quickly stepped up and began organizing digital meetings; service-minded A.A.s set up virtual workshops; and central/intergroup offices scrambled to keep their meeting lists up to date with the most current digital information. “Ours is a society based on service and dependent on action,” said Cathy, closing with a quote from Bill W.: “‘To serve A.A. is to live.’”

Focusing on A.A. unity and what binds us together, Michele Grinberg, nonalcoholic chair of the General Service Board and one of the Conference chairs, shared in her General Service Board report how much she was looking forward to the Conference, saying that “Bill W. would be pleased” with how the Fellowship is embracing new technology and “the ‘colossus of communication.’”

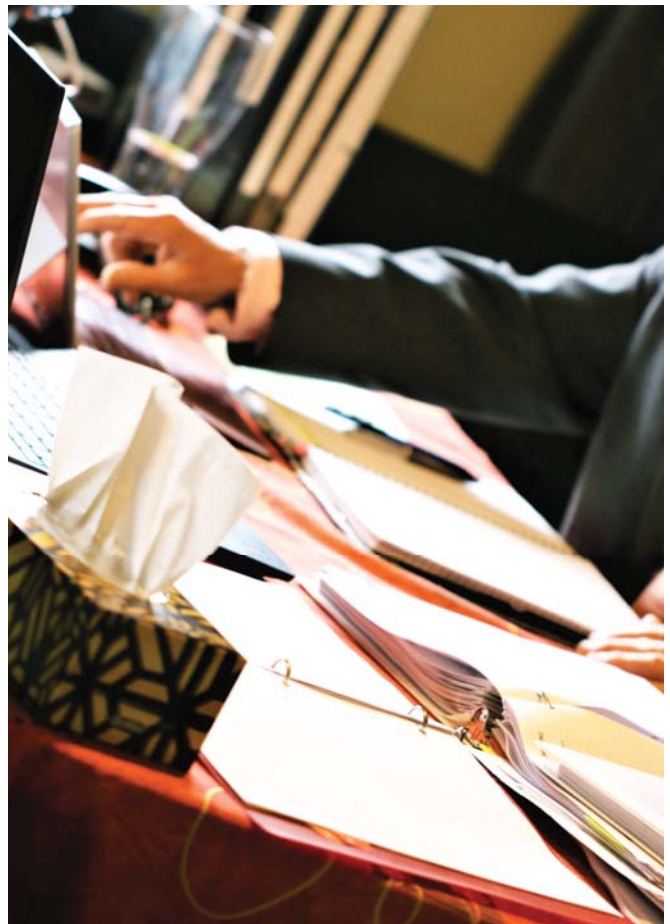
Additionally, in her welcoming remarks to the 70th General Service Conference, she stated what was becoming clearer and clearer to each Conference member, in sync with the theme of the 70th General Service Conference, “2020: A Clear Vision for You”: “Our society is changing,” she noted, and then suggested with a characteristic smile, “Let’s grow in service, together.”

For any of the 135 Conference members and all of those participating in support, it will be a long time before anyone forgets the instruction issued by the Conference chairs on a regular basis: “If you would like to be recognized, please raise your digital hand and you will be unmuted.”

Greetings

Hello, my name is Ray McC., alcoholic and Panel 69 delegate from Area 91, Saskatchewan, Canada. As the delegate chairperson of the 70th General Service Conference, I have the honor and privilege to give the welcoming address to you, my fellow Conference members. So, welcome fellow delegates, trustees, directors, General Service Office and Grapevine/La Viña staff. I would also like to welcome Michele, our board chairperson, and Greg, our G.S.O. general manager. Welcome all.

The 70th Conference Theme is “2020: A Clear Vision for You.” Many things come to mind from this statement, but I believe that we at this level of service have been given a gift from our Creator and endorsed by the Areas that we serve to have the vision here at the 70th General Service Conference to carry on the work and message to the still-suffering alcoholic. To be free from what obstructs or is unneeded, to enlighten, to exonerate, to open are a few meanings of clear. Vision: sight, perception, apparition, dream, desire, goal or idea; that which is seen, a spiritual experience. Bill W. wrote in *The Language of the Heart* (page 290), “Vision is, I think, the ability to make good estimates, both for the immediate and for the more distant future. Some might feel this sort of striving to be a sort of heresy because we A.A.s are constantly telling ourselves, ‘One Day at a Time.’ But that valued maxim really refers to our emotional lives and only means that we are not to



repine over the past nor wishfully fantasy or daydream about our future.”

Bill W. also wrote in the Big Book, “A Vision for You” (page 161), “They knew they had a host of new friends; it seemed they had known these strangers always. They had seen miracles, and one was to come to them. They had visioned the Great Reality — their loving and All Powerful Creator.” I ask the Creator to bless and keep us, the 70th Conference members, on a clear vision as we carry on the work of A.A.

I especially want to welcome the Panel 70 delegates to this spiritual and humility-filled great week we have ahead of us. We, the Panel 69 delegates, went through this experience at the last Conference. Please ask and lean on us for support. This is a fantastic Fellowship that the Creator has blessed us with, and it grows in size as we all trudge the Road of Happy Destiny.

There is one God looking down on us all. We are children of the one God. God is listening to us. I was always told by my sponsor to “look it up in the Big Book,” and his favorite saying to me was, “What would the Master do?” So, I want to finish with a few more excerpts from the Big Book. “We never apologize to anyone for depending upon our Creator. We can laugh at those who think spirituality the way of weakness. Paradoxically, it is the way of strength. The verdict of the ages is that faith means courage. All men of faith have courage. They trust their God. We never apologize for God. Instead we let

Him demonstrate, through us, what He can do. We ask Him to remove our fear and direct our attention to what He would have us be. At once, we commence to outgrow fear” (page 68).

“If what we have learned and felt and seen means anything at all, it means that all of us, whatever our race, creed, or color are the children of a living Creator with whom we may form a relationship upon simple and understandable terms as soon as we are willing and honest enough to try” (page 28).

And one more from Bill W., that is my wish for all of us as we carry on the business of A.A. at the 70th General Service Conference: “Faith is more than our greatest gift; its sharing with others is our greatest responsibility. May we of A.A. continually seek the wisdom and the willingness by which we may well fulfill that immense trust which the Giver of all perfect gifts has placed in our hands” (Grapevine, April 1961).

Ray McC., Saskatchewan, Delegate Chair

Keynote Address

My name is Tom. I am an alcoholic and the West Central Regional Trustee. I want to welcome the Area delegates, board members, staff, emeriti and all others with us here today. I never thought our sharp focus on singleness of purpose would be characterized by “Zooming” into the Conference, but here we are, properly distanced by our IP addresses, some of us thousands of miles from the other, as we focus on our Conference theme, “2020: A Clear Vision for You.”

I’m not going to mince words right now. We have four six-hour sessions to take care of A.A.’s essential business. Personally, I believe this will be a priceless lesson for A.A. We are here to keep the heart of A.A. beating. We will scrutinize and determine what A.A. needs, not what we want for A.A. — yes, needs versus wants. This is the A.A. of the Bill W. era: essential services, corporate poverty (which Bill called a chief safeguard for the future). Let’s utilize the one thing of extreme value that A.A.s always rely on, which is our experience. Blend that with grace, and through divine alchemy we shall create a bonding agent that cements our unity as we chart the course of A.A.’s future with precedence and certainty. How do we know we will be okay, and indeed, productive as trusted servants? Because we have not one but six Warranties! Now those are real guarantees — if we practice them.

Actually, I want to provide a very practical suggestion to make us most effective, or as we say, “of maximum service.” We have the best toolkit in the world for A.A., and that is our Twelve Traditions. My suggestion is for us to begin — not just end — our discussions by applying the Twelve Traditions to whatever subject matter is being considered. When we filter our decisions through the Traditions, we have confidence in correct, spiritual solutions in a material world.

They will not fail you: The Traditions are the

results of tests and trials, and A.A. has the battle scars — all healed through love and service — to face whatever new challenges shall be brought to us. That, and prayer. No time will be better used this week than if you pause when in doubt and ask that “not my will but Thy will be done.” Let’s serve in a most altruistic fashion and recognize that all of us are fallible and flawed, but our hearts and intentions are sincere. Let’s lead by example as true trusted servant-leaders who will relinquish our own wills to a loving God’s will, speaking to us through the group conscience.

Bill wrote of a vision for A.A., which happened on his first day of sobriety. He said, “My thoughts began to race as I envisioned a chain reaction among alcoholics, one carrying this message and these principles to the next.” Bill clearly had 20/20 spiritual vision that day — likely through a new pair of glasses and an unaccountable transformation.

As I prepared for this keynote, I reviewed how Bill portrayed the need to use vision in our service work. I was quite surprised — and pleased — to see how he characterized vision for A.A. as first looking back and then looking to the future. He shared that “clear vision for tomorrow comes only after a real look at yesterday.” Bill makes the point that if we humbly meditate upon our great yesterdays, God will grant us our vision of tomorrow. Yes, what you have been doing to strengthen your recovery is exactly what is needed to be a successful delegate to the virtual 70th General Service Conference. So, I submit to you that we will be most effective in our work together if we practice the very basic principles and actions that brought us here.

At the 1960 International Convention, Bill again gives us direction and reassurance on the vision of the future: “But the future would still lack its full use and meaning did it not bring us fresh problems and even acute perils — problems and perils through which we can grow into true greatness of action and spirit.” If Bill only knew what those fresh problems and perils would be, like a virtually quarantined continent! He goes on to note that we here today symbolize the unique and loving communication that is ours in this inclusive Fellowship — to carry this message to fellow alcoholics everywhere. I’d suggest to you that our unique situation with this virtual Conference provides us with many opportunities for spiritual growth — yes, there are fresh problems and let’s hope few if any acute perils, but regardless, our unity is paramount in envisioning the future and architecting the structure to accomplish our tasks.

The lack of any vision whatsoever is to be blind. This

“My thoughts began to race as I envisioned a chain reaction among alcoholics, one carrying this message and these principles to the next.”

concept can be quickly connected to a term Bill used to describe the behavior of our Fellowship, when he spoke more than once of “flying blind” periods. He first used it to describe A.A. in the early years. Listen to this, when he was describing the first three years of A.A.: “It was a time of ‘flying blind’ when we feverishly sought the principles upon which we might stay sober and assist the few alcoholics who came around and wanted to do likewise.” Please note, my Conference friends, that Bill clearly stated principles are the solution. In the early 1940s, Bill said it again in a Grapevine article: “... each new beachhead had to go through its flying blind and its pioneering period just as we had done in the United States.” And finally, when Lois and Bill took the six-week trip to Europe in 1950, he wrote, “Depending on the stage of progress, the foreign groups of that day were either flying blind or reached the fearsome and sometimes quarrelsome state of adolescence.”

I share this with you because something was missing in all these cases that characterized the reason they were flying blind: in all of these cases, they did not have the principles to provide navigation tools to assist in the flying. Indeed, virtually all commercial flying today would be considered flying blind if the sophisticated electronics in the cockpit weren’t available. Rather, from takeoff to landing, a pilot today has all the tools necessary to fly without their own limited vision. Instead, the pilot can rely on instrumentation that guarantees a successful flight. We, too, now have that instrumentation embodied in the Steps, Traditions and Concepts. With these, we cannot fail. Very recent examples include that we have the Traditions to direct us how to set up a Zoom meeting so we maintain each member’s anonymity while insuring we are available and that our members’ common welfare comes first; or if it is a government check that is available to organizations, we know that is not for us because we have a Seventh Tradition that clearly states we do not accept outside contributions. Instead, let me share the eloquent words of one of the finest A.A. members I know: “It really comes down to a couple things: 1) Do we have the faith that our Higher Power will help us find the right path to follow? And 2) Do we really have faith that our Traditions are in fact based on spiritual principles? If #2 is true, then those principles will work in all places, under all circumstances and in all situations. The question is, do we have faith in our Higher Power and our principles? Or, are we committed to proving that we have power in this situation? It’s another one of those A.A. paradoxes: We want to prove we have power by leveraging what we ‘think’ we can gain,

“He shared that ‘clear vision for tomorrow’ comes only after a real look at yesterday.”

when the true spiritual power is really in what we are willing to sacrifice.” So, once again, we have certainty, not uncertainty, and confidence because our experience is not unprecedented.

I close with this: Bill tells us that “vision is the very essence of prudence. Hence, as we look to the past, inventory our plans and options, and make our best calculations for the future based on differing conditions, let us search with clear vision to find the flaws and gaps in our communications and structure using imagination, courage and dedication. Let us plan for the future within the practical application of our Twelve Traditions, ever-mindful of the still-suffering alcoholic who has not crossed the threshold of an A.A. meeting, while always insuring that our common welfare comes first.” Bill shares in *Our Great Responsibility* that, “as we move onward toward our destiny, we must always remember that God in his wisdom has granted us three precious graces: freedom from a deadly affliction; a life experience that enables us to carry the priceless freedom to others; and a vision, ever-widening, of God’s reality and His love. May we of Alcoholics Anonymous remain ever worthy of these three gifts of grace and of the supreme responsibilities that are now ours, for so long as a bountiful God may wish A.A. to endure.”

And I assure you, grace shall fill the gaps to insure our unity in service as we gather for A.A.’s virtual 70th General Service Conference.

Tom A., West Central Regional Trustee



■ Reports from the General Service Board, A.A.W.S. and Grapevine Corporate Boards



General Service Board Report

Greetings and welcome to the historic, entirely virtual 70th General Service Conference; especially I welcome those who are attending for the first time. Also, welcome and thank you to our unsung associates — the G.S.O. employees working quietly behind the scenes to make this Conference run smoothly, as well as the employed staff who are working with us and are also doing their work as Conference members; and, of course, our talented interpreters and translators making sure we all have access to the information presented. As I have traveled to meet and share with members of the A.A. Fellowship, I have learned how important it is to the health and growth of our service structure for all of us to make sure our service activities are accessible in our four most frequently used languages (English, French, Spanish, American Sign Language). Thank you to our interpreters for helping us to open the doors more widely to A.A. service.

This week, due to the impact of COVID-19 on all of us, we are meeting “our great responsibility” of holding a Conference using web-based videoconferencing. What

an amazing world we live in that this is even possible. I have to think that our co-founder Bill W. would have been excited and pleased that we are using new technology to communicate. However, because we are in our infancy in successfully using the video platform, I ask you to confine your work to the essential business and any other critical matters that must be completed this year. I have found that there are few emergencies in A.A.; rather, the Conference guides and advises upon all matters presented as affecting A.A. as a whole (Conference Charter, paragraph 4). Further, as the Conference Charter states in paragraph 3, “The Conference will act for A.A. in the perpetuation and guidance of its world services, and it will also be the vehicle by which the A.A. movement can express its view upon all matters of vital A.A. policy and all hazardous deviations from A.A. Tradition.” Thus, this week we embark together on work grounded in the spiritual principles embodied in the Steps, Traditions and Concepts, work that will help us to carry our lifesaving message of hope and recovery, while respecting the limitations that circumstances have imposed.

Since the last Conference, your General Service Board has met four times: for the annual Members’ meeting in

May 2019, and for its regularly scheduled quarterly board meetings in July 2019, November 2019 and February 2020. Also, in our role as good servant leaders (Concept IX), we gathered for an orientation session and board leadership day in June that occurred immediately following the affiliate boards' meetings. We have continued to review and develop the board's Strategic Plan, first developed in 2016 and most recently updated in 2019. It is a living, evolving document and has greatly helped us to organize the board's efforts and develop a coherent working vision for the future. In this regard, we always welcome your thoughts and contributions to help guide us. Given the profound needs of both suffering alcoholics and those recovering from alcoholism to find A.A. when meeting doors are closed due to this public health crisis, it will be incumbent on the board to embrace a revised strategic plan as its guidepost. The board will be looking at new ways to help you and to help our public information efforts strengthen the hand of A.A.

Over the past year, the work of the board has covered a broad range of issues and, as I review some of the highlights, I would like to call your attention to the in-depth trustees' committee reports that appear in your Conference Manuals. These reports will provide greater detail into the work the board, through its committees, has undertaken throughout the year with much assistance from our talented staff. Indeed, much of what the board and its committees do is to define the work that the G.S.O., under our general manager, Greg T., performs — responding to literally tens of thousands of requests for information and guidance per year; developing the projects sent forth from Conference as approved by the trustees; publishing an array of books, pamphlets, PSAs and other important audio/visual materials; and coordinating events such as this Conference, Regional Forums throughout the U.S. and Canada, and international events such as the International Convention and the World Service Meeting, which will be taking place later this year. We ask a tremendous amount of our staff and employees, many of whom are not alcoholic. So, please be sure to thank them this week.

In May 2019, following the 69th General Service Conference, the General Service Board welcomed three new Class B trustees: Jimmy D., Southwest regional trustee; Francis G., Northeast regional trustee; and Patricia LaN., trustee-at-large/Canada. We also welcomed two new Class A trustees to the board: Sr. Judith Ann Karam of Richfield, Ohio, and Al J. Mooney of Cary, North Carolina. And, at the end of this year's Conference, three trustees will rotate: West Central regional trustee Tom A., Western Canada regional trustee Cate W. and general service trustee Carole B. In addition, Homer M., nontrustee director on the A.A.W.S. board, will rotate after serving since 2016. We are grateful for the dedication, self-sacrifice and tireless service these trusted servants have exhibited and the many miles traveled in fulfilling their duties on behalf of the Fellowship. I will miss working with them. Yet, as our principle of rotation keeps us moving ever-forward, later in the week, new trustees will be elected for these

openings, and new slates of corporate officers will be presented, for disapproval if any.

Our two affiliate corporate boards, A.A.W.S., Inc. and AA Grapevine, Inc., have been busy throughout the year, addressing a broad range of business concerns and developing plans for the future. You will hear from each of these boards individually regarding their activities over the past year. I want to report to you that communication among the three board chairs remains excellent and is instrumental to the ongoing collaboration that has developed among the three arms of our current corporate structure.

Four projects have been a focal point for the General Service Board, A.A.W.S and Grapevine throughout the year: 1) the implementation of the ERP (enterprise resource planning) NetSuite system at G.S.O.; 2) the development and inauguration of our new Communication Services department; 3) the acquisition and construction of new office space to accommodate G.S.O. growth, as well as hosting our wonderful visitors; and 4) the movement of both A.A.W.S. and Grapevine towards an enhanced digital presence that reflects the needs of our 21st-century Fellowship and that will help us to reach new populations of suffering alcoholics, as well as the professional communities who might refer people to A.A. None of these projects — while vital to our future — has come without difficulties, growing pains and expense. Nevertheless, each one helps to point us forward and better position us to help you carry our message of hope and recovery, and the office to meet its public information function.

1) The ERP project, launched in August 2019, is designed to locate the many office-wide business systems onto a singular, integrated platform, ultimately allowing greater flexibility, control, data and accessibility to a multiplicity of users. "My Portal" is replacing FNV and training for area registrars has begun. The learning curve has been steep with the new system and has resulted in unexpected cost overruns, as well as implementation delays for My Portal and other processes. Yet, with the lessons learned through this difficult year, management feels confident the project is now moving in the right direction with the right people, and the necessary steps have been taken to ensure full utilization of the system to maximize the many benefits it will generate for the Fellowship.

2) In November 2019 the new Communication Services department was inaugurated. Evolving out of the Communication Services assignment, the department will be responsible for development, implementation and analytics for the A.A. website, YouTube channel and Meeting Guide app, as well as various communications, digital media projects and initiatives. The new department will act as an internal agency supporting G.S.O., A.A.W.S., AA Grapevine and the General Service Board, a kind of general service hub that will help provide more consistent and more attractive messaging. We expect the department to work closely with the Public Information desk and the Publishing department. Indeed, I am informed that the Communications Service department is already overwhelmed with internal requests. I take that

as a good sign that it is satisfying an unmet need. And now, with our message only being available in the digital space, this department is more important than we could imagine only three months ago. I am pleased to report that our Public Information desk has worked with a variety of third parties to get wonderful A.A. messaging out. The media coverage of A.A. moving to online meetings has been largely positive and helpful.

3) As G.S.O. continues to grow and respond to the needs of the Fellowship, it was determined by G.S.O. management that additional office space would be needed to accommodate necessary expansion. After consultation with a number of architects and space allocation experts, and with the A.A.W.S. board, the best available option became space that opened up on the eighth floor. A lease, running concurrently with our existing space on the 11th floor, was signed, and renovation has begun. It was decided that relocating the Publishing department to the eighth floor would be the least disruptive to the General Service Office. Publishing is scheduled to move into the new space later this spring.

4) In terms of our numerous technology efforts, Grapevine is currently leading the way, with a redesign of its website that was launched in January of this year, with La Viña web pages soon to follow. The G.S.O. website is also in the process of a comprehensive redesign and is expected to launch in 2020. The A.A.W.S. YouTube channel is being populated with PSAs, expanding the reach of the A.A. message. Similarly, AA Grapevine is populating its YouTube channel.

Also, on the audio/video front, we released the “Twelve and Twelve” and the Big Book of *Alcoholics Anonymous* in American Sign Language, and those same two books plus *Living Sober* as audiobooks in three languages. The new ASL translations were undertaken because of an expressed need by the A.A. Deaf community, and the entire process involved input from the Fellowship.

Our Publishing department has enlarged our digital book publications (distributed via Apple, Amazon and Barnes & Noble). Almost all (except a few of the illustrated historical titles) of our book and booklet titles in English, French and Spanish have been converted into e-books. The Big Book and “Twelve and Twelve” are the two most downloaded titles.

And in efforts to expand the reach of A.A. materials via e-book format, the A.A. World Services Board in 2019 approved granting licenses (via amendment to existing licenses) to international A.A. entities to produce and distribute A.A.W.S.-copyrighted e-books in their languages. This was based on a successful “test” that German-speaking Europe undertook with the German Big Book in e-book format.

Finally, the new video “Your General Service Office, the Grapevine and the General Service Structure” is almost ready for distribution, as is a new video about Regional Forums.

We continue our research and development of effective use of search engine optimization (SEO). Let me share an example I experienced of the importance of keywords for SEO, which requires proper labeling of our documents,

videos and web pages with keywords. Labeling helps our material and website to be found both on aa.org and in external search engines. The more consistent we are in applying the terms that people are using to find information, the more easily Alcoholics Anonymous will be found by those who need us.

The recent posting of the new video “Young and Sober in A.A.: From Drinking to Recovery” has gotten some great online coverage, thanks to our P.I. desk and team. Because of the inclusion of keywords in the title of the video, in announcements, in a press release and even on the back end of our YouTube channel, aa.org showed up in my search results for “Alcoholics Anonymous,” attached to coverage of the new video. This was the first time in about six years of looking that aa.org showed up in my results. Hopefully, the curious and the desperate will now go to our website where they may find hope and help.

Also, we continue our research into Google Ads/Grants for the purpose of providing information about A.A. to the public. This is another project that may reap the benefits of keyword research and search optimization.

Making access to A.A. meetings more readily available has also taken a step forward with the acquisition and ongoing implementation of the A.A.W.S. Meeting Guide app. It is a huge success. The app is generating approximately 250,000 users per month.

Effectively keeping pace with the world around us, while staying close to our Traditions and fundamental principles, is an ongoing challenge for the Fellowship. *Box 4-5-9* recently presented a helpful three-part series on the technology that is changing the way Alcoholics Anonymous communicates, both inside and outside the Fellowship. Overall, how we relate ourselves as a Fellowship to advancing technology is an important question that will continue to demand ongoing attention, financial resources and thoughtful discussion.

Now, let me address our budget deficit for 2019. More detail will be provided by our board treasurer, Leslie Backus. Greg T., our general manager, will also be available to answer your questions. For 2019, our unaudited deficit amount is -\$600,000. We had projected a surplus. How did this happen? There are four main drivers: the unanticipated overages in our contracted services to implement our NetSuite system; lawyer fees associated with major contracts (including budgeted 2020 International Convention expenses); the reallocation of La Viña expenses to their accurate categories as a service expense — not a Grapevine expense, where the costs showed up previously; and the overly optimistic sales budgeted for our new book, *Our Great Responsibility*.

Mitigating the scope of these costs was the wonderful, continuing support of the Fellowship through its Seventh Tradition contributions. We had a record year! We will continue to honor the Fellowship’s support by providing the services and publications you tell us that you need to carry the message. As you share your reports with your groups/areas/regions, please express our gratitude for this continuing support.

For 2020, our budget is profoundly impacted, and we

will develop a new budget in July when we have a better understanding of our circumstances. We have had to cancel the International Convention. The General Service Conference is being handled digitally. It remains to be decided as to what other in-person events will have to be cancelled or converted to video-conferencing. This comes at a cost as numerous contracts are implicated. We have ramped up our video-conference capabilities, which also has a cost. Book sales are down. In addition, in accordance with the New York governor's and mayor's orders, our employees who are able to are working entirely from home. There is no one in the office to make copies or answer the phones. We are fortunate that we have a reserve equal to about nine months of costs, including wages. We cannot predict how long our society will be shut down nor predict other adverse events. We know that many people are hurting financially. We pray that our employees escape the virus, but there is no certainty for anyone living in New York and New Jersey.

Since the 2019 General Service Conference, Regional Forums have been held in the Northeast, West Central, Southwest and East Central Regions; and one Local Forum was hosted by Area 05 (Southern California) in Los Angeles. Attendance at the 2019 Regional Forums totaled 1,565, including 821 first-time attendees who were able to participate and learn more about our Fellowship services and how the General Service Board, General Service Office, A.A.W.S. and AA Grapevine operate. I was privileged to attend these Forums, and I can tell you that the love for the Fellowship was much in evidence. The discussions were lively and principled. We hope that many more people will become involved in service as a result

of attending forums. I enjoy every minute of this service to you. However, two of the four scheduled forums for 2020 have already been cancelled. We are challenged to find an alternative that makes service exciting to both newcomers and those who know nothing about service.

Also, I want to mention that your trustees have attended and participated in many other A.A. events this past year. At many of these events, we strive to expand the Fellowship's knowledge of opportunities for service. In accordance with our strategic plan of outreach, the board looks for non-service events where we might spread the word about the fun and importance of service. For more information on the scope of these events, look at the last page of the General Service Board minutes from each quarter, where an extensive list of trustee travel is noted. Currently, I know many trustees, like you, are attending video-conference meetings and sharing about service when they can.

Throughout the year, G.S.O. and General Service Board representatives have also attended four Zonal Service Meetings (in Argentina, South Africa, Hong Kong and England), as well as a number of other events around the world, including the 31st General Service Conference of Russia; the 30th General Service Conference of Peru; the 47th General Service Conference of Honduras; the 45th Anniversary Convention of Poland; the 50th General Service Conference of India; the First South America Convention in Paraguay; the 23rd National Service Forum of Portugal; the 21st General Service Conference of Cuba; and the 50th General Service Conference of Guatemala. These events and others marked important milestones for the A.A. Fellowship around the world and offered

Observer: Am... 00:03:47 Greg T., Gene... Hank K A50,... Michele G., Cl... ▶

Recording

00:03:47

Remaining in the break

70th General Service Conference

Zoom Op - EN/FR James O'D

many opportunities to exchange valuable experience of how A.A. can continue serving suffering alcoholics wherever they may be.

Since the 69th General Service Conference, the General Service Board has held three General Sharing Sessions, which have covered the topics “Self-Support — Keeping the Fellowship Aware,” “Our Lives, Our Unity, Our Function Depends on Communication” and “Our Group Conscience.” The presentations each sparked thoughtful discussion, highlighting important issues throughout the Fellowship. Complete copies of these presentations are available and may be requested from the staff coordinator at G.S.O.

The most recent sharing session took place as part of the January 2020 Board Weekend, where the General Service Board welcomed Conference committee chairpersons and the Conference delegate chair, as it has been doing since 1991. During the weekend, delegate committee chairpersons attended an orientation at G.S.O., met with their committee staff secretaries, and participated in sessions of corresponding trustees’ committees. The practice of inviting Conference committee chairs to the January board meeting continues to benefit the Conference process in helping delegate chairs fulfill their responsibilities to the Conference and to A.A. as a whole and has enhanced communication throughout the Conference structure. Additionally, at the suggestion of the 2018 Conference Agenda Committee, a scheduled conference call between each Conference committee and the chairs of the corresponding trustees’ committees was implemented for the second year in a row to review items submitted as agenda items and to talk about items still being considered by the trustees’ committees. By all reports this latest evolution has been well received.

As mentioned previously, another highlight of the year has been the incredible support provided through Seventh Tradition contributions from the Fellowship. The Seventh Tradition remains a cornerstone in any and all discussions about finance, yet beyond the dollars and cents of contributions is the all-important aspect of participation, for which the board is most grateful. We know that a group’s first need is to take care of the rent and other basic service expenses that enable its meetings to be held live or digitally, and to support other local A.A. entities such as intergroup/central offices, as well as district and area service committees that work tirelessly to make A.A. resources available wherever they are needed. So, these contributions to the General Service Board from groups and individuals, whether by putting checks in the mail or making online contributions, have great meaning within our structure, as they represent a trust placed in us by the Fellowship to expand on the important work started and maintained in each A.A. group — the work of helping alcoholics get and stay sober.

These, then, are just some of the highlights of a very active year — a year that has caused us to look at the future with greater focus. I encourage you to think creatively about how to carry the message of A.A. in this new world in which we find ourselves.

And so, as we begin our work, let us reaffirm our

commitment to carrying A.A.’s lifesaving message. The General Service Conference is a gift passed on to us: it is “our great responsibility.” Each of us has an obligation to keep the doors of A.A. open for those who so desperately need it — now and in the future — no matter who they are or where they are from, what their background may be, or what language they speak or sign. Our resolve to communicate effectively with each other both as listeners and speakers — and to bring forward what is best for the future of A.A. and our primary purpose — should be our guideposts and the measure of our successes this week.

I look forward to this Conference, perhaps more than any other in which I have participated. Together we are modelling A.A. servant leadership, and I sincerely thank you for my opportunity to serve this wonderful Fellowship.

Michele Grinberg, Chair

Alcoholics Anonymous World Services, Inc.

Alcoholics Anonymous World Services, Inc. (A.A.W.S.) is a not-for-profit corporation composed of nine directors. Members of A.A.W.S., Inc. are the 21 trustees of the General Service Board, who elect the nine directors responsible for oversight of the General Service Office (G.S.O.). The four main functions of A.A.W.S. are: Services, Finance, Publishing and Archives. Currently A.A.W.S., Inc. holds more than 1,300 copyrights registered with the U.S. Copyright Office and is responsible for licensing A.A. literature to A.A. boards and entities in other countries.

A.A.W.S. directors include two general service trustees and two regional trustees; three nontrustee directors; G.S.O.’s general manager; and the G.S.O. staff coordinator. Essential nonvoting personnel also attend each board meeting to support the work of the board and its committees: G.S.O. services staff, finance director, publishing director, human resources director, G.S.O. archivist, board secretary, and others.

Each year, directors serving on the A.A.W.S. board report to the General Service Conference on A.A. publishing activities, services provided by G.S.O., and other actions undertaken by the board. Collectively, this activity, as requested by the Fellowship, supports the Twelfth Step efforts of members and groups to reach the still-suffering alcoholic and is linked directly to A.A.’s primary purpose.

In this unusual time of the Coronavirus (COVID-19) pandemic, this primary purpose, while remaining constant, has evolved considerably in terms of how we fulfill it. Our year has essentially been split in two: the nearly eight months since the end of the 69th General Service Conference in May 2019 and the few short months since our last A.A.W.S. meeting on March 6, 2020. In this period of time, it seems as if we have operated in two distinctly different realms — one of normal business operations and oversight, and one of completely unprecedented reversal. Our offices had to shut down, with all employees working from home. Our International Convention,

the source of so much interest and excitement throughout the Fellowship, was cancelled. Two Regional Forums have been cancelled, in the Western Canada and Pacific Regions. And this Conference itself has been postponed and ultimately moved to an entirely digital platform. And there are additional changes and adaptations that will be necessary as time moves on.

And yet, we have continued moving forward — as individuals, as board members and as a Fellowship.

In the face of such organizational challenges, it is a privilege to present this summary report on behalf of my fellow directors.

To this point, the A.A.W.S. Board has convened seven times since the 69th General Service Conference: electing officers, receiving reports from G.S.O. management and staff, reviewing updates on services, tracking progress on implementation of Conference and board recommendations, establishing pricing for new and revised publications, discussing requests from A.A. members and non-A.A.s seeking permission to reprint A.A. copyrighted literature, and addressing a wide range of other pertinent matters.

To adequately address the many business matters that come before it, the A.A.W.S. board utilizes the committee system. Committees of the A.A.W.S. board are: Technology/Communication/Services, which addresses the digital content needs of all service assignments and seeks to improve communication between the A.A.W.S. board and the Fellowship, including innovative technologies, and oversees G.S.O.'s A.A. website, Meeting Guide app, YouTube channel and Google for Nonprofits projects; Publishing, which reviews sales results, format requests, reprints, international translations of literature and other publishing matters; Finance, which oversees budgeting and financial results and considers self-support matters; Internal Audit, which reviews all internal audit processes and documentation and sets parameters for any audit changes; and Nominating, which recommends candidates for A.A.W.S. nontrustee director and general service trustee vacancies. The board, in turn, discusses all committee reports and votes on any recommendations presented. In addition, the board conducts long-range and strategic planning. (The A.A.W.S. board met twice in 2019 to conduct strategic planning sessions, which included an all-day session in September; the board has also been researching how to restructure meetings and better utilize technology to increase efficiency and will hold its June meeting virtually.)

Throughout the year, two ad hoc board subcommittees have worked on specific issues: the Self-Support committee and the A.A.W.S. Ad Hoc Committee on Pricing, Discounts and Distribution (known as the Delta committee). The Self-Support committee reviewed self-support materials and new approaches to enhance the board's self-support communications with the Fellowship. The Delta committee reviewed A.A.W.S.'s pricing structure, evaluating possible pricing/discount mechanisms for all A.A.W.S. literature. One important outcome of the work of the Delta committee has been the recent price normalization effort that was implemented on April 15,

2020 with publication of the newly updated and revised A.A.W.S. catalog of A.A. Conference-approved literature and other A.A. material. Overall, the intent of the board has been to adjust its pricing structure to better facilitate access to the message of Alcoholics Anonymous and to provide customers with simpler, more coherent options for purchasing A.A. literature. This effort has resulted in the prices of some items rising slightly and others being reduced.

A number of other critical projects have been undertaken this year, notably the ongoing implementation of the office-wide enterprise resource planning (ERP) NetSuite system and the establishment of a new Communication Services Department within G.S.O.

ERP — The implementation of this system has not come without difficulty and some substantial cost overruns, yet we are beginning to see the positive impact it will have on office operations and the services we provide throughout the Fellowship. Combining multiple office functions on one platform provides a flexibility and cohesion for services to the Fellowship not possible with the previous system. Training on the new system has begun and the integration of My Portal as a replacement of the old FNV application is ongoing. Once fully implemented, the new system will better facilitate the Fellowship's involvement and maintenance of group, district and area records.

Communication Services Department — This new department has taken on oversight of many of our digital efforts and will serve as an internal agency supporting G.S.O., A.A.W.S., AA Grapevine and the General Service Board. Working closely with the A.A.W.S. Technology/Communication/Services Committee, the department is involved in a number of projects that have focused on communications and the development of digital resources to reach the Fellowship and others interested in our program of recovery:

- G.S.O.'s A.A. Website
- YouTube Channel
- Google for Nonprofits
- LinkedIn
- Meeting Guide

Information and progress on all these projects has been reported to the Conference and to the Fellowship throughout the year and each has come into greater focus as the importance of digital resources has been amplified during the Coronavirus crisis.

Forums and Other Events — Prior to the onset of local, federal and international Coronavirus restrictions, A.A.W.S. directors and G.S.O. staff participated in four Regional Forums in 2019: the Northeast Forum in Tarrytown, New York in June; the East Central Forum in Detroit in July; the West Central Forum in Grand Forks in August; and the Southwest Forum in Houston in October.

A.A.W.S. directors and G.S.O. staff members also attended other local and area service events, conferences and conventions, such as:

- The National A.A. Archives Workshop
- The Annual Intergroup/Central Office, A.A.W.S., AA Grapevine Seminar
- The National A.A. Technology Workshop

International — Trustees, G.S.O. management and the International coordinator received invitations from A.A. in other countries and attended a number of events throughout 2019 to share information and experience with A.A. groups and trusted servants in local service structures.

The International assignment has been handling initial planning for the 26th World Service Meeting, scheduled for October 2020 in Rye Brook, New York. Established in 1969 “to carry the message to the still-suffering alcoholic, wherever in the world he or she may be...” the World Service Meeting has been held every other year since 1972, alternating between New York and a city outside the U.S./Canada structure. At this time, it is undetermined if it will be feasible to hold the meeting in person, as currently planned, or if further considerations will ultimately take precedence.

Financial — Complete audited financial details for 2019 will be available soon. The report of the General Service Board treasurer will provide an overview of A.A. finances and the snapshot below covers the period December 31, 2018 to December 31, 2019.

- Contributions for 2019 were \$8,855,697, 5.62% higher than budget and 5.61% higher than 2018. Online contributions for 2019 amounted to \$1,001,083. This compared with \$878,333 in 2018, \$803,909 in 2017, \$565,885 in 2016, and \$434,274 in 2015. The 2019 online contributions account for 11.30% of our total contributions.
- The G.S.O. income statement for 2019 showed a \$313,530 deficit (loss) due to a number of significant variances, one of which was the result of less than budgeted sales of *Our Great Responsibility*. Actual sales for the three languages for 2019 amounted to 34,137 copies, against a budget forecast of 100,000 copies to be sold.
- Additionally, for the twelve months, professional fees were \$277,913 (77.20%) higher than budget and \$129,643 (25.51%) higher than 2018, caused by contract reviews being over budget by \$125,471 for the year. Additional legal fees (general counsel) were also \$142,327 higher than budget, and contracted services were over budget by \$998,651 (83.22%). This variance was caused by ERP costs accounting for \$596,894 over budget.
- *2020 Budget*: In January the A.A.W.S. Board approved a budget for the General Service Office reflecting gross sales of \$14,750,000 and a bottom-line profit of \$1,140. However, given the unforeseen impact of the Coronavirus pandemic and the profound effect it has already had on our fiscal situation, a new budget will be developed in the coming months to better address the realities of our current circumstance.

Publishing Highlights

Big Book and “*Twelve and Twelve*” in ASL on DVD: These two volumes were updated with new translations incorporating current language and signing most familiar in today’s Deaf culture and were reviewed prior to publication by members of A.A. who are Deaf.

“*Young & Sober in A.A.: From Drinking to Recovery*”: Created by young members of A.A., this Conference-approved video was made available as part of the DVD compilation of young people’s videos (available also on the aa.org website).

Audiobooks now available: The Big Book, “*Twelve and Twelve*” and *Living Sober* have been completed as audiobooks in English, French and Spanish.

International licensing and translation: The Big Book is available in 71 languages, with 23 languages pending and 16 new translations in progress, along with five revisions/retranslations. *Twelve Steps and Twelve Traditions* is available in 48 languages, with pending translation in Arabic and a revised Czech translation. *Daily Reflections* is available in 34 languages.

2020 Catalog of A.A. Conference-approved Literature and Other A.A. Material: The new catalog, with “price normalization” and discounting adjustments in place has been printed and mailed and made available on the G.S.O. website.

Large-print materials: The Publishing department will make *As Bill Sees It*, *Came to Believe* and *A.A. in Prison — Inmate to Inmate* available this summer in the new large-print format (in English, French and Spanish), along with the pamphlets “The A.A. Group,” “Questions and Answers on Sponsorship” and “Access to A.A.” (in English, French and Spanish).

Corrections and Prison distribution: Digital distribution and staple-free pamphlet projects are underway.

G.S.O. and Staff Operations

Employees: At the end of 2019, G.S.O. had 93 employees: 46 administrative, supervisory, A.A. staff and exempt professionals, and 47 supporting personnel.

G.S.O. Visitors: In 2019, G.S.O. welcomed more than 3,000 visitors, including many English- and Spanish-speaking groups ranging in size from 10 to 40. Visiting members and guests often attend the open A.A. meeting held at G.S.O. at 11:00 a.m. on Fridays and tour the office. This is an opportunity to see and hear “how G.S.O. works” and for the G.S.O. staff to welcome A.A. members from all over the world.

Archives: Archives responded to over 1,450 requests for information and research in 2019, with over 1,500 new items archived. Projects for 2019 included organizing and scanning records from past A.A.W.S. and General Service Board activities; performing quality checks in the entries of the audio catalog; and converting digital recordings of past General Service Board and General Service Conference

meetings to an audio preservation format. Archives also conducted an annual review of the Archives Disaster Plan and updated sections as appropriate.

A.A.W.S. Updates

Throughout the year, the A.A.W.S. Board has addressed a number of additional matters. The following provides a brief summary:

International Convention — Until its cancellation in March, the board regularly reviewed activity reports and preliminary budget information for the 2020 International Convention in Detroit, Michigan, as provided by Talley Management, our International Convention consultant. The focus now has shifted to refunding registrants and responding to the many questions about airfare, hotel reservations and other associated matters.

G.S.O. Construction — With the recent closing of the Interchurch Center to all tenants because of the Coronavirus, construction has halted on the expansion of office space and relocation of the Publishing department to the eighth floor at 475 Riverside Drive. Prior to the discontinuation of work, a projected move-in date was slated for May. A realistic date will have to be established once work is again underway.

Review of A.A.W.S. Policy on Publication of Literature (per 2019 General Service Conference floor action) — The board approved the following recommendations: that the “A.A.W.S. Policy on Publication: Keeping A.A. Literature Current” (as retitled and amended on January 6, 2020) be approved and forwarded to the trustees’ Literature Committee; and that a draft “Proposed A.A.W.S. Policy on Creation of Video” be forwarded to the trustees’ Literature Committee.

Intellectual Property — With the expansion of digital media, the board has maintained a focus on its intellectual property policies, working with G.S.O.’s Intellectual Property Administrator and, as needed, outside counsel. In 2019, A.A.W.S. granted permission/did not object to 68 requests to reprint from A.A. literature, and denied permission to 62 requests.

Safety service piece — The board reviewed a number of drafts for a proposed service piece on safety that is being developed by G.S.O. staff, along with an informational flyer and a card that could be read at meetings. The work is ongoing and additional input is welcome in order to broaden awareness and provide experience throughout the Fellowship on this important topic.

Overall, it has been a challenging year, with many ups and downs. Yet, through it all, gratitude has remained at the center of our work as a board — gratitude for the opportunity to serve the Fellowship so dear to each and every one of us.

We thank you for your considerable support through this difficult time and look forward to whatever the future holds for Alcoholics Anonymous.

Cathy B., Chair

AA Grapevine, Inc.



Grapevine, Inc. is one of two affiliate corporations of the General Service Board and the multimedia publisher of Grapevine magazine content, available on various platforms and in a variety of formats. AA Grapevine, Inc. also publishes Spanish-language content in La Viña magazine and its related books, CD and audio formats, as well as Spanish-language web pages on aagrapevine.org.

By charter, the AA Grapevine Board consists of seven to 10 directors. Currently there are nine directors: two general service trustees; two regional trustees; three nontrustee directors; one Class A trustee; and the AA Grapevine publisher.

The purpose of the Grapevine Corporate Board is to serve the A.A. Fellowship in the following ways:

- To oversee the publishing operations of AA Grapevine, Inc.
- To provide sound financial management of the corporation.
- To establish corporate policies and set corporate priorities.
- To engage in the ongoing process of strategic planning.
- To operate in accordance with the principles of A.A. as expressed in the Twelve Steps, Twelve Traditions and Twelve Concepts.

The board strives to engage the Fellowship to ensure members’ awareness of the international journals of Alcoholics Anonymous, Grapevine and La Viña, as tools to help carry the message.

The AA Grapevine Board met in person six times since the last Conference and once by conference call. The Board has three standing committees. The Nominating and Governance Committee, chaired by Mark E., is responsible for facilitating all facets in the selection of candidates for board openings and selecting a general service trustee. General service trustee and nontrustee director candidates were sought and interviewed. A nominee for general service trustee and a nontrustee director were selected and forwarded to the General Service Board trustees’ Nominating Committee. The Grapevine Nominating Committee also focused on updates to the AA Grapevine Directors Handbook and the Employee Handbook. The Finance and Budget Committee chaired by Kathi F. provided oversight for the budget process. The Outreach Committee, chaired by Tommi H., served as a planning committee for the annual outreach and communication of AA Grapevine, Inc. Three additional ad hoc committees were formed for 2019-2020. The Strategic Planning ad hoc committee, chaired by Josh E., was responsible for driving the development and providing oversight to the implementation of the AA Grapevine strategic plan. The Translation ad hoc committee, chaired by Nancy McCarthy, was formed to review and update policies guiding the translation of Grapevine material into Spanish and French.

Grapevine’s Editorial Advisory Board, consisting of members with expertise in media, met five times in

2019-2020, always by teleconference, and the La Viña Editorial Advisory Board met three times by teleconference during the same period.

Since the last Conference, AA Grapevine, Inc. has produced 12 issues of Grapevine, six issues of La Viña, an annual wall calendar and pocket planner, and three e-books.

AA Grapevine, Inc. distributed 110,549 Grapevine and La Viña books, e-books, CDs, and other content-related items. AA Grapevine also produced a new collection of jokes previously published in Grapevine, *Take Me to Your Sponsor*; and completed translation of the book *Emotional Sobriety* into French. Additionally, *One Big Tent* was translated into Spanish.

In 2019, the La Viña Story Archive Project was completed, the first digital archive of original stories of recovery written by members of the Hispanic A.A. community and published in La Viña magazine. Additionally, a new La Viña store was added to the website.

Grapevine's average monthly print circulation was 66,376 in fiscal year 2019 (this is less than budget by 2,763 and less than 2018 by 481). Grapevine Online (GVO) averaged 3,152 subscribers in 2019 and 1,654 App subscribers. The average bimonthly circulation of La Viña was 10,011 (this is 302 greater than budget and 515 more than 2018 levels).

Complete and audited financial details for 2019 will be available soon in a separate report. Here is an overview:

- Grapevine ended 2019 with net loss of \$44,461 against budgeted net loss of \$134,559.
- Total income was \$1,927,476 compared to a budget of \$2,085,773 due to lower than budgeted circulation.
- Total expenses of \$1,971,937 were \$248,395 below budget and \$92,125 below 2018. Since Grapevine began publishing La Viña, direct costs of La Viña plus a small amount of other costs were recorded as La Viña costs. Other additional costs and overhead related to the production of La Viña were borne by Grapevine. In 2019, these additional costs (only 2019 costs) were transferred from Grapevine and recorded in La Viña.

La Viña is published by AA Grapevine, Inc., with the shortfall between revenue and expenses made up by the General Service Board as a service to the Fellowship. La Viña had an average circulation of 10,011 per issue. Gross profit for the magazine for 2019 was \$84,087 with expenses at \$373,401. The net difference between revenue and expenses for 2019 was \$289,314 or \$123,476 more than was budgeted. This was a combination of the reallocated expenses and the additional costs related to La Viña projects.

AA Grapevine maintains a balance in the Reserve Fund to fund its unfulfilled subscription liability. The balance at December 31, 2019, was \$1,893,500, while the actual subscription liability as of that date was \$1,665,502. The subscription liability fund is maintained so that, in the event the magazine discontinued publication, subscribers could be repaid for those portions of their subscriptions left unfulfilled.

The aagrapevine.org website was redesigned and premiered on January 30, 2020, to better serve the Fellowship and to engage a wider and more diverse audience. La Viña website pages are in the process of being redesigned. Month-end December 2019 reports indicate that an average of 32,488 unique visitors go to an average of 2.4 pages on the website each month.

The 2019 Carry the Message outreach effort encouraged the Fellowship to support those in need by sponsoring subscriptions, with a combined Grapevine and La Viña subscription count of 170-plus being fulfilled directly through the Grapevine office.

Over 600-plus audio stories have been received for Grapevine and are being archived, with 170-plus more for La Viña. Sixteen audio stories have been published on Grapevine's YouTube channel, including artwork contributed by members. Additionally, there are six explainer videos, including *How to Succeed as a Grapevine/La Viña Rep* and *Carry the Message* videos in both English and Spanish. Nancy McCarthy, Class A trustee, discusses the use of AA Grapevine in CPC work in a YouTube video. Most audio CDs have been converted into MP3 downloads and are available in the website stores.

Grapevine continues to produce a complimentary Grapevine Daily Quote online, featuring excerpts drawn from the archives of classic Grapevine literature. Selections are posted daily on aagrapevine.org and may be requested on an opt-in basis for daily email delivery. Subscriptions number 47,437 as of December 2019. The La Viña Weekly Quote, a weekly complimentary quote in Spanish extracted from classic Grapevine Literature and the La Viña book *Lo Mejor de La Viña (The Best of La Viña)*, is posted on the La Viña web pages on an opt-in basis for email delivery to 1,694 subscribers.

Grapevine and La Viña subscribers are committed to the print magazine as an invaluable Twelfth Step tool as well as for their own personal recovery. At the same time, Grapevine's online offerings continue to attract new subscribers, with few conversions from print. Aagrapevine.org has become the organization's principal connection with the majority of subscribers. Approximately 41% of Grapevine's online subscribers opt for both print and online magazines. The Grapevine Online subscription provides unlimited access to previously unpublished stories, Audio Grapevine, the GV Story Archive and the current online issues of both Grapevine and La Viña. Grapevine's audio magazine has been incorporated into the GV app available for iOS and Android devices.

In response to an Advisory Action from the 2018 Conference and with the cooperation of A.A.W.S., Grapevine has launched efforts into outside sales. A.A.W.S. customers have been contacted and informed of the availability for purchase of AA Grapevine books and related products. The efforts of the Grapevine board and management team continue to broaden awareness of the magazines, books, audio offerings and website to carry the message through service outreach efforts. The Grapevine board is always looking for ways to

expand these efforts. To this end, in 2018, AA Grapevine undertook a Fellowship Feedback project in both English and Spanish to find out the desires of the Fellowship. Over 4,000 responses were received, from both subscribers and non-subscribers. This valuable input has continued to guide AA Grapevine, Inc. in their determination of future direction.

During and subsequent to the 69th General Service Conference, several requests were made for Conference agenda items. One of these was that *Language of the Heart* be produced in a Spanish audio version. That has been completed and is available on La Viña store pages on the website. Another request was to reprint the *Best of Grapevine* Volumes 1, 2 & 3. These will be available with updated covers as a set in 2020. *Language of the Heart* audio in French has been approved and is in process.

2019 was the 75th anniversary of AA Grapevine. In recognition of this, Grapevine developed a “toolkit,” a comprehensive package of recovery tools for both Grapevine and La Viña, aimed at helping groups build the connections needed to reach other groups and the still-suffering alcoholic.

2020 is the 24th anniversary of La Viña. We’re getting ready for numerous celebrations throughout the Fellowship.

Grapevine and La Viña staff are working on numerous projects related to the International Convention (July 2020) in Detroit. *The Grapevine Daily Quote* commemorative book, available in English, Spanish and French, will be in the mail in April for purchases made during preregistration for the International Convention.

AA Grapevine continues to have an extremely cooperative relationship with A.A.W.S. at both the board and staff level. This is resulting in efficiencies in operations for both corporations, as well as expanded outreach opportunities for the Grapevine, as seen with our outside sales efforts.

The AA Grapevine Board and management team are committed to self-support and to AA Grapevine, Inc.’s continued financial vitality. The board’s focus on financial health as demonstrated throughout 2019 will continue in 2020. To this end the board will:

- Continue to seek opportunities for internal cost reduction through operational review.
- Continue to work closely with A.A.W.S. to identify revenue opportunities and operational efficiencies.
- Work to improve Grapevine/La Viña customer service processes.
- Complete the redesign of La Viña website to provide a more positive customer experience.
- Continue to incorporate results of the Fellowship Feedback.

As a mirror of the membership, Grapevine both reflects and belongs to the Fellowship. For 75 years Grapevine has conveyed the “Voices of A.A.” as a tool for many in recovery, evolving over time and reliably carrying the message to anyone who reaches out for the hand of A.A. With the ongoing support of the Fellowship, it will continue to do so well into the future.

Ginger R.B., Chair



■ 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 the Archives services. 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.

The committee supports the G.S.O. Archives' commitment to permit access to members of Alcoholics Anonymous and others for research purposes. The committee, since the 2019 General Service Conference, granted permission to ten researchers for use of archival material. The permission also included access to archival audio recordings, for limited use. Each request is carefully considered through recommendations from the archivist 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.

At the committee's meeting in July 2019, the report of the 2019 Conference Committee on Archives was reviewed. The committee was informed that the addition of the 1940s home movie of the co-founders and their wives to the video "Markings on the Journey," approved by the 2019 General Service Conference, was forwarded to G.S.O.'s Publishing department for action.

They noted the committee consideration requesting

avoiding the use of gender-specific language, when possible, in future printings of the Archives Workbook and requested that the archivist work with the G.S.O. Publishing department to implement the change, when possible, in a future printing of the Archives Workbook. The archivist communicated the committee's request to the Publishing department.

The committee also noted the concerns expressed by the 2019 Conference Committee on Archives and feedback from discussions held between the archivist and publishing director on exploring the feasibility of including in the A.A.W.S. Literature catalog all reproductions of archival materials being distributed by the Archives department. Noting these concerns, the committee decided not to pursue the idea of listing the items available from the G.S.O. Archives in the A.A.W.S. Literature catalog.

The committee continued discussion on the Policy on Loans and requested that the draft policy be reviewed by legal counsel. The final policy was discussed and approved at the committee's November 2019 meeting and will be added to a future printing of the Archives Workbook.

The committee discussed the General Service Board Strategic Plan items (updated July 2018) that are relevant to this committee. The committee reviewed existing Archives literature and it was noted by the archivist that the Archives Workbook was recently updated and that the Archives Digitizing Guidelines service piece is currently under revision.

In November, the committee reviewed a proposed list of documents for inclusion in the Classified Collection that are part of an extensive collection of unprocessed

papers culled by the first archivist, Nell Wing. Following discussion and review of the G.S.O. Archives Classified Collections Policy, the committee approved the list of materials to be added to the Classified Collection.

The committee discussed a proposal to produce a book containing all discontinued A.A. pamphlets and took no action. The committee noted that copies of retired pamphlets are available directly from the Archives department, upon request. It was also noted that there is no widely expressed need for this material.

The committee continued discussion on a committee consideration from the 2017 Conference Committee on Archives to update the “Shared Experiences” section in the Archives Workbook. The archivist reported that several attempts were made to solicit sharing but none was received. The committee requested that the archivist make a final attempt to reach out to local A.A. archivists in July 2020 and report back to the committee at their August 2020 meeting.

Per a request from the archivist, the committee discussed the subject of dissemination of archived General Service Conference background, upon request. The archivist shared long-standing practice with the committee, as well as sharing received from G.S.O. staff, on how such requests are typically handled. The committee requested that the archivist gather input from G.S.O. staff on the quantity and nature of requests for General Service Conference background. Following discussion at the February 2020 meeting, it was the sense of the committee that providing the requested background may be beneficial and essential to discussions and agreed that the materials may be provided at the discretion of the

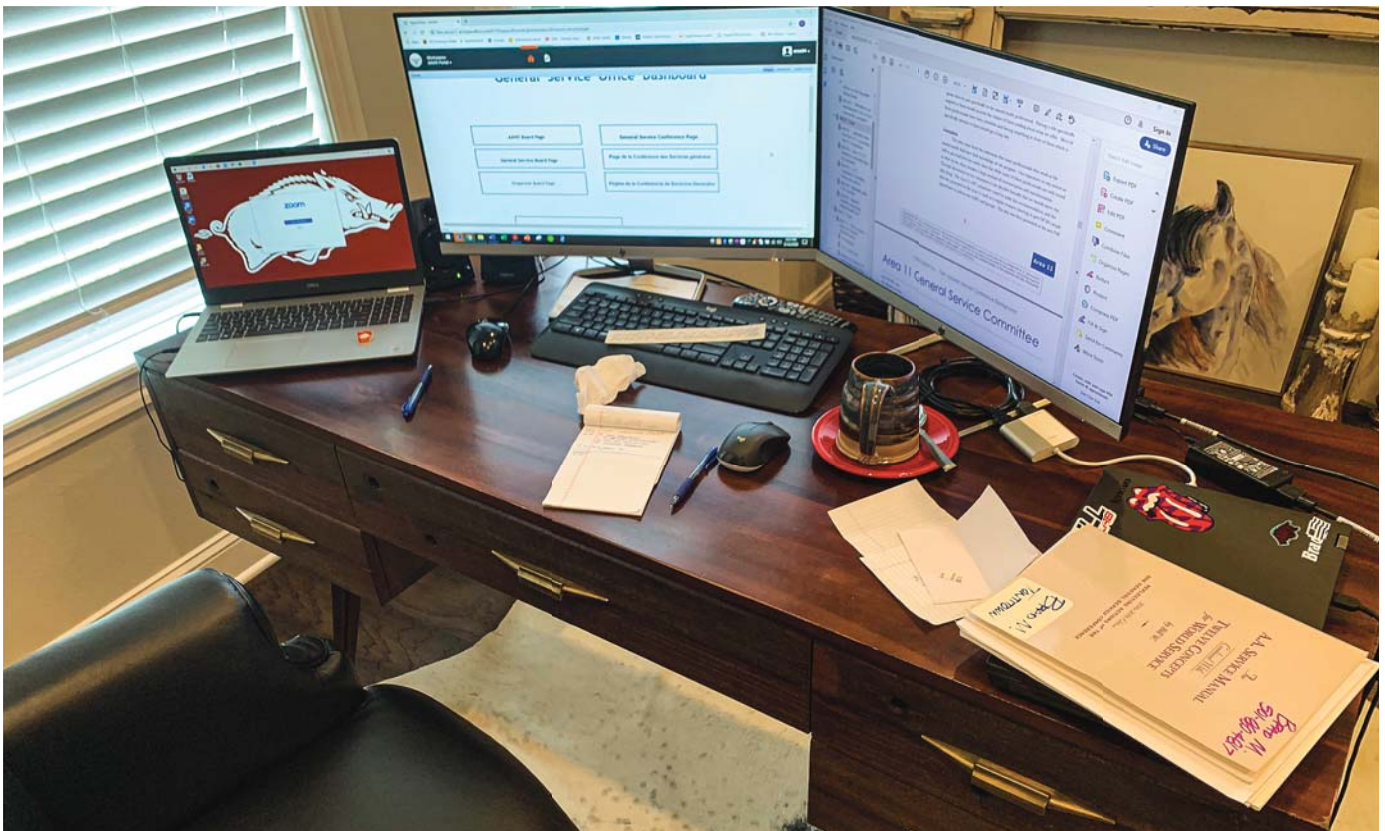
archivist, in consultation with G.S.O. staff.

At the February 2020 meeting, the committee considered a request to “Develop a definitive book on A.A. history from 1955–1985, working title, *Alcoholics Anonymous Continues to Age*, or *A.A., The Next 30 Years.*” The committee also considered a second request to “Develop a book titled *A.A. Comes of Age II.*” They noted the similarities between the two requests and agreed to forward to the 2020 Conference Committee on Archives the requests to consider the development of a book on A.A. history from 1955 through the present.

The committee considered a request submitted by the General Service Board of Australia for photocopies of archived personal correspondence between A.A. members in Australia and the U.S./Canada General Service Office (previously named the Alcoholic Foundation), for reprint in their commemorative souvenir booklet on the 75th Anniversary of A.A. in Australia. Following a thorough discussion, the committee agreed to take no action on the request. The committee noted that the request is not in accordance with G.S.O. Archives Photocopying Policy. The archivist will work with the Australia General Service Board to provide relevant excerpts of the requested letters, in accordance with Archives policies.

The committee considered a request to publish a new book of Bill W.’s unpublished correspondence. Following discussion, the committee agreed to take no action. It was the sense of the committee that the scope of this project is extensive and there are considerable published writings of Bill W. already available.

The committee briefly discussed an item received from the trustees’ Public Information Committee to discuss



the topic of posting archival video content, such as retired PSAs and other G.S.O. videos on an archived playlist on the A.A.W.S. YouTube Channel. The committee requested that the item be brought back for discussion at the committee's August 2020 meeting and include sharing from the G.S.O. Website Committee.

In light of discussions and past actions regarding literature items considered by the trustees' Archives Committee, the archivist requested that the committee review its Composition, Scope and Procedure to include language to address publication of literature items. The committee agreed to discuss the matter at its August 2020 meeting.

Throughout the year, the committee was kept apprised of projects executed by the Archives staff, projected goals for the upcoming year, as well as tabulated research inquiries handled by the staff.

Nancy McCarthy, 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. In 2019, we responded to over 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. None of the work reported here would be possible without the help of a diligent team of archivists, working to ensure that we fulfill the mission and goals of the G.S.O. Archives.

In 2018 we instituted a long-term scanning project that entailed digitizing co-founder Bill W.'s collection of unpublished correspondence. This vast collection includes Bill's ideas and opinions on scores of subjects related to the Fellowship, as well as personal correspondence with notable friends of A.A. including Sister Ignatia, Father Dowling and Dr. Silkworth. Included within the collection are correspondences with Dr. Bob, whose handwritten letters had to be typed prior to scanning. We had anticipated completing this project by the end of December 2019 but the work will continue into 2020 due to conflicting priorities and multiple scanning tasks. To date, approximately 8,700 pages, or 3.3 linear feet, have been scanned from this collection, with approximately 5.8 linear feet to complete. The original letters are being preserved for permanent storage in the Archives' secured offsite facility while reference copies are maintained onsite. This digitization project enables Archives staff to efficiently search the digital files and reduces wear on the paper documents.

A new project initiated in January 2019 encompasses collecting, organizing and digitizing background materials from all Conference committees from 1951 through the present, which is being overseen by the digital archivist. This is a significant and long-term project due to the voluminous work involved. In many cases, particularly

from 1951 through the 1990s, the paper documents are the only format in which copies exist. Therefore, the goal of this important project is two-fold: to create back-up copies of this vital collection; and to enable efficient internal search and retrieval.

Archives staff also completed several other projects, including organizing and scanning records from the past A.A.W.S. and General Service Board activities; performing quality checks in the entries of the audio catalog, ensuring standardized language and correcting errors; converting digital recordings of past General Service Board and General Service Conference meetings to an audio preservation format; and much more. This year we conducted an inventory of our off-site collection of analog and digital recordings, both audio and video. We appraised one box of unprocessed audio recordings and identified 24 tapes of enduring value for audio preservation. We conducted the annual review of the Archives Disaster Plan in June and updated sections as appropriate. We also reformatted and updated our "Items Available" list from a four-page booklet style piece to a one-page brochure.

Archives staff worked on curating a series of new exhibitions in the Archives exhibit area, including a history of the General Service Conference; a history of the publication of A.A.'s Big Book; and one we titled "Treasures from the Archives." We also installed an exhibit in the G.S.O. reception area commemorating the 80th anniversary of the Big Book. In observance of American Archives Month in October, Archives staff planned a series of weekly activities for all G.S.O. and Grapevine employees. The program was designed to encourage employees to manage their paper and electronic records, as well as to learn more about archives work and A.A.'s history through on-site scheduled tours.

In October 2018, the senior archivist was tasked with a long-term project of organizing and preserving over two cubic feet of materials previously set aside by G.S.O.'s first archivist, Nell Wing, that she marked "for future microfilming." The materials date from 1956 through the 1960s and include documents originating from activities of the General Service Board, General Service Conference, copies of letters written by Bill, and other significant documents. The senior archivist completed this task in November 2019, which included creating a general inventory, digitizing the materials and filing.

On an experimental starting point in May 2018, we began to keep a numerical log of items — paper and digital — accessioned. The log includes items generated internally such as reports and publications that we are responsible for archiving, as well as items received from members. We decided to continue to maintain the log in an effort to ascertain the growth of the repository. In 2019, over 1,500 new items were archived. 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 originally created as a proactive measure to assist the General Service Board in fulfilling its fiduciary obligation of Prudent Corporate Governance. As a result of the recent passage of the New York State Nonprofit Law, the committee now has specific responsibilities that are set forth under the law, some of which are set forth in the last paragraph of this report.

The committee meets at least twice a year with the outside independent auditors and G.S.O. and Grapevine management; separately with the auditor; and in executive session without the auditor.

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 Board.

Leslie Backus, Chair

COMPENSATION

Trustees' Report: The trustees' Compensation Committee, formed in 2006 by the General Service Board, consists of at least four trustees. The committee was created as a proactive measure to assist the General Service Board in fulfilling its fiduciary obligation of Prudent Corporate Governance.

The Compensation Committee reports to the General Service Board and reviews and advises A.A. World Services, Inc. (A.A.W.S.) and AA Grapevine, Inc. (AAGV) on such items as overall compensation philosophies and policies, best compensation practices, and compliance with the IRS for executive compensation for non-profit organizations.

The committee worked with A.A.W.S. and AAGV to obtain the services of Astron Solutions to conduct analysis of salary structure and overall compensation for all full-time positions in A.A. World Services and AA Grapevine. The committee also requested the analysis of the total compensation for the highest paid executives in each corporation. The committee received the reports and met with Astron Solutions to discuss the results of the analysis. The reports indicated that the total compensation packages of the highest paid executives are within reasonable levels and do not represent excessive compensation.

Tom A., Chair

CONFERENCE

Trustees' Report: The committee met three times since the 69th General Service Conference (G.S.C.). During that period, the committee considered the Advisory Actions and committee considerations pertaining to the Conference and discussed the proposed agenda items

pertaining to the 70th General Service Conference.

The committee noted that the staff secretary implemented the 69th G.S.C. Advisory Actions related to the Conference theme, presentation/discussion topics, workshop topic and an update to the "Process for Polling the General Service Conference between Annual Meetings."

The committee appreciated a July 2019 memorandum distributed to the trustee chairs and Conference committee chairs encouraging their ongoing communication both before and after the Board Weekends, as well as the further communication between the Conference committee chair and their full committee, and requested the secretary send a quarterly reminder. The Conference assignment document "Information and Suggestions for Conference Committee Chairpersons" was updated to include a similar call for action.

The committee agreed that the Conference coordinator will provide the 70th G.S.C. members a choice in receiving an electronic or hard copy of the Conference Week Manual and will work with the Meetings, Events and Travel Services (METS) team to improve the online Conference evaluation process and experience. Fourteen Conference members opted for the electronic version of the Conference Manual this year.

The committee reviewed a request to continue developing the process of proposed agenda items not forwarded to a Conference committee that includes more information regarding the distribution of background and the January conference call between the trustee committee chair and the corresponding Conference committee. The chair appointed a subcommittee to consider finalizing this process. The subcommittee also considered updates to the process for approving qualified representatives from other A.A. service structures to observe the U.S./Canada G.S.C. that allows for these observers to be presented for G.S.C. consideration prior to Conference week.

The subcommittee reported the following:

The "Proposed Agenda Items Not Forwarded Process and Workflow," "Suggestions for January Conference Call" and the subcommittee's process regarding "Approving Observers" were provided to the trustees' Committee on General Service Conference (TCGSC) which agreed to forward them to the 2020 Conference Committee on Policy and Admissions for consideration.

The committee asked the secretary to document an assignment process that details resumption of the 1986 Advisory Action regarding reporting of a simple majority vote by the full Conference and work with Publishing to have reporting in the 70th G.S.C. *Final Report*. There were no Advisory Actions that fell into this category from the 69th G.S.C.

The committee reviewed sharing from the 69th G.S.C. presentation/discussion on the Equitable Distribution of Workload of Conference committees. The chair appointed a subcommittee to consider any actionable items from the sharing and determine if additional meetings should be facilitated for further discussion on the topic. In November the committee had a robust discussion on several options presented for addressing equitable distri-

bution of workload. The committee also discussed an agenda item regarding the subcommittee's recommendation to create a standardized form for proposed agenda items and added it to this subcommittee's scope for continued work.

The subcommittee reported the following:

The subcommittee developed documents to present a proposed process for how to move to a model of equitable distribution of workload of Conference committees. The subcommittee agreed to define the term "equitable workload" as broader than a simple equal distribution of the number of agenda items. The subcommittee believes the goal is to ensure that the Conference committees receive an equitable distribution of agenda items that require a depth and substance of discussion. The subcommittee determined that the following foundational ideas are important in the proposed process:

- Keep the current committee structure intact.
- Move additional items onto a committee for equity.
- Add additional primary committees as needed. For example, having a second PI or Literature committee.

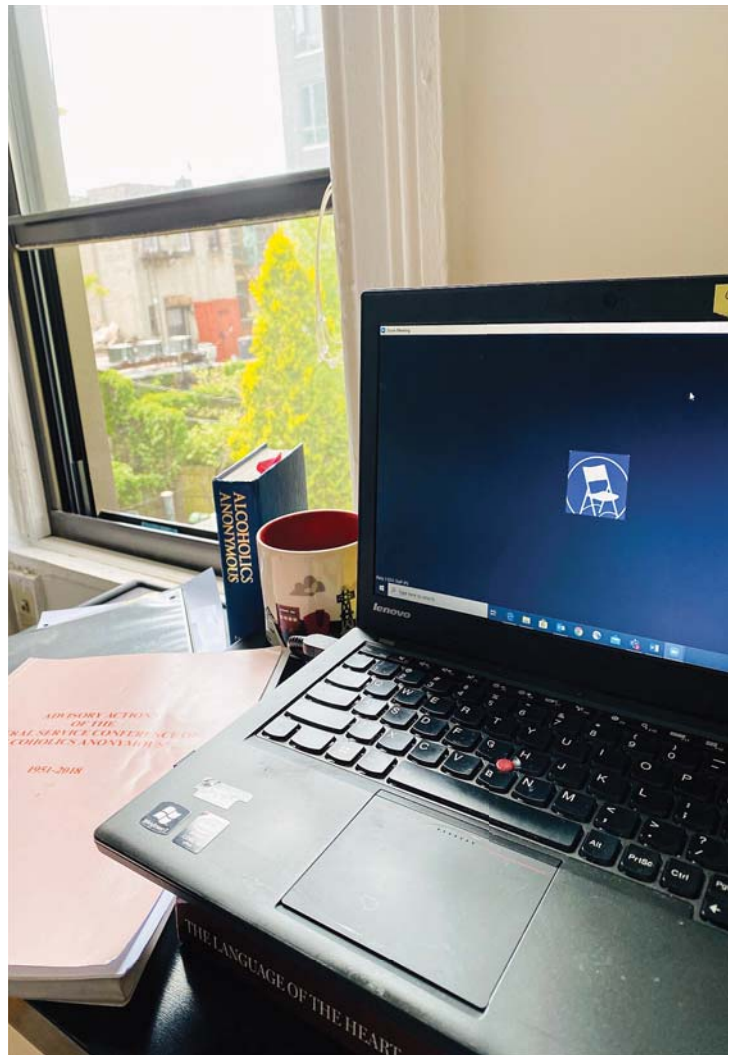
The following documents are included in the Proposed Process for Equitable Distribution of Workload and Scoring Tool:

1. A standardized G.S.C. Proposed Agenda Item Submission Form
2. Process timeline including a change in the submission deadline to September 15
3. A workflow of the Conference assignment disposition of proposed agenda items
4. A workflow of the Proposed Process for Equitable Distribution of Workload and Scoring Tool
5. Scope and Procedures for a new TCGSC Subcommittee on G.S.C. Committee Workload
6. Scoring Tool and Methodology: To Standardize the Evaluation of a Proposed Agenda Item.

The committee agreed to forward the proposed process for equitable distribution of workload including a scoring tool to the 2020 Conference Committee on Policy and Admissions for consideration.

The committee agreed with the plans for staff to work with G.S.O. management and the METS department to finalize dates for the 2023 and 2024 General Service Conferences. The Conference coordinator was asked to notify Conference members of the dates once finalized.

The committee agreed to forward a written report provided by the general manager regarding General Service Conference site selection to the 2020 Conference Committee on Policy and Admissions for consideration. The committee requests when exploring venues outside New York City and State (other cities in U.S. and Canada) that future reports include more details on specific sites



considered. The committee agreed the report would be more beneficial if it included the work being completed during the site selection process. The committee recommends that research be completed regarding addressing any legal limitations resulting from the Bylaws of the A.A.W.S. and AAGV Boards of hosting the General Service Conference outside the state of New York.

The committee agreed to forward a proposed agenda item to "Consider continuing the review of dates for the General Service Conference with timing and year(s) to review as requested by the general manager" to the 2020 Conference Policy and Admissions Committee for consideration.

The committee reviewed and accepted its 2020 budget and forwarded it to the trustees' Finance and Budgetary Committee.

The committee reviewed a grid of 79 items that have been proposed for placement on the 2020 Conference Agenda that are posted on the Conference dashboard in English, French and Spanish.

The committee expressed concern regarding disposition of agenda items proposing changes to the A.A.

Service Manual and Twelve Concepts for World Services. Initial committee discussion suggested that these items should be sent to the Conference Committee on Report and Charter and not to the G.S.O. Publishing department during the period of the creation of a draft *A.A. Service Manual*. The committee discussed memorandums and reports provided by the Publishing department detailing the review of the 2019 and 2020 agenda items proposing changes to *The A.A. Service Manual*. The committee agreed that the Conference Committee on Report and Charter has been included in reviewing the proposed agenda items during the thorough evaluation, update, and redesign of the Service Manual. The committee agreed with this process continuing for the duration of the redesign project.

The committee reviewed the 2019 Conference Evaluation Summary and the in-house Post-Conference Sharing Session notes. The committee noted the generally positive tone of the responses. Some committee members made the following suggestions:

- Ensure general sharing sessions are not first to be removed to save time.
- To be consistent during a Conference week the decision to reduce sharing time from two minutes to one minute might be decided at the beginning of the week.
- Include more Conference body discussions like the one that took place during the 2019 A.A.W.S. Board report regarding the “Safety Card for A.A. Groups.”
- Consider use of electronic voting for the trustee elections.

The committee reviewed the 2020 Conference Evaluation Form. The 2020 Conference Agenda Committee will review the form, process and 2019 Evaluation Summary Report as a standard agenda item.

The committee reviewed the 2020 G.S.C. week schedule. The committee discussed the importance of ensuring the schedule includes time for discussing visioning and other substantial items related to the future of Alcoholics Anonymous and the corporate boards’ strategic plans. There was discussion about how the delegate’s-only meeting agenda might include similar focused topics. The committee agreed that the agendas are set by the delegates for their meetings. The committee requested the secretary obtain historical agendas from the 1970s, 1980s and 1990s to share with the delegate chair, in addition to the most recent delegates-only meeting agenda examples, as resource material to create the agendas for these meetings. The information Archives could locate was provided to the delegate chair of the 70th G.S.C.

The committee agreed that the 69th G.S.C. workshop format was positively received and would like for it to be used again for the 70th G.S.C. The committee feels that improvements can be made in facilitating the derivation of topics to be discussed during the workshop and asked the staff secretary to improve the clarity of the workshop communications so participants can come prepared with an understanding of how the format will be used to facil-

itate focused topics in the workshop sessions.

The committee agreed that the Conference coordinator will update the 69th G.S.C. Advisory Action list to include the Advisory Action resulting from a 2018 poll between the annual meeting vote to move the dates of the 2019 G.S.C. The updated list will be communicated to all Conference members via the G.S.C. Dashboard. The committee requested that this action also be included in the 2020 Conference *Final Report* in a special section and with a note for archival purposes detailing the reason for inclusion in that report.

The committee reviewed the delegate sharing received from the survey based on the G.S.B. Strategic Plan action item P1.2., “The G.S.B. will contact Area delegates to identify underrepresented sectors of the A.A. population in their Areas.” The committee requested and the secretary forwarded the delegate sharing to the G.S.B. Strategic Plan Ad Hoc Committee.

The committee received a report from the committee vice chair on the General Service Board Strategic Plan items that are relevant to this committee. The committee asked the staff secretary to place an agenda item on the August 2020 meeting to discuss General Service Board Strategic Plan items that have not been dealt with to date.

The committee considered a proposed agenda item to “Consider removing the words ‘He,’ ‘His’ and ‘Him’ from Steps Three, Seven and Eleven and replace them with the word ‘God’” and took no action. The committee understands that changing the Steps is a major undertaking. The committee agreed there is no widely expressed need for this change.

The committee approved a motion to update the section on “motion to recommit” language in “How the Conference Operates.” The secretary made the revision.

The committee reviewed historical experience, actions and sharing on the topic of floor actions and took no action. The committee agreed to forward to the 2020 Conference Committee on Policy and Admissions a proposed agenda item to “Review the Floor Action process to guard against circumvention of the Conference process.”

The committee discussed its Composition, Scope and Procedure and recommended to the General Service Board that the Scope item number three be revised to read as follows:

- Assisting the secretary in developing the format and content of the Conference workshops.

(Note: The previous wording of Scope item 3 reads, “Assisting the secretary in developing questions to be addressed during the Conference workshops.”)

The committee discussed potential ideas for changes to future General Service Conference schedules. The committee agreed to forward a new proposal on General Service Conference schedule changes and the trustees’ committee sharing on the question “What can we stop doing during Conference week?” to the 2020 Conference Committee on Agenda for consideration.

The committee reviewed a trustees' Literature subcommittee request for a presentation/discussion topic time slot at the 2020 General Service Conference and took no action. The committee reconvened on Sunday, February 2, 2020, for further discussion on the request. The committee noted that the presentation will include an overview of the trustees' Literature subcommittee work performed to date regarding different topics addressing language and access to the A.A. message. The committee agreed to program the presentation/discussion topic during Conference week after the Conference Committee on Literature report is complete. The committee requested that the Conference Committee on Literature background include an outline of the presentation in the trustees' Literature subcommittee report.

The committee discussed the Conference Opening Dinner invocation. The committee requested that the invitation to the person making the invocation contain the statement that the dinner includes A.A. members and guests and that the invocation should model our goal of inclusivity and acceptance relating to supporting our principle of "God as we understood Him."

The committee considered a proposed agenda item to "Publish the hard copy (M-23) and the anonymity-protected electronic versions of the Conference *Final Report* within 45 days of the annual General Service Conference" and took no action. The committee noted that the background included supportive reasons for the timely development of these reports. However, the committee considered it not prudent to tie the publication of the Conference *Final Report* to a specific deadline.

The committee considered a proposed agenda item to "Make the publication (M-39) 'Advisory Actions of the General Service Conference of Alcoholics Anonymous' available to the Fellowship by providing an anonymity-protected, searchable (digital) database to be updated annually at the close of the Conference," and took no action. The committee noted a searchable PDF version of this document is currently available to all Conference members. Discussion included the idea of posting it on the A.A. website, but the committee agreed this is not a public-facing document for carrying the A.A. message to the general public.

The committee agreed to forward to the 2020 Conference Committee on Agenda a proposed agenda item to "Consider a request for the General Service Conference 2020 to host a panel discussing the exclusionary language in Grapevine, Inc. Examples include: the Preamble's use of 'men and women,' the use of language such as 'transgendered' in countless pamphlets, including *Sober and Out*; lack of transgender stories in *The Grapevine*, our meeting in print;

and more" for discussion as part of all the suggested themes, presentation/discussions and workshop ideas for the 2021 Conference. The committee suggests the Conference committee consider broadening the focus of the exclusionary language topic.

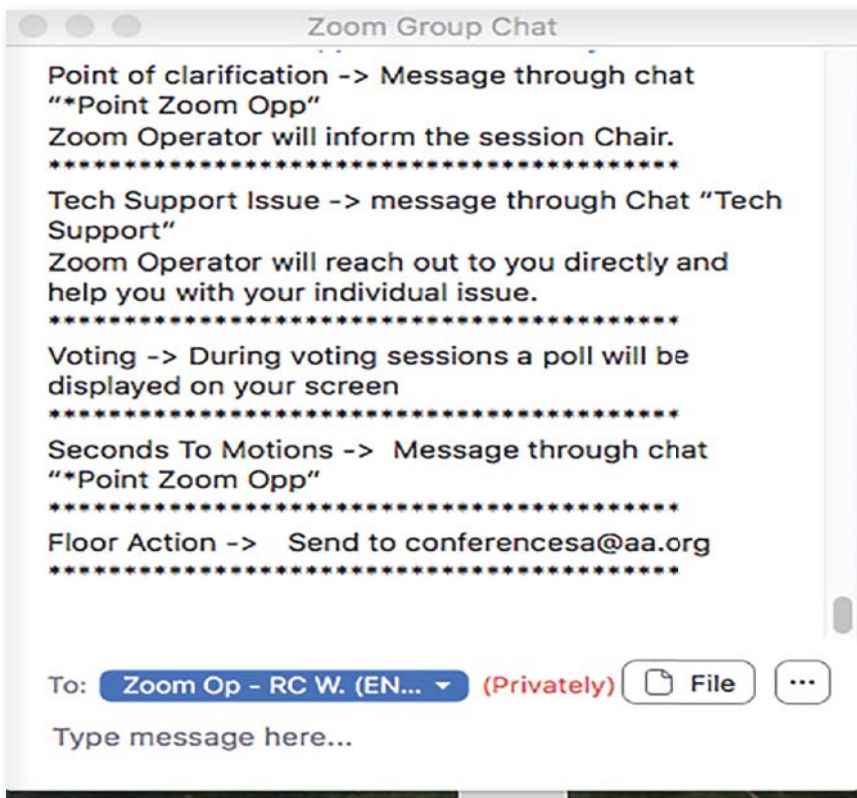
The committee agreed to forward to the 2020 Conference Committee on Report and Charter for consideration a proposed agenda item to "Return to the policy of printing the *Twelve Concepts for World Service* as originally written by Bill W. in 1962, as stated in the Preface to the Twelve Concepts by returning to Concept 11 the two paragraphs and the accompanying footnote that were deleted by the 66th General Service Conference."

The committee considered a proposed agenda item to "Discuss distribution of the electronic anonymity-protected version of the Conference *Final Report* by posting to the A.A. website" and took no action. The committee felt there are sufficient avenues for distribution of the Conference *Final Report* by the Conference delegates. The committee agreed this is not a public-facing document for carrying the A.A. message to the general public.

The committee agreed to forward to the 2020 Conference Committee on Agenda the "Report to the Conference on the Implementation and Effectiveness of the 2020 Conference Agenda Process."

The committee agreed to forward to the 2020 Conference Committee on Agenda the requested 2019 January Conference Call participant survey results.

The committee met an additional five times since the February 2020 General Service Board Weekend via Zoom video conference meetings. The focus of these meetings was to address the actions required regarding





the General Service Board's decision to hold the 70th General Service Conference virtually in a digital platform due to the global situation related to COVID-19 (Coronavirus).

The committee made the following recommendation to the General Service Board for consideration during a meeting held on Friday, April 3, 2020:

After lengthy and thoughtful discussion, the trustees' Committee on the General Service Conference recommended to the General Service Board that the 70th Virtual General Service Conference be held later in May 2020, as a condensed one-session Conference. The dates to be determined through a survey of all Conference members as to their availability and the feasibility of meeting those dates by the General Service Office.

The committee reviewed a request to develop some specific guidelines for Conference committees to use to reduce agenda workload for the 70th Virtual G.S.C. The chair appointed a subcommittee, chaired by Josh E., with Deb K. and David N., to develop the guidelines. The subcommittee met and developed proposed guidelines of the actions for potential review by the trustees' Committee on the G.S.C. at a meeting on Tuesday, April 21, 2020. The committee reviewed and approved the guidelines for distribution and use by the 70th General Service Conference committees.

The committee then met to discuss Floor Actions. The following motion regarding the handling of Floor

Actions, with time constraints, at the 70th Virtual General Service Conference was considered and approved during the meeting of the trustees' Committee on the General Service Conference held on Friday, April 24, 2020:

After lengthy and thoughtful discussion, the trustees' Committee on the General Service Conference approved to allow Floor Actions during a specified period of time at the end of the Conference and that each will be considered for a vote to decline. If it is not declined it will automatically be forwarded to the trustees' Committee on the G.S.C. for consideration.

Cate W., Chair

Staff Report: The Conference coordinator is the G.S.O. 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 A.A.W.S. 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 G.S.O. staff and general manager on planning and coordinating each phase of the Conference program, agenda and scheduling;
- Working with the Publishing department to schedule, assemble and coordinate translation of Conference material;
- Working with the Publishing department on an anonymity protected electronic interim report, the summer edition of *Box 4-5-9* and the Conference *Final Report*;
- Cooperating with the IT Services department to develop and maintain necessary digital platforms for transmission of Conference material to Conference members.

Patrick C.

COOPERATION WITH THE PROFESSIONAL COMMUNITY/TREATMENT AND ACCESSIBILITIES COMMITTEE

Trustees' Report: In 1998, the General Service Board combined the trustees' committee on Cooperation with the Professional Community and the Treatment Facilities committee. In 2009, the trustees' committee expanded its scope to include service to Accessibilities Committees (then called "Special Needs" until 2015).

The trustees' Committee on Cooperation with the Professional Community/Treatment and Accessibilities (C.P.C./T.A.) 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.

This committee discussed items that were relevant to the General Service Board Strategic Plan, and noted those activities that align with that progress. Some of these activities include but are not limited to the review of literature to professionals, outreach to various professional settings, serving underrepresented populations within A.A., and the routine review of literature under the committee's purview.

In support of that work, the trustees' Committee on C.P.C./T.A. met three times since the 2019 General Service Conference, and undertook the following tasks this past year:

Cooperation with the Professional Community (C.P.C.)

The committee reviewed the list of 2019 Conference Committee on C.P.C. Advisory Actions and committee considerations.

LinkedIn Page Implementation: Following the 2019 Conference Committee on C.P.C. committee consideration for creating a LinkedIn page, the committee asked the secretary to work with G.S.O. resources to implement the LinkedIn page, which was launched in November 19, 2019. Page activity, feedback and considerations on implementation progress and a progress report were forwarded to the 2019 Conference Committee on C.P.C. that summarized these findings, discussions and suggestions from throughout the year.

The LinkedIn description was reviewed by several G.S.O. resources, including staff members, Publishing department and senior management, and was also reviewed by Legal, whose suggestions included language about trademarks and a description about the list of C.P.C. exhibits at national-level professional conferences. The LinkedIn page profile characteristics and analytic features were reviewed with support from the former Communication Services assignment, and an initial maintenance plan was developed. An announcement was sent out to the Fellowship through C.P.C. chairs,

delegates, and members of the General Service Board.

"A.A. in Your Community" pamphlet: Following the 2018 Advisory Action to remove the text "*They may help arrange hospitalization*" from the pamphlet "Alcoholics Anonymous in Your Community," the Publishing department implemented this change to online and print versions of the pamphlet.

Following the 2019 committee consideration concerning the pamphlet "A.A. in Your Community," the committee took no action. The committee noted the importance of clarifying what professionals should expect from A.A., and felt that the language was consistent with A.A.'s primary purpose and reflected the autonomy of local committees.

The committee agreed to forward a request to discontinue the pamphlet "A.A. in Your Community" to the 2020 Conference Committee on C.P.C. The committee noted the current distribution of the pamphlet and suggested that the Conference Committee on C.P.C. consider revising this pamphlet.

Mental Health Professionals pamphlet: The committee reviewed a request to create a pamphlet for mental health professionals and agreed to forward the request to the 2020 Conference Committee on C.P.C. The committee discussed the broad scope of this professional setting and expressed an interest in clarifying the A.A. message of singleness of purpose to professionals.

C.P.C. exhibit list: The committee reviewed and accepted the 2020 C.P.C. exhibit list at national level professional conferences and noted the excellent work of the local committees who made sure that the A.A. booth was always staffed with A.A. members to greet attendees.

The committee discussed ways to improve the messaging to professionals who work in different settings. The committee encouraged General Service Board trustees to attend these professional conferences from the 2020 exhibit list that are within their local area and field of expertise.

Treatment

Review of Bridging the Gap Materials: Following the 2019 Conference Committee on Treatment and Accessibilities committee consideration on the Bridging the Gap pamphlet, the committee asked the secretary to work with the Publishing department on draft language.

A review was discussed of Treatment and Corrections materials from the General Service Office related to Bridging the Gap activities. The committee noted samples that demonstrated current and inclusive language and encompassed possible opportunities for Bridging the Gap and Temporary Contact services and agreed to forward the report to the 2020 Conference Committee on Treatment and Accessibilities.

Bridging the Gap Workbook: The committee considered a request to create a Bridging the Gap Workbook and agreed to forward the request to the 2020 Conference Committee on Treatment and Accessibilities. The com-

mittee noted that some local A.A. communities do not participate in Bridging the Gap or Temporary Contact activities due to limited access of shared experience in this service area.

Staple-less pamphlets: Following the discussion on staple-less pamphlets, the A.A.W.S. Publishing Committee discussed the costs of a Phase 1 lineup and agreed to move forward on selected pamphlets. The committee noted the value that staple-less pamphlets have for carrying the A.A. message especially into therapeutic, forensic, and correctional settings for adults and juveniles.

Welcome Letters: The committee noted the updated welcome letters that highlight the shared experiences from the Treatment workbook, and online resources from A.A.

Accessibilities and Remote Communities

The trustees' Cooperation with the Professional Community/Treatment and Accessibilities Committee met three times since the 2019 General Service Conference. The committee undertook the following tasks this past year:

"A.A. for the Older Alcoholic": The committee discussed the 2019 Conference Advisory Action to revise the pamphlet "A.A. for the Older Alcoholic." The chair appointed a subcommittee to undertake this revision. A request was sent to the Fellowship for sharing on "A.A. for the Older Alcoholic." The committee agreed that the subcommittee continue with reviews of the submitted stories for the pamphlet to be forwarded to the August 2020 trustees' Cooperation with the Professional Community/Treatment and Accessibilities Committee meeting.

Literature on cooperation with the elder community: The committee discussed the committee consideration from the 2019 Conference Committee on Treatment and Accessibilities regarding creation of literature on cooperation with the elder community. A request for shared experience on cooperation with the elder community activities was sent to the Fellowship for possible inclusion in the Accessibilities Workbook. The committee received a verbal progress report from the staff secretary on the shared experiences from the Fellowship on Cooperation with the Elder Community. The G.S.O. Accessibilities assignment will maintain the shared experiences on file.

Accessibilities literature updates: The new ASL translations of *Alcoholics Anonymous* and *Twelve Steps and Twelve Traditions* are available on DVD for purchase at the G.S.O. online bookstore. The G.S.O. website features the streaming of both videos. A short ASL video announcement was sent to the Fellowship, as well as an ASL video press release.

Interviews with military professionals: The appointed committee member (ACM), George W., worked with staff to develop the process and timeline for recording audio interviews with military professionals to be posted online. Two of four interviews have been completed, one with a female pilot and another with a retired military captain. The committee looks forward to a progress

report from the ACM at their August 2020 meeting.

Efforts to communicate with senior personnel in the military: The committee was provided with an update from the ACM regarding efforts to communicate with senior personnel in the military. In August 2019, George W., gave a presentation at the Veterans Administration and DOD Conference on suicide prevention. In addition, he was interviewed by "Family Matter" a podcast show produced by the Association of the U.S. Army (AUSA). The interview was posted on the Department of Veterans' Services webpage in September 2019.

Accessibilities Kit and Workbook: The committee discussed the committee consideration from the 2019 Conference Committee on Treatment and Accessibilities regarding changes to the Accessibilities Kit and Workbook and asked the staff secretary to work to implement these changes. A list of literature was created for inclusion in the workbook. Also, welcome letters were updated to focus on electronic access to material available on G.S.O.'s website.

Remote Communities Kit: The committee discussed the committee consideration from the 2019 Conference Committee on Treatment and Accessibilities regarding creating a Remote Communities Workbook and asked the staff secretary to work to implement these changes. The assignment desk is gathering current shared experiences to evaluate for inclusion in this service material. The staff secretary is working with the Publications department on this project.

A.A. members' participation in developing A.A. content: The committee discussed a proposed agenda item to "Consider inviting members whose access to A.A. is challenged by a particular condition, disability or barrier to participate in the process of discussion, review, and implementation of actions, policies or procedures intended to overcome those barriers as members of focus groups, subcommittees, or the trustees' Cooperation with the Professional Community/Treatment and Accessibilities/Remote Communities Committee." The committee noted the benefits of discussing this item. Rather than forward it to the Conference Committee on Treatment and Accessibilities, the committee agreed to forward it to A.A.W.S. because it is within the purview of G.S.O.'s Publishing department.

Peter Luongo, Chair

Staff Reports:

Cooperation with the Professional Community (C.P.C./Treatment: Experience indicates that many professionals are aware of A.A., yet relatively few know what the A.A. recovery program is, and how it differs from other professional resources, including other Twelve Step fellowships. The staff member on the C.P.C./Treatment assignment works to provide accurate information about A.A. and to facilitate communication with those outside of A.A. who have direct contact with the still-suffering alcoholic through their professional work.

The C.P.C./Treatment desk responds daily to numer-



ous inquiries from professionals and frequently puts them in touch with local C.P.C. committees who respond to requests and make sure that A.A. is an available resource.

The C.P.C. desk is also in contact with local C.P.C. chairs throughout the U.S. and Canada. C.P.C. resources are available in English, French and Spanish, such as A.A. Guidelines, templates for presentations, videos, contents of the C.P.C. Kit, and the professional newsletter *About A.A.* The C.P.C. staff member strives to ensure that all the material is up to date and easy to find. New C.P.C. chairs who list their contact information at the office, receive welcome letters and applicable C.P.C. background material.

Professional exhibits continue to result in requests for additional A.A. information, as well as personal contacts with local committee members. In 2019, the staff member, along with an assistant, coordinated 32 A.A. traveling exhibits at national professional conferences. This year, in 2020, 35 exhibits are scheduled with a focus on professional groups related to ethnic diversity, professional diversity and geographic diversity that may refer A.A. to underrepresented communities. At these exhibits, G.S.O. provides the booth space, display and literature; local C.P.C. committees coordinate A.A. volunteers who staff the booth to answer questions and provide literature and contacts.

Communication with professionals also occurs through the newsletter *About A.A.*, typically published twice a year. The 2019 Summer issue article on sobering centers gives professionals an example of how local C.P.C. committees can introduce A.A.'s message in this emerging community setting. We encourage committees to send meeting minutes and to share local C.P.C. experiences for possible inclusion in future *Box 4-5-9* articles. Articles are published in *Box 4-5-9* about local C.P.C. activities throughout the year. This creates interest in C.P.C. service work with courts, clergy, doctors, medical students, educators and other professionals.

The C.P.C./Treatment staff member also serves as a liaison to the advisory council of the National Institute for Alcohol Abuse and Alcoholism (NIAAA).

Diana L.

Accessibilities and Remote Communities: The overall purpose of the 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 intergroup committee chairs for Accessibilities and Remote Communities currently receive communications from this assignment.

We list 320 Accessibilities committees (including 14 Cooperation with the Elder Community committees) and 53 Remote Communities committees.

The staff member also cooperates with G.S.O.'s Publishing department on development and updating of accessibilities material.

New chairs receive welcome letters, workbooks, service-related materials, pertinent Grapevine issues, and service kits for their particular position and committee. These materials continue to be shipped via postal mail. At every opportunity these trusted servants are reminded that the vast majority of information that they seek can be read or printed on G.S.O.'s A.A. website (www.aa.org). On the committee web page, anyone can access the majority of 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 articles in *Box 4-5-9*, as well as receiving 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 staff member on this assignment serves as secretary to the Conference Committee on Treatment and Accessibilities, and as co-secretary to the trustees' Committee on Cooperation with the Professional Community/Treatment and Accessibilities.

Irene D.

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 2019 General Service Conference, the trustees' committee has met three times.

The committee reviewed committee considerations from the 2019 Conference Committee on Corrections, noting that the Conference committee took no action on a request for a review of all corrections-related literature in order to make the language more modern and inclusive, noting that there was an absence of suitable language alternatives that could be used broadly to refer to incarcerated individuals. The committee asked the staff secretary to request sharing from local corrections committees on language alternatives to the terms currently used in corrections literature to refer to incarcerated individuals. The committee also discussed a request forwarded from an area to remove the words "inmate" and "offender" from A.A.W.S. literature, replacing them with more inclusive terms. The committee considered the alternatives included in the request, noting the relevance of providing the appropriate language for the appropriate audience and suggested that a plan be considered by the trustees' Corrections Committee for a full review of the corrections literature with a focus on identifying the appropriate language based on the audience the



corrections literature is trying to reach. The committee requested that the full background from the request received and a complete list of corrections literature, including service material, be brought to an upcoming meeting of the committee for continued discussion.

A request from the 2019 Conference Committee on Corrections to gather shared experience from A.A. members involved in corrections service for tools currently being used to create local databases with correctional facilities meeting information was sent out to area, district, intergroup, hospital and institutions, corrections and Bridging the Gap committee chairs in early October. It was noted that to date one response with a template used by a local area had been received. The committee agreed that providing the database as a tool to the Fellowship could be very helpful and suggested that the template be added to the Corrections Workbook at the next printing.

The committee also reviewed a draft letter to professionals in the parole and probation field to raise awareness about local prerelease and Bridging the Gap A.A. services. The committee approved the content of the letter and agreed to include the letter in the Corrections Kit as a resource for Corrections Committees. Additionally, the committee asked the staff secretary to explore options for a mailing of the letter from G.S.O. and to provide a report at an upcoming meeting of the committee.

It was also noted that the Corrections desk and the Publishing department collaborated on a letter to professionals regarding Prerelease and Bridging the Gap services to give it a more professional presentation. The letter will be added to the Corrections Kit as service material.

The committee reviewed a draft of Frequently Asked Questions (FAQ) for new corrections committee chairs and made several editorial changes. The committee agreed to add the item to the Corrections Kit and to include the FAQ with the welcome letter to new corrections committee chairs.

The committee reviewed the list of training programs for corrections professionals and briefly discussed how to identify additional resources as well as how to better organize or create categories of training programs where A.A. could provide information about A.A. to corrections professionals in training. The committee identified two organizations as good options for sharing information about Alcoholics Anonymous with corrections professionals in training and suggested that the staff secretary work with the Cooperation with the Professional Community coordinator to gather more specific information on how to contact and approach these organizations.

The committee reviewed suggested text for an addition to the service piece "A.A. Corrections Prerelease Contact Information (inside)" and noted that dated language in the suggested text could make it difficult for an incarcerated member to relate. The committee asked the staff secretary to research other options from different sources and bring them for review.

The committee heard a brief report from Class A trust-

ee Nancy McCarthy, who attended the committee as a guest, on a growing trend to eliminate print libraries in correctional facilities and the implementation of digital literature distribution systems. The committee had a wide-ranging discussion on how A.A. could provide A.A. literature in these facilities and agreed to continue discussion. The committee also heard a report from A.A.W.S. publishing director, David R., on digital literature distribution. David reported that, along with professional consultants on digital distribution, the Publishing department is working together with AA Grapevine to assess costs, benefits, and specific contract details for potential provider contracts.

It was noted that the C.P.C. desk had identified two additional potential 2020 exhibit opportunities at national conferences for legal/corrections professionals: the American Probation and Parole Association and the National Bar Association (NBA). The committee asked the secretary to collaborate with the C.P.C. desk to gather information on the option of inviting nonalcoholic Class A trustees to attend the exhibits. The committee also requested that the North American Corrections and the Criminal Justice Psychology Conference be considered.

Additionally, it was reported to the committee that the Publishing department has identified a number of pamphlets most often used in corrections and treatment service and is actively working on providing these pamphlets in a staple-free format.

Christine Carpenter, 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 600 pieces of mail arrive monthly from inmates, many requesting free literature, others asking to participate in our Corrections Correspondence Service (C.C.S.) or for help in making contact with A.A., either by asking for a meeting in their facility or for a prerelease contact. We also forward to area corrections committee chairs 400 requests from inmates or corrections professionals.

While not everyone who writes to G.S.O. has a problem with alcohol, all letters are answered. If an incarcerated alcoholic requests free literature, he or she may be sent a Big Book, a copy of Grapevine or La Viña, and a selection of pamphlets, and often the booklet *A.A. in Prison: Inmate to Inmate*, with an explanation that the enclosed literature is made possible through the voluntary contributions of A.A. members throughout the United States and Canada. However, this assignment tries to avoid being viewed as the primary source of A.A. literature, since "carrying the A.A. message" in this way is an A.A. service opportunity for local A.A. members.

One of the most gratifying aspects of the assignment is communicating with area and district Corrections, Hospitals and Institutions, and Bridging the Gap committees. The desk fields daily calls and emails from A.A. members doing corrections service work. In 2019, we passed along to area corrections committee chairs 299 requests from inmates, corrections professionals, and

A.A. members taking meetings into correctional facilities for prerelease contacts, outside support, or A.A. literature.

Prerelease contacts help incarcerated alcoholics get acquainted and comfortable in A.A. in the community they are being released to. They are intended to be made three to six months prior to a release date. Requests from inmates are received by G.S.O. and forwarded to the appropriate area corrections chair. In 2019, we forwarded over 500 requests.

The Corrections Correspondence Service is coordinated through G.S.O. and is intended for those who have more than six months to serve on a sentence. The C.C.S. links A.A. members who are incarcerated with A.A. members on the outside so that both can share their experience, strength and hope. In 2019 we linked 1,474 male and 401 female alcoholics in prison to an outside A.A. correspondent through the C.C.S. In order to meet those requests, we needed to be able to match the inmates with 1,800 outside A.A. volunteers. Although many of those offered to write to more than one incarcerated alcoholic at a time, the number of volunteers needed remains large.

G.S.O.'s A.A. website has a special section where most Corrections service material can be found, including current and past issues of the newsletter *Sharing From Behind the Walls* (SFBTW). This quarterly publication contains excerpts of sharing from A.A. members in prison who have written to G.S.O.

We receive many letters from inmates expressing their gratitude for the hope found in the literature received, as well as for the many dedicated members who take the time to reach out inside the walls by bringing an A.A. meeting into the institution or via our Corrections Correspondence Service.

Brenda B.

FINANCE AND BUDGETARY

Trustees' Report:

2019 Budget vs. 2018 Actual Results

General Service Office: At last year's Conference, we reviewed the proposed budget for 2019 and reported that the General Service Office (G.S.O.) expected a profit from operations of \$501,221. There were no actions of the 69th General Service Conference that required revisions to the budget. For the year 2019, G.S.O. had net loss from operations of \$379,655, a decrease of \$880,876. These results reflect the continued significant and gratifying Seventh Tradition contributions received from the Fellowship, which were \$478,759 greater than anticipated in the budget. Additionally, gross sales of publishing activities for 2019 were \$14,405,491, \$594,509 less than budget. Operating expenses were approximately \$943,388 more than budget. (Unaudited)

AA Grapevine: The 2019 Grapevine budget anticipated a net loss of \$134,559. Instead, the actual results were significantly better with the loss being \$44,461. For the year, gross profit from all publishing activities

was \$169,215 less than budget. Expenses for the year were approximately \$248,395 less than budget as well. (Unaudited)

2019 Actual Results vs. 2018 Actual Results

General Service Office: Our revenues come from only two sources, Seventh Tradition contributions from the Fellowship and profits from literature sales.

Contributions of \$8,863,480, received from *groups and members* (including funds received from World Service Meeting countries) were \$478,471 more than the \$8,385,009 received during 2018.

The recurring contribution function is an underutilized gem of A.A. Remember that individual members can set up an account to automatically charge their credit card either monthly, quarterly or annually. The individual has the option to allow the member to designate his or her home group if so desired or simply designate the contribution for G.S.O.

Beginning in 2002, we commenced recording funds received on behalf of the World Service Meeting International Literature Fund as Contributions to G.S.O. Total contributions of \$8,863,480 received by G.S.O., reflected in our 2019 financial statements, include \$46,699 received to help carry the message around the world from those participating countries. The comparisons with prior years were: 2018 – \$76,690; 2017 – \$70,055; 2016 – \$62,885; 2015 – \$44,800.

Turning to the other major component of our income, gross sales of literature were \$14,405,491, an increase of \$169,897 from the prior year. During 2019, approximately 887,652 Big Books were sold, compared with 902,004 in 2018: 905,080 in 2017, 860,674 in 2016, 780,019 in 2015, and 1,130,500 in 2014. Printing and manufacturing costs, shipping expenses were \$4,856,427 in 2019. (Unaudited)

2020 G.S.O. Budget: Due to the current pandemic, the original 2020 budget is currently under review and new assumptions are being determined. The new reforecasted budget will be presented at the next Trustees Finance and Budgetary committee meeting for review.

Reserve Fund: On December 31, 2019, the Reserve Fund balance represented approximately 9.2 months of operating expenses, compared to a 2019 budget of 9.5 months. The Reserve Fund was \$16,202,404 on December 31, 2019. Recurring operating expenses were \$20,973,657. (Unaudited)

Grapevine: Gross magazine income for 2019 of \$1,938,280 was \$39,554 less than the prior year. Total magazine income includes the print magazine, single copies, back issues, digital magazine subscriptions, GV Online, Digital Archives Project subscriptions, the Audio Grapevine and the product of the mobile app. The average paid circulation for print magazines was 66,376 in 2019 down from 66,857 in 2018. Subscriptions for the online and mobile app magazine averaged 4,806 for 2019, compared with 5,443 for 2018.

Gross profit on the magazine of \$1,240,469 was

\$81,227 less than 2018 and \$172,769 less than budget. Gross profit on other content activities of \$656,089 were \$93,653 more than 2018 actual, and \$3,554 more than budget. Total income, including interest earned, was \$1,927,476, which is \$12,584 more than 2018 and \$158,297 less than budget.

Costs and expenses for editorial, circulation and business, and administration were \$1,971,937. Costs and expenses were \$92,126 less than 2018. The Grapevine reported a loss from operations of \$44,461, which was \$104,710 more of a profit than the \$149,171 loss of 2018. (Unaudited)

La Viña: La Viña is the Spanish-language magazine approved by the 1995 General Service Conference. The magazine had a 2019 average circulation of 10,150. This compares with a 2018 average circulation of 9,635; 2017 average circulation of 9,996; 2016 average circulation of 10,374; a 2015 average of 10,355, and a 2014 average of 10,380.

During 2019, subscription income was \$122,247 and direct costs of publishing were \$61,396, resulting in a \$68,338 gross profit. La Viña also realized approximately \$15,749 from the sales of other items, net of costs. Operating expenses associated with these publication activities were \$373,401. These include the editorial, circulation and administrative costs. The difference of shortfall net between revenues earned from publishing activities versus the costs to produce and distribute was \$298,314.

This shortfall of \$298,314 is covered by the General Fund of the General Service Board as a service activity to the Fellowship. The 2019 shortfall compares with the 2018 shortfall of 148,467; 2017 shortfall of \$126,440; the 2016 shortfall of \$152,082; the 2015 shortfall of \$146,377; the 2014 shortfall of \$132,026; and the 2013 shortfall of \$142,544. (Unaudited)

Other Items

A.A.W.S. Self-Support report 2019: Revisions to the Self-Support card were implemented and a draft sample was attached. The A.A.W.S. Finance committee has agreed to forward the draft to the Conference Finance Committee for additional input.

The revised AA Grapevine Self-Support flyer was reviewed and is now included in the Self-Support packet.

The committee reviewed and discussed the quarterly contribution acknowledgements within a general discussion on how to refine and improve our messaging regarding Seventh Tradition contributions. Suggestions regarding revision to the style and structure of the acknowledgement letter included:

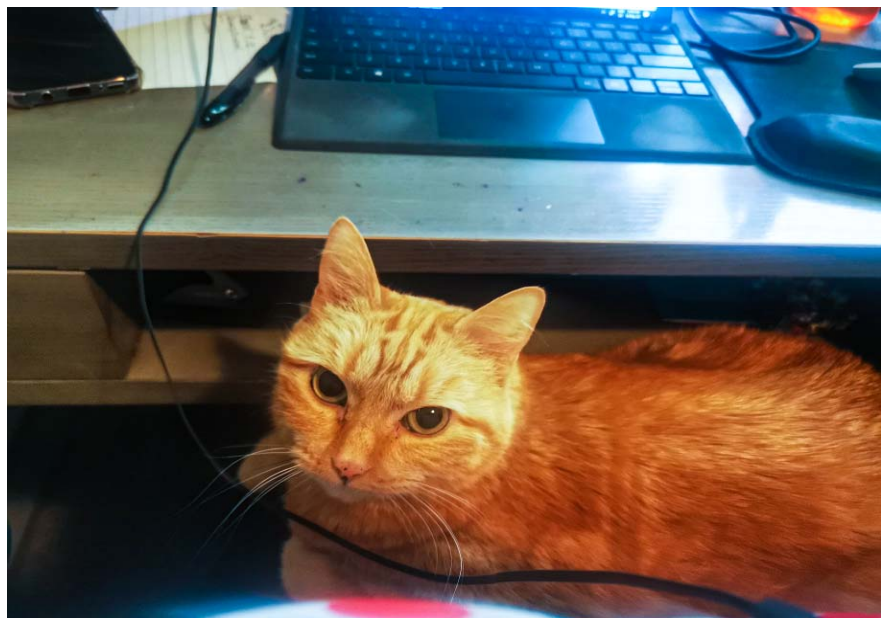
- Develop a more “visual” communication which would feature current projects made possible by the Fellowship’s

contributions (i.e., meeting app);

- Insert mechanism that would allow group to indicate their preferred method of communication (i.e., email or postal mail);
- Personalize correspondence to include group name and number;
- Acknowledge high demand for Seventh Tradition contributions. It may be more impactful to tell one story reflecting the impact of Seventh Tradition contributions, rather than many stories all at once (e.g., latest translation, trustee-at-large sharing regarding World Service Meeting, staff sharing). Consideration should be given to developing a spreadsheet of stories/facts which can serve as resource;
- The look and format of the acknowledgements are dated — time to revise to reflect a more modern look (e.g., font, design, color);
- Consider having a more dynamic acknowledgement plan wherein “messages” could be rotated each quarter.

The committee agreed that the Communication Department should be involved in any redesign efforts. To that end, the committee requested and received a draft communications plan that includes, but is not limited to, the evaluation of the current self-support materials, accumulation and creation of content, and idea on approach, process and examples. The plan is under discussion and review and updates will be provided as the project continues.

Self-support within the parameters of COVID-19 (Coronavirus): On March 27, 2020 a special meeting of the A.A.W.S. Self-support committee was called to discuss what, if anything, should be communicated to the Fellowship regarding digital Seventh Tradition contributions given the fact that because of the impact of the Coronavirus (COVID-19) pandemic, a majority of the A.A. groups are now meeting on a virtual platform.



Suggestions, if any, arising from the committee's discussion would be forwarded to G.S.O. management.

The committee agreed that any messaging about suggested Seventh Tradition contributions should reflect the A.A. group as the priority (which would be consistent with current messaging), followed by local entities (i.e., Intergroup/Central Offices) and finally G.S.O./GV (suggesting online contributions and highlighting the continued and additional services provided during the Coronavirus pandemic).

To that end the following was developed:

- Letter from general manager to Fellowship regarding Seventh Tradition contributions during pandemic (see attached)
- Update to service material regarding self-support to include more information on the "digital" basket.

Leslie Backus, Treasurer

GENERAL SHARING SESSION

Trustees' Report: Since the 69th General Service Conference, the General Service Board has held three General Sharing Sessions. In July 2019, the topic was "Self-Support — Keeping the Fellowship Aware." Regional trustee Mark E. presented on the subtopic "What Does Self-Support Mean?" and G.S.O. staff member Diana L. presented on the subtopic "Opportunities to Communicate the Use of Seventh Tradition Contributions to the Fellowship or Where Does the Money Go?"

During the November 2019 Board Weekend, the Sharing Session topic was "Our Lives, Our Unity, Our Function Depends on Communication." G.S.O. staff member Brenda B. presented on the subtopic "Effectively Carrying the Message to the Newcomer" and general service trustee Carole B. shared on the subtopic "Effective Communication Up and Down the Triangle."

In February 2020, the Sharing Session topic was "Our Group Conscience." General service trustee David N. presented on the subtopic "Our Group Conscience in Changing Times"; trustee-at-large Newton P. presented on the subtopic "The Group Conscience as Our Guide at All Levels"; and Grapevine director Carolyn W. presented on the subtopic "The Trusted Servant Connected to Our Group Conscience."

Complete copies of these presentations are available and may be requested from the staff coordinator at G.S.O.

Jan L., Chair

GRAPEVINE

Office Report: Since the last Conference, AA Grapevine, Inc. has produced 12 issues of Grapevine; six issues of La Viña; and one new book (and ebook), *Take Me to Your Sponsor* — a collection of cartoons and jokes by members published in Grapevine. AAGV also translated two Grapevine books: A Spanish version of *One Big Tent*,

called *Bajo El Mismo Techo*, and a French version of *Emotional Sobriety*, called *La Sobriété Émotive*. AAGV also produced an annual wall calendar (with member photos) and a pocket planner.

To celebrate Grapevine's 75th Anniversary and to help members connect with other members and groups, AA Grapevine initiated an Anniversary "Toolkit," a comprehensive package of recovery tools from Grapevine and La Viña, including a subscription, a book, stickers, a Traditions checklist, bookmarks and information for Grapevine and La Viña reps.

This year, AA Grapevine began optimizing product metadata for better search and reader discovery by rewriting nearly all product descriptions (for books, magazines, calendars and other products), both on physical products and online. It's an ongoing process and will continue as books and materials come up for reprint. In addition, AAGV is working on qualifying for Google for Nonprofits that will offer access to Google products and tools to metric traffic more efficiently.

The AA Grapevine website continued to expand and in 2019 received an average of 35,553 unique visitors each month. In July 2019, the La Viña archive team completed the tagging process for the digital Spanish stories on its website. The tagging process for the Grapevine Story Archive continues to improve the search process. AAGV, Inc. continues its web migration project to Drupal 8 that will make an integrated platform and resolve the "Not Secure" warning displayed on the current Drupal 6 website. In August 2019, the new La Viña store was launched. AAGV, in coordination with our web traffic vendor fulfillment house, has embedded the eCommerce tracking code on La Viña's store page so it will have its monthly traffic report as Grapevine has. In 2019, AAGV, in coordination with ESP, completed the building links process to help end-users navigate between Grapevine's and La Viña's store pages. AAGV is working on migrating the content, images, audios and documents needed for the new D8 site. The launch for the new Grapevine website is scheduled for early 2020.

Because of an expressed need from the Fellowship, an audio version of Grapevine's book *Language of the Heart* will be produced in CD and MP3 downloads in 2020. Also, in 2020, Grapevine plans to reprint the books *Best of Grapevine, Volumes I, II and III* and offer them in one bundle.

This year, AA Grapevine took its existing product catalog and gave it a complete overhaul, producing an all-new, expanded, full-color catalog with photos and updated product descriptions. The new catalog was included with every A.A.W.S. order. In addition, it was mailed out with the winter edition of *Box 4-5-9*. Also, in November of 2019, Grapevine and La Viña CDs became available for purchase as downloadable MP3 audio files, with an outreach effort to let members know.

In August 2019, AAGV completed the La Viña digital Story Archive project, the first archive of Spanish language A.A. recovery stories. It is expected to launch with the new AAGV website design for 2020. In 2019,

La Viña received an average of 30 to 40 written personal stories per month, submitted from individuals as well as writing workshops both within the U.S. and internationally. Additionally, in July 2019, AAGV launched the Record Your Story Project for La Viña members, which now has a steady growth of submissions. The January/February issue for 2020 will be the first La Viña issue that follows Grapevine's inside cover format, pushing the Preamble and Statement of Purpose to the inside cover, and bringing the Steps and Traditions together in the back cover.

In 2019, Grapevine and La Viña magazines continued the Carry the Message project in an effort to inform members and groups about an option to purchase subscription gift certificates for alcoholics in need. Throughout the year, AAGV, Inc. has collaborated with G.S.O.'s Corrections desk to fulfill over 200 sponsored Carry the Message subscriptions for inmates.

In 2019, in an effort to increase Grapevine/La Viña awareness and visibility, AAGV hired an outreach coordinator to develop processes to increase awareness and visibility of Grapevine and La Viña to the Fellowship. This year, AA Grapevine continued to produce the Grapevine/La Viña visitor's info packet for all visitors to the G.S.O. office.

In 2019, AA Grapevine began producing explainer videos and short videos using member's personal stories from the Grapevine Audio Project to launch on

Grapevine's YouTube channel, which is still in its early stages. The Grapevine YouTube channel also includes the A.A.W.S. video "Doors," a video produced from a Grapevine Audio Project. Grapevine plans to continue working on new ideas to increase content on their YouTube channel.

In 2019, Grapevine and La Viña staff participated in events across the U.S. and Canada, including ICYPAA, the A.A. Women's Conference, NERAASA, PRAASA, Founder's Day, the National A.A. Corrections Conference and several locations to celebrate La Viña's annual anniversary.

Jon W., Senior Editor

GROUP SERVICES

Staff Report: To assist groups across the U.S. and Canada, G.S.O. develops service material based on an indicated need, sharing information and experience not found in Conference-approved literature. Examples of service material include: Group Handbooks; G.S.R. and D.C.M. Kits; A.A. Guidelines; Referral List of "Fellowships Similar to A.A.," "Is Your Group Linked to A.A. as a Whole" and "Anonymity Online." A six-page document, SM F-33, lists and describes each service piece that is available.

Service material is available upon request and differs from Conference-approved literature in that it has not



come about through Conference Advisory Action. It is produced when there is an expressed need for readily available information on a specific subject or in a specific format. Service material reflects A.A. group experience as well as specific and timely information that is subject to change.

The group services coordinator:

- Supervises the updating of G.S.O.'s available service material upon request, and in Spanish and French, whenever possible;
- Collaborates with the Publishing and Records departments on the three regional A.A. Directories (Canadian, Eastern U.S., and Western U.S.), G.S.O.'s group and service committee records, and intergroup and central office records and lists;
- Serves as a resource to the Publishing department regarding updating of *The A.A. Service Manual*;
- Acts as G.S.O.'s liaison to approximately 480 intergroup and central offices in the U.S. and Canada, and coordinates the participation of A.A.W.S. at the annual intergroup/central office seminar, serving on the seminar's Policy and Site-Selection Committees;
- Serves as secretary to the Conference Committee on Report and Charter;
- Serves as liaison to other Twelve Step Fellowships and to Special International Contacts.

Jeff W.

INTERNATIONAL

Trustees' Report: The trustees' International Committee is responsible for suggesting policies and actions to assure that the A.A. message is available around the world, especially in areas where there is no established service structure. The committee provides shared experience, supports translations of A.A. literature in other languages, and encourages the expansion of regional or zonal meetings. The committee is the primary link between the international A.A. community and the U.S./Canada General Service Board of Trustees.

The 2020 Literature Assistance budget of \$10,000 will allow A.A. World Services to translate and publish a variety of foreign-language books, pamphlets and reprints. A portion of this expense will be drawn from the International Literature Fund, representing contributions from A.A. groups and structures around the world. A.A.W.S. holds the copyrights on all foreign-language versions of our Conference-approved material and issues licensing agreements for publication and distribution, as requested, to those countries which have an established general service board. When necessary, we translate and publish the material, subject to scheduling by the Publishing department and approval of the A.A.W.S. Board. The Big Book is currently available in 71 languages, and other literature is available in approximately 106 languages.

There are four zonal service meetings held in the

year when the World Service Meeting does not convene. In late September/early October, Newton P., trustee-at-large/U.S., and Trish LaN., trustee-at-large/Canada, represented the U.S./Canada general service structure as zonal delegates to the 21st Meeting of the Americas (REDELA) in Buenos Aires, Argentina. As invited guest observers and as a resource, staff member Eva S. and publishing director David R. also attended the REDELA. Additionally, general manager Greg T., Eva and David attended the 9th Sub-Saharan Africa Service Meeting (SSASM) held in Johannesburg, South Africa, in June 2019. In July, Eva and David attended the 13th Asia-Oceania Service Meeting (AOSM) in Hong Kong, China; and in October, Greg, Eva and David attended the European Service Meeting (ESM) in York, England, as guest observers and a resource.

International Trips — The General Service Board and General Service Office responded to many invitations from other countries to attend events ranging from conventions, anniversary celebrations, conferences, board meetings, G.S.O./National Service Office visits and service meetings. In addition to the zonal events listed above, since last year's General Service Conference trustees and staff members attended: the 31st General Service Conference Russia; 30th General Service Conference Peru; 47th General Service Conference Honduras; 11th National Convention Colombia; 45th Anniversary Convention Poland; 30th Anniversary Convention Slovenia; 50th General Service Conference India; First South America Convention in Paraguay; 18th Middle East Regional Committee Convention in Kuwait; General Service Conference Czech Republic; 23rd National Service Forum Portugal; 21st General Service Conference Cuba; 50th General Service Conference Guatemala; 39th Central America Convention in Nicaragua; and 20th National Convention Brazil.

Tentative international travel for 2020 includes the 24th National Convention Bolivia; 55th Australian National Convention; 49th General Service Conference Poland; and the 4th International Professional Meeting in Cuba.

The Trip Consultation Team is reviewing and updating the documents "Purpose of International Travel by Trustees & Staff (A.A., U.S./Canada)" and "Overview of International Travel by General Service Board trustees and staff of the General Service Office on Behalf of Alcoholics Anonymous U.S./Canada."

Meeting of the Americas (REDELA) — The committee discussed requests from the REDELA coordinator, which were sent to the Mexico and U.S./Canada General Service Offices, to provide financial assistance to countries that have limited resources to attend the 21st REDELA in Argentina, September 2019. The committee recommended that the General Service Board U.S./Canada be responsible for a maximum of \$10,000 (U.S.) total for supporting delegates requesting assistance to attend the 21st REDELA to be distributed in a prudent and informed manner after consultation with Mexico.

World Service Meeting — The 26th World Service Meeting (WSM) will be held October 25-29, 2020 in Rye Brook, New York, with the theme “The Purpose of Our Service: Sobriety Within Everyone’s Reach.” We are anticipating approximately 70 delegates representing an estimated 45 countries or linguistic zones. Representing our General Service Board will be first-term WSM delegate Trish LaN., trustee-at-large/Canada, and second-term WSM delegate, Newton P., trustee-at-large/U.S. G.S.O. General manager Greg T. will be presiding at the event and staff member Eva S. will serve as WSM coordinator. Additional staff members will serve as secretaries to WSM committees.

The committee discussed the following related topics:

The committee reviewed and accepted their preliminary 2020 budget and forwarded it to the trustees’ Finance and Budgetary Committee. The committee looks forward to further discussion on International finances (U.S./Canada), including G.S.O./G.S.B. international travel, the 26th WSM budget, International Literature Fund, World Service Meeting Fund contributions and accounting.

Class A trustees U.S./Canada have drafted a letter that may be sent to international G.S.O.’s for linking Class A trustee professionals (U.S./Canada) with non-A.A. member trustees serving G.S.B.s in other countries. The letter will be reviewed by G.S.O. before distribution and discussion on communication platforms is in progress.

International A.A. Data Map — The committee noted that with the conversion of new office-wide systems throughout G.S.O. this project had been placed on hold and is currently on the project list to begin the planning.

The committee looks forward to discussing the revised GSB Strategic Plan P4.1: The GSB will develop a plan to embrace more direct contact with other countries in order to increase meaningful two-way shared experience, will explore ways to strengthen our relationships with other service structures and ways to make the World Service Meeting more efficient and effective.

The committee continues 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.

Newton P., 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 63 international general service offices and/or literature distribution centers.

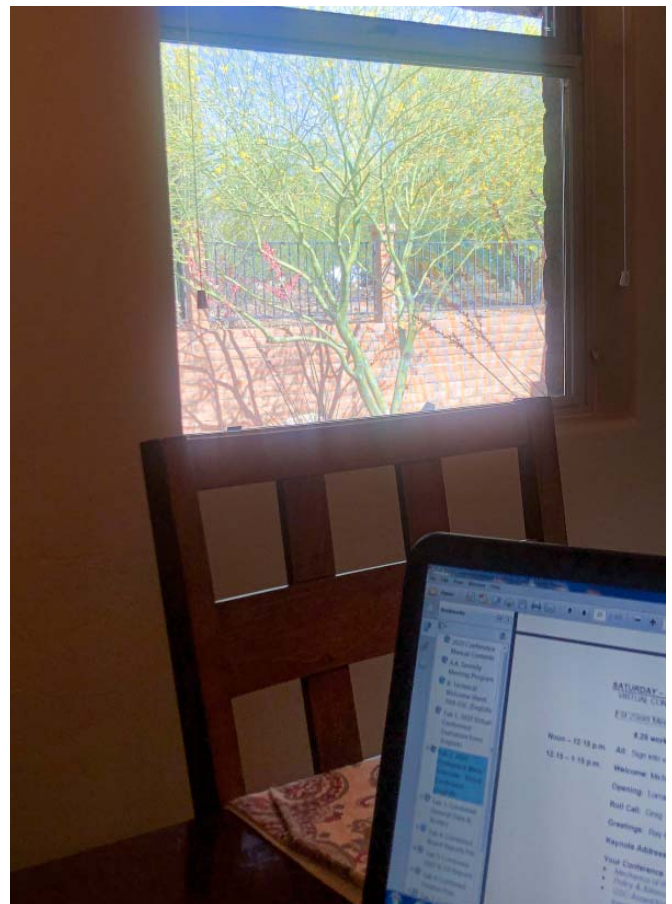
The International desk is also responsible for communication with structures, groups and members outside the United States/Canada. Correspondence

arrives at the International desk in many languages and is answered in the appropriate language, often accompanied by A.A. literature. In order to accomplish this, the staff member on the assignment is assisted by a bilingual (English-Spanish) assistant and 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 G.S.O. staff, cooperation with the Publishing Department, and the support of the trustees’ International Committee, which he or she 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.
- Maintaining close communications with our Publishing 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 foreign languages. The Big Book has now been translated into 70 languages, and additional translations are in progress. Primary in consideration of each request is the need to ensure



the integrity and authenticity of A.A.'s message. To that end, the Publishing Department 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 A.A.W.S. Board undertakes the new publication when funds are available.

- Handling communications related to overseas travel, including the Trip Consultation Team that considers international invitations, and attendance at Zonal Service Meetings. Our trustees-at-large (U.S. and Canada) are our delegates to the Meeting of the Americas (REDELA). Other Zonal Meetings include the Asia-Oceania, European, and Sub-Saharan Africa Service Meetings.
- Working closely with our Records Department to ensure that our International A.A. Directory (for countries outside of the United States and Canada) published annually, contains updated contact information for G.S.O.s, central offices and intergroups, groups, and foreign contacts around the world.

Eva S.

INTERNATIONAL CONVENTIONS/ REGIONAL FORUMS

Trustees' Report:

International Conventions — Since the 2019 General Service Conference the committee has met three times.

The purpose of the trustees' committee as it relates to International Conventions is to work on plans for each forthcoming International Convention. The objectives of the International Convention are:

- To provide opportunities for a rededication of attendees to the primary purpose of A.A.
- To enable attendees to witness the success and growth of the A.A. program around the world.
- To let the world know that A.A. is alive, flourishing and available as a community resource, locally and internationally.

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.

At their July 2019 meeting the committee reviewed and accepted the 2020 International Convention quarterly financial update through June 2019 from the A.A.W.S. Finance Committee.

The committee also reviewed a list of non-A.A. professional friends of A.A. suggested as potential speakers at the 2020 International Convention. The committee was encouraged to submit additional suggestions before

November. The staff will re-send the memorandum and form regarding non-A.A. speakers to all Conference members.

The committee viewed a one-minute draft video providing a glimpse of past international convention flag ceremonies. The purpose of the video is to share the enthusiasm and spirit of International Conventions. Once final edits are completed, the video will be made available for download on aa.org and other available platforms.

At the November 2019 meeting the committee accepted the staff report noting that G.S.O.'s planning for the 2020 International Convention is proceeding on schedule. Staff responded to questions related to housing and transportation for the Convention. The committee noted the importance of good communication with the Fellowship.

The committee also reviewed and accepted the quarterly financial update through September 2019 from the A.A.W.S. Finance Committee and an update of the budget for the 2020 International Convention.

The committee reviewed and approved the tentative schedule of professional panels and participants and agreed to extend invitations to special guests who are links to A.A.'s early history: Laurie L., daughter of Ruth Hock; Sr. Theresa Bontempo of the Sisters of Charity of St. Augustine; and George E. Vaillant, M.D. Ruth Hock was A.A.'s first national secretary and worked with Bill W. The Sisters of Charity of St. Augustine is the order to which Sister Ignatia belonged. Dr. Vaillant played a significant role reaching professionals in countries where A.A. had not reached the local population.

The committee also agreed that invitations be extended to one board representative from the following Fellowships: Narcotics Anonymous (N.A.) and Heroin Anonymous (H.A.). The committee noted that representatives of other Twelve Step fellowships have been invited to prior International Conventions and participated on the panel "A.A. and Other 12 Step Fellowships."

The committee reviewed and approved the formats for the Friday night, Saturday night and Sunday morning Big Meetings that will be held in the Ford Field stadium.

The committee reviewed the speaker selection process for the International Convention and affirmed the importance of providing clear guidelines to A.A. members selected to share in the meetings at the International Convention.

The committee discussed the opening of registration for the 2020 International Convention on September 9, 2019, and noted the initial difficulties and challenges of the process. Initial reports indicated that downtown hotels filled first but that there were many rooms still available through the Housing Bureau, including dorm accommodations. Shuttle buses will be provided for hotels that are not in walking distance to the Convention Center.

Onsite registration planning in Detroit includes advance mailing of badges and souvenir books to all conventioners registered prior to May 15, 2020 to avoid unnecessary lines. Based upon prior experience, a greater

number of self-service kiosks will also be available onsite in the Convention Center.

The committee discussed a suggestion to add a booth for the General Service Board on the floor of the Convention Center. The committee agreed to request that a booth for the General Service Board be included on the floor of the Convention Center proximate to the A.A. World Services, Inc. and the AA Grapevine, Inc. booths to share information about the General Service Board with members of the Fellowship

At the February 2020 meeting, staff reported that over 28,000 people had registered for the Convention. Staff also reported that the Volunteer Kickoff Meeting hosted by the local Welcome Committee in Detroit was scheduled for Saturday, February 8, 2020, beginning the process of gathering names for the 4,000 A.A. members needed to greet Convention attendees from around the world. A link to the 2020 International Convention Volunteer website was added to the International Convention page on aa.org after February 15, for members wishing to volunteer as greeters for the Convention.

The committee reviewed and accepted the quarterly financial update through December 2019 followed by a wide range of questions and discussion on a variety of topics, including: accessibilities support and resources, budget variables and getting the word out about the Convention.

The committee recommended to the General Service Board that the 40 millionth copy of the Big Book, *Alcoholics Anonymous*, be presented to the National Institute on Alcohol Abuse and Alcoholism (NIAAA).

The committee considered requests to discuss alternate dates for the International Convention and noted that the Site Selection Guidelines for the 2035 International Convention had been updated in October 2018 to include all weekends in the month of July. The committee suggested that the weekends in the month of June be included as options for interested cities wishing to bid for the 2035 International Convention. The committee requested that the revised Guidelines be brought back to the July 2020 meeting of the committee for review.

The committee also noted that the review process of the Site Selection Guidelines includes further review prior to the beginning of the 2035 International Convention site selection process in 2022.

The committee agreed to forward to the Conference Committee on International Conventions/Regional Forums a request to discuss methods of closing the Big Meetings at the International Conventions.

On March 25, 2020 the trustees' Committee on International Conventions/Regional Forums convened in a special meeting to discuss the impact of the Coronavirus (COVID-19) pandemic on the celebration of the 2020 International Convention.

The committee reviewed and discussed several reports, including an overview of the impact of the pandemic provided by an epidemiologist; the status of registrations and cancellations; the status of the Canada/U.S. Border and budget projections for the different

scenarios; as well as projected insurance coverage.

The committee also carefully considered available options in the case that the Convention could not take place in July of 2020, including postponement until 2021 in Detroit and cancellation of the International Convention in 2020 until the next convention scheduled for 2025 in Vancouver.

After lengthy and thoughtful discussion, the trustees' Committee on International Conventions/Regional Forums recommended that the Alcoholics Anonymous International Convention scheduled for July 2-5, 2020 in Detroit, Michigan, be cancelled.

Regional Forums — The committee met three times since the 2019 General Service Conference.

Since the 2019 General Service Conference, Regional Forums have been held in the Northeast, West Central, Southwest and East Central Regions; and one local forum was hosted by Area 05 (Southern California) July 13-14 at Griffith Park in Los Angeles. Attendance at the 2019 Regional Forums totaled 1,565, including 821 first-time attendees. General Service Board participants at the 2019 Forums included 14 trustees, 2 AA Grapevine directors, 1 A.A. World Services director, 8 employees of the General Service Office, and 10 special workers from G.S.O. and Grapevine.

Each Forum was viewed as an opportunity to exchange information among trusted servants, staff and members for the opportunity to relate services to experience, strength and hope, as well as challenges and successes of A.A. members on the frontlines of carrying A.A.'s message to the still-suffering alcoholic. Notable events include the continued use of the workshop entitled "Fostering Participation in A.A. — Who's Not in the Room?"; a workshop moderated in ASL and simultaneously voice-interpreted for the hearing attendees; use of a liberating structure format for one Full Forum presentation; and the ever popular "meal train" providing attendees opportunities to interact and fellowship with trustees, directors and G.S.O./Grapevine staff on a more personal level.

The committee reviewed and accepted the Regional/Local Forums Schedule for 2019-2021 Forums. The committee reviewed and accepted the General Service Board participation schedule for 2020 Regional Forums with changes to reflect rotation after the 2020 General Service Conference.

The following Regional Forums are scheduled for 2020:

2020		
Western Canada	May 29-31	Calgary, AB (cancelled)
Pacific	August 21-23	Las Vegas, NV (cancelled)
Eastern Canada	November 13-15	Ottawa, ON
Southeast	December 4-6	Biloxi, MS

The committee reviewed and accepted the evaluation questionnaire summaries for the 2018 Southeast Regional Forum and the 2019 Northeast, East Central, West Central and Southwest Regional Forums. The questionnaires along with a summary of remarks have been included as background for the 2020 Conference Committee on International Conventions/Regional Forums.

The committee asked the staff secretary to evaluate the data to ascertain whether the number of first-time attendees at Regional Forums is trending up or down.

The committee discussed ways to increase visibility of local intergroup/central offices at Regional Forums and agreed that adding to the weekend program presentations and/or workshops providing information about the role of intergroup/central offices would be useful in informing the Fellowship about the importance of intergroup/central offices in the A.A. service structure.

The committee also discussed the pros and cons of changing the Regional Forum guidelines to allow local intergroups, central offices, areas or districts to sell literature at Regional Forums. The committee requested the staff secretary draft language updating the current Regional Forum guidelines for local Welcome Committees to include the option of local intergroups, central offices, areas or districts selling Conference-approved A.A.W.S., AA Grapevine and/or locally produced literature at Regional Forums. The staff secretary will also develop a brief survey to evaluate the change from the welcome committee and attendee standpoint.

The committee reviewed progress reports and draft videos related to the Regional Forum video project. At their February 1, 2020 meeting, the committee viewed with appreciation the final draft of the Regional Forum video. Next steps include a professional voice-over. A final version will be shown during the 2020 General Service Conference. The committee expressed a special thank you to all who contributed to this project.

On March 17, 2020, the trustees' Committee on International Conventions/Regional Forums convened to discuss the impact of the Coronavirus (COVID-19) pandemic on the 2020 Western Canada Regional Forum (May 29-31 in Calgary, AB), and voted to cancel the 2020 Western Canada Regional Forum.

The committees' discussion and ultimate decision was largely informed by current government advisory and public health restrictions (issued by Canadian authorities) regarding travel into Calgary, including the following:

- After March 12, all travelers entering from outside of Canada self-isolate for 14 days after their arrival in Canada.
- Effective immediately, the Alberta government is asking all large gatherings or international events in the province to be cancelled.
- New public health restrictions asking organizers to cancel any event that has more than 50 attendees and expects to have international participants, or involves critical infrastructure staff, seniors, or other high-risk populations.

On April 3, 2020, the trustees' Committee on International Conventions/Regional Forums convened in a special meeting to discuss the possible impact of the coronavirus (COVID-19) pandemic on the 2020 Pacific Regional Forum (August 21-23 in Las Vegas, Nevada).

The committee discussed the current health and travel advisories, and local governmental guidelines, established in response to the ongoing health crisis. After thoughtful discussion, and out of care for the health and safety of the Fellowship, the committee voted to cancel the 2020 Pacific Regional Forum.

The committee also discussed that given the uncertainty of the health crisis and its impact on future events, it would be beneficial to consider the possibility of virtual forums as an alternative to cancelled 2020 Forums and a viable format to connect with the Fellowship — perhaps more important now than ever. The committee requested that the staff coordinator on Regional Forums work with the appropriate G.S.O. management and personnel to explore and develop potential options for future events on a virtual platform. It was also requested that the Western Canada regional trustee be included in the process. The committee agreed to continue discussions and scheduled their next meeting.

Tom A., Chair

Staff Reports:

International Convention — The International Convention assignment entails coordinating every aspect of the many processes and plans involved in producing the A.A. International Convention, held every five years. Working with four committees — Trustees, Conference, G.S.O. Planning, and Welcome — the International Convention coordinator is responsible for making sure that the Convention comes together as a wonderful opportunity for A.A. members to celebrate gratitude and sobriety.

Plans proceed apace for the 2020 International Convention, which will be July 2–5, 2020, in Detroit, Michigan. The Convention theme, chosen from suggestions sent in by the Fellowship, is “Love and Tolerance is Our Code.”

Throughout the Convention week, more than 4,000 local A.A.s, coordinated by the Detroit Welcome Committee, will greet visitors from around the world. The 2020 International Convention will kick-off with a “Party in the Park” with dances and celebrations flowing from Hart Plaza to the TCF Convention Center (previously Cobo Center) and back out to the Hart Plaza.

During the day on Friday and Saturday the Convention Center 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 Ford Field stadium, a comfortable walk away from the TCF Center.

The traditional flag ceremony of nations in attendance will take place at the Friday night meeting in the stadium and on Saturday night, oldtimers chosen from the hat will share about their years of experience, strength

and hope in Alcoholics Anonymous.

Information about the Convention is available on G.S.O.'s website, and will be updated as we move ahead. Excitement continues to build as this 85th Anniversary celebratory event draws closer!

Julio E.

Regional Forums — 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 and understanding 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 the region, the General Service Board holds Regional Forums in each region every two years. The locations for Regional Forums are decided upon by the respective region and host areas, and coordinated with G.S.O.'s Meeting, Events and Travel Department.

The Regional Forums staff member develops and coordinates Forum programming, literature displays, newsletters and final reports. Presentation and workshop topics are suggested by attendees and decided upon jointly by area delegates, G.S.O. 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 facilitated by the staff member. Additionally, the staff member works closely with the Welcome Contact of each Forum who is responsible for the coordination of local volunteers to assist during Regional Forum weekends.

"Additional" Forums were discontinued by the General Service Board as of 2016; and Local Forums have continued since 2006, with ten being held to date. The General Service Board continues to encourage regions to support Local Forums which are structured to meet cultural, accessibility and population considerations within their own A.A. communities. The trustees' Committee on International Conventions/Regional Forums annually approves, at its July meeting, travel for up to two members of the General Service Board, directors of the A.A.W.S. or Grapevine Boards or the G.S.O. or Grapevine staff at a maximum of 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. Implementation will commence in 2022. (To date, no requests for Special Forums have been received.)

The staff member on the A.A. Regional Forums assignment serves as co-secretary to the trustees' and Conference International Conventions/Regional Forums Committees.

Sandra W.

LITERATURE

Trustees' Report: This report offers a summary of the literature projects of the trustees' Literature Committee since the 2019 General Service Conference, including items resulting from the 2019 Advisory Actions and additional committee considerations.

Completed Projects:

- The pamphlet "Questions and Answers on Sponsorship" was revised with text regarding anonymity.

Items related to A.A.W.S. Policy that were submitted to the 2020 Conference Committee on Literature:

- The revised "A.A.W.S., Inc. Policy on Publication of Literature: Updating Pamphlets and Other A.A. Materials" which was retitled and approved by A.A.W.S. in January 2020
- The proposed "A.A.W.S., Inc. Policy on Conversion of Written Conference-approved Literature and Service Material into Video Format," which was reviewed by A.A.W.S. in January 2020

Draft updates regarding the following projects were submitted to the 2020 Conference Committee on Literature:

- Draft update of the pamphlet "Twelve Traditions Illustrated"
- Draft update of the video "Your General Service Office (G.S.O.), the Grapevine, and the General Service Structure"
- Draft language regarding safety and A.A. to be included in the booklet *Living Sober*
- Draft language regarding safety and A.A. to be included in the pamphlet "Questions and Answers on Sponsorship"

Progress reports regarding the following projects were submitted to the 2020 Conference Committee on Literature:

- Update to the pamphlet "Twelve Steps Illustrated"
- Update to the pamphlet "Twelve Concepts Illustrated"
- Development of the pamphlet on A.A.'s Three Legacies
- Development of the pamphlet for Spanish-speaking women in A.A.
- Update to the pamphlet "Too Young?"
- Update to the pamphlet "Young People and A.A."

Additional items that were reviewed, discussed and forwarded to the 2020 Conference Committee on Literature:

- Request for input and feedback for the trustees' Literature Committee's consideration of whether proposed agenda items for plain language, simplified language, accessible translations and large-print versions of the book *Alcoholics Anonymous*, as well as workbooks to help study the program of Alcoholics Anonymous, can be addressed with a common solution
- Request to update the pamphlet "A.A. for the Black and African-American Alcoholic"

- Requests to develop a Fifth Edition of the book *Alcoholics Anonymous*
- Request to develop a Fourth Edition of the book *Alcohólicos Anónimos*
- Requests to revise the book *Alcoholics Anonymous*
- Requests to revise the book *Twelve Steps and Twelve Traditions*
- Request to add a subtitle to the booklet *Living Sober*
- Requests to revise the pamphlet “The A.A. Group”
- Request to revise the pamphlet “Frequently Asked Questions”
- Requests to revise the pamphlet “Questions and Answers on Sponsorship”
- Request to revise the pamphlet “G.S.R.: Your Group’s Link to A.A. as a Whole”
- Recovery literature matrix for review

Items that were discussed and no action taken included:

1) The committee discussed ceasing development of new literature and focus on making all our current literature accessible in all possible formats. The committee took no action on ceasing development of new literature noting that new literature is developed in response to Advisory Actions from the General Service Conference. The committee recognized the need to continue making current literature accessible in all possible formats and is exploring strategies for making this possible.

2) While the committee took no action on the below, specific proposed agenda items, the committee noted that the items touch on what it considers to be an expressed, broader need that is reflected in similar requests. The committee is exploring this need through subcommittee efforts and by seeking wider group conscience discussions. The committee noted that the background provided for these items will be helpful in these discussions related to the agenda item to consider if a common solution can address proposed agenda items for plain language, simplified language, accessible translations and large-print versions of the book *Alcoholics Anonymous*, as well as workbooks to help study the program of Alcoholics Anonymous.

- Consider the development of a contemporary and comprehensive new workbook to study the Twelve Steps, Twelve Traditions and Twelve Concepts
- Consider a request to create a dictionary to complement the Big Book
- Consider a request allowing Jewish rabbis and Muslim leaders and Indian Ancient Vedas scholars, et al, to have diverse spiritual language in the Fifth Edition Big Book rather than the current predominantly Judeo-Christian language
- Consider a request to develop a Fifth Edition of the book *Alcoholics Anonymous* with the removal of the chapters “To Wives,” “The Family Afterward,” and “To Employers”

3) Additionally, the trustees’ Literature Committee

noted that the request to consider the development of a book titled *A.A. Comes of Age II* was reassigned to the trustees’ Committee on Archives because the proposed item is archival literature rather than recovery literature.

Items that were reviewed and forwarded to the August 2020 meeting of trustees’ Literature Committee for continued discussion include:

- Consider a return to the practice of not changing Bill W.’s writings.
- Consider developing literature sharing experience, strength and hope on meditation. The committee noted that Grapevine is in the process of developing a similar item.
- Consider developing a pamphlet about Young People of Alcoholics Anonymous (Y.P.A.A.). The committee requested that the staff secretary reach out to the submitter for more information as to the goal and purpose of the request.
- Consider presenting the A.A. program of recovery in digital formats. The committee requested that the staff secretary reach out to the submitter for more information as to the goal and purpose of the request.
- Consider making current literature accessible in all possible formats and request that the G.S.O. Publishing department develop a strategy to achieve this outcome and provide a progress report.
- Review aspects of the General Service Board Strategic Plan relevant to the committee.
- Progress on development of a Literature Committee Workbook.

Beau B., Chair

Staff Report: As secretary to the trustees’ and Conference Committees on Literature, as well as the A.A.W.S. 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 recommendations from the General Service Conference. Final design and production of all this material is under the auspices of the A.A. World Services Publishing Department.

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 our Order Entry Department, our customer service representatives, our publishing staff and our Archives staff.

Contact is maintained with all current area, district and intergroup/central office literature chairs. Each newly elected literature chair receives a welcome letter and service material to assist the chair in this vital responsibility. There are currently 66 area, 433 district and 31 intergroup/central office literature chairs listed with G.S.O. The Literature assistant is invaluable in supporting and helping facilitate the responsibilities of this aspect of the assignment.

For *Box 4-5-9*, the Literature staff member also gathers recovery, unity and service related topics from G.S.O.

staff members who have regular contact with local committees, groups and members. The staff member coordinates two to three discussion meetings a year with the Publishing department's executive editor and three to five G.S.O. staff in order to review lists of possible topics to be included in the newsletter from G.S.O. This way, *Box 4-5-9* may include articles featuring local shared experience for carrying the A.A. message and be an effective reflection of both the Fellowship and G.S.O. activities. Committee sharing on service from the Fellowship is always welcomed at G.S.O.

Published in English, French and Spanish, *Box 4-5-9's* current quarterly distribution is approximately: 66,994 copies in English, 1,840 copies in French and 3,276 copies in Spanish. Additionally, there are currently 14,702 English, 585 French and 1,154 Spanish subscribers to the digital delivery service for *Box 4-5-9* available through G.S.O.'s A.A. website, www.aa.org. Also, the interested A.A. member can find a digital copy of every issue of *Box 4-5-9* going back to the original issue from 1956 on G.S.O.'s website.

As literature is essential in helping to carry our message of recovery, this remains a challenging and rewarding assignment.

Steve S.

NOMINATING

Trustees' Report: The trustees' Nominating Committee was first appointed by the chair of the General Service Board (G.S.B.) 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 trustees' Committee on Nominating)

Since that time, the trustees' Nominating Committee generally has met three times each year and, with the formation of the General Service Conference 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.

Activities of this committee in the past year:

Procedures for a partial or complete reorganization of corporate boards: The committee reviewed the report of the 2019 Conference Committee on Trustees. They discussed a committee consideration and memorandum from the 2019 Conference Committee on Trustees requesting that they revise the procedures for a partial or complete reorganization of the General Service Board, the A.A.W.S. or AA Grapevine boards. The chair appointed a subcommittee to address the suggested revisions and concerns.

The committee reviewed the report from the subcommittee, acted on the subcommittee's recommendations, and forwarded to the Conference Committee on Trustees

an agenda item to consider the revised "Procedures for a Partial or Complete Reorganization of the General Service Board, the A.A.W.S. or AA Grapevine Boards."

The committee accepted the subcommittee's recommendation that the following text be added to End Note 2 of the "Procedures for a Partial or Complete Reorganization of the General Service Board, the A.A.W.S. or AA Grapevine Boards": "Until the election, the trustees would still be bound by their Code of Conduct and required to fulfill their fiduciary duties to Alcoholics Anonymous."

The committee forwarded an agenda item to the Conference Committee on Report and Charter that a sentence in Article 4 of the Current Conference Charter that currently reads:

It will be further understood, regardless of the legal prerogatives of the General Service Board, as a matter of tradition, that a three-quarters vote of all Conference members may bring about a reorganization of the General Service Board and the directors and staff members of its corporate services, if or when such reorganization is deemed essential.

Be amended to read:

It will be further understood, regardless of the legal prerogatives of the General Service Board, as a matter of tradition, that a three-quarters vote of all Conference members **participating in the vote** may bring about a reorganization of the General Service Board and the directors and staff members of its corporate services, if or when such reorganization is deemed essential.

Regional Trustee elections: The committee recommended to the General Service Board, as eligible for election in April 2020, all candidates submitted for West Central and Western Canada regional trustees.

Board slates: The committee reviewed and recommended proposed slates of General Service Board members, officers of the board, and A.A. World Services (A.A.W.S.) and AA Grapevine directors to the annual meeting of the members of the General Service Board in April 2020, following presentation at the 2020 General Service Conference for disapproval, if any.

General Service Trustee: The committee recommended to the General Service Board that Josh E. serve as a general service trustee and trustee director on the AA Grapevine Corporate Board, following the April 2020 General Service Conference, to fill the vacancy left by Carole B.

A.A.W.S. Directors: The committee recommended to the General Service Board that:

- Jimmy D. serve as trustee director for a two-year term on A.A. World Services Corporate Board following the April 2020 General Service Conference, to succeed Cathy B.
- John W. serve as nontrustee director on the A.A. World Services Corporate Board following the 2020 General Service Conference.

AA Grapevine Directors: The committee recommended to the General Service Board that:

- Francis G. serve as trustee director for a two-year term on the AA Grapevine Corporate Board following the April 2020 General Service Conference, to succeed Mark E.
- Cindy F. serve as nontrustee director on the AA Grapevine Corporate Board following the 2020 General Service Conference.

Appointed Committee Members (ACMs): The committee reviewed an update on the status of ACMs serving on trustees' committees of the General Service Board for the year 2020-2021 and made the following recommendations to the General Service Board:

- That Allison C. of Goleta, CA, be appointed for an additional one-year term to serve on the trustees' Public Information Committee beginning with the July 2020 General Service Board weekend.
- That Shari M. of Ft. Lauderdale, FL, be appointed for an additional one-year term to serve on the trustees' Public Information Committee beginning with the July 2020 General Service Board weekend.
- That Katie H. of Fair Oaks, CA, be appointed for an additional one-year term to serve on the trustees' Literature Committee beginning with the July 2020 General Service Board weekend.
- That Amalia C. of Newington, CT, be appointed for a one-year term to serve on the trustees' Literature Committee beginning with the July 2020 General Service Board weekend.
- That George W. of Louisville, KY, be appointed for an additional one-year term to serve on the trustees' Cooperation with the Professional Community/Treatment and Accessibilities Committee beginning with the July 2020 General Service Board weekend.

Policies regarding consultants and appointed committee members: The committee discussed the role and terms of ACMs. Topics discussed include the position title of ACMs, the level of participation appropriate for ACMs, and whether they should have a voting participation in trustees' committee meetings. The committee agreed to continue the discussion at the July 2020 meeting.

Composition, Scope and Procedures: The committee reviewed its Composition, Scope and Procedures, discussing the development of consistent language to address inclusivity. The committee will continue the discussion. The committee recommended the following changes to its procedures:

Procedure No. 10 — Guidelines for Hiring Grapevine Chief Executive: The committee discussed suggested revisions to Procedure No. 10 (Hiring Grapevine Chief Executive) and agreed to forward these to the AA Grapevine Board for their consideration. The committee reviewed the changes to Procedure No. 10 submitted by the AA Grapevine Board to clarify the procedure used in the selection of the Grapevine Publisher

and recommended to the General Service Board that the revisions to Procedure No. 10 — Guidelines for Hiring Grapevine Chief Executive be approved.

The committee recommended to the General Service Board that the Procedure No. 11 (Procedures for Electing Regional Trustee Candidates in the U.S./Canada) be updated as noted below:

- The second sentence under the caption "Time Required of Regional Trustees" which currently reads "Trustees are expected to attend..." be changed to "Trustees are expected to attend a minimum of..."
- The sixth sentence under the caption "Time Required of Regional Trustees" which reads "In addition, regional trustees may be asked to serve..." be changed to read "In addition, regional trustees are asked to serve..."
- A change be made to revise "Trusteeship is for four years" to "Trusteeship is for four one-year terms" (Note: this change will be made wherever it appears in the Nominating Procedures.)
- Sample Announcement Letter (accompanies Procedure No. 11) — changes to mirror the changes noted in Procedure No. 11.

The committee recommended to the General Service Board that the Procedure No. 12 (Procedures for Electing a Candidate for Trustee-at-Large in the U.S. and Canada) be updated as noted below:

- The second sentence under the caption "Time Required of Trustees-at-Large" which currently reads "Trustees-at-large are expected to attend..." be changed to "Trustees-at-large are expected to attend a minimum of..."
- A change be made to revise "Trusteeship is for four years" to "Trusteeship is for four one-year terms."
- Sample Announcement Letter (accompanies Procedure No. 12) — changes to mirror the changes noted in Procedure No. 12.

The committee recommended to the General Service Board that the Procedure No. 13 (Procedures for Selecting Consultants for General Service Board Committees) be updated as noted below:

- The first paragraph which currently reads "Consultants who may serve trustees' committees but do not vote, are selected when expertise is needed on any of the Board's committees, and will serve on a volunteer basis as long as needed" be revised to read: "Consultants may serve trustees' committees on a voluntary non-compensatory basis, without voting privileges, when expertise is needed on any of the General Service Board's committees for up to a one-year term of service with the option to seek renewal for another term, if needed, using below procedures."
- Item 3 which currently reads "The trustees' committee approves the consultant and forwards his/her résumé to the trustees' Committee on Nominating" be revised to read: "The trustees' committee approves

the proposed consultant and forwards his/her résumé, justification and proposed term of service to the trustees' Committee on Nominating."

- Item 4 which currently reads "The trustees' Nominating Committee reviews the selection and recommends approval by the General Service Board" be revised to read: "The trustees' Nominating Committee reviews the forwarded material, makes additional inquiries, if necessary, and recommends approval by the General Service Board, if it agrees with the need for and selection of the proposed consultant."
- Item 5 which currently reads "Send name and address of the selected consultant to the Chairperson of the General Service Board so a letter of invitation can be sent" be changed to read: "Send name and address of the selected consultant to the Chair of the General Service Board or the Chair's designee so a letter of invitation can be sent, detailing the consultant's scope, conditions and term of service."

The committee recommended to the General Service Board that bullet number 2 "No current trustee shall be eligible to stand for the position of Chair of the General Service Board until completion of their term as trustee and rotation off the General Service Board" be removed from Procedure No. 14. Procedures for selecting Chairperson of the General Service Board.

General Service Board service requirements and effectiveness: The committee heard an overview of the report "Appraisal of Board Service Roles." The report will be shared with the members of the General Service Board and with the nontrustee directors. After discussion, the chair appointed a subcommittee to review the report, parse out specific topics for consideration, prioritize them, and consider what committee or board might best address each topic.

The committee agreed to forward the report of the subcommittee on the General Service Board Position Appraisal Report to the full G.S.B. for their consideration. It was noted that actions arising from the report could affect nontrustee directors and they should be included in any further deliberations. It was expressed that while the subcommittee report highlights ten priority topics from the appraisal report, the full appraisal report contains further information and may require additional action.

Class A trustee recruitment materials: The committee reviewed and approved a draft packet "Information for Prospective Class A Trustees." The committee requested the staff secretary also include links to C.P.C. videos featuring current and past Class A trustees.

Rotation schedule of Class A trustees: The committee discussed the rotation schedule for Class A trustees and recommended to the General Service Board that the terms of Class A trustees be adjusted so that one Class A trustee rotates onto the Board and one rotates off each year, with the exception of the General Service Board chair.

Term length descriptions in The A.A. Service Manual: The committee reviewed the language in *The A.A. Service Manual* describing the length of term for Class B trustees and noted that in some sections it describes a four-year term. They asked the staff secretary to send a memo to the G.S.O. Publishing department requesting that the term description for Class B trustees be updated in the comprehensive update of the Service Manual currently being prepared to accurately describe the term as four one-year terms.

Electronic voting for trustee's elections: The committee discussed electronic voting for trustee elections. The committee forwarded to the 2020 Conference Committee on Policy and Admissions an agenda item to consider implementing electronic voting for trustee elections.

David N., Chair

Staff Report: The staff member on this assignment is responsible to the trustees' Committee on Nominating 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 prepared background, minutes and reports for three quarterly trustees' committee meetings. The staff member worked with the trustees' Committee on vacancy announcements, and sent time commitment and interest status letters to Class A candidates. The staff member also coordinated the transcription and review of résumés for Class B trustee candidates who made their names available to participate in this year's Conference elections procedure.

Rick W.

PUBLIC INFORMATION

Trustees' Report: The trustees' Committee on Public Information (P.I.) 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; producing video and audio public service announcements (PSAs); reviewing the A.A.W.S. YouTube Channel; coordinating P.I. booths at health fairs and other community and school exhibits with local P.I. committees; conducting the triennial A.A. Membership Survey; and carrying A.A.'s message through media such as developing and distributing press releases.

Activities over the past year have included:

Public Information Comprehensive Media Plan (CMP) — The committee reviewed a list of items and activities of the CMP subcommittee. The committee reviewed and agreed to forward to the 2020 Conference Public Information Committee a report on the progress on the development of a Public Information Comprehensive Media Plan. The committee asked that a Comprehensive Media Plan subcommittee be formed at the August 2020



The committee agreed to forward to the 2020 Conference Committee on Public Information a draft plan to create video shorts based on A.A. literature.

Google AdWords/Grants — The committee discussed the 2019 Advisory Action that A.A.W.S., Inc. apply for Google AdWords/Grants for the purpose of providing information about A.A. to the public. The committee also discussed the 2019 Advisory Action that A.A.W.S., Inc. implement Google AdWords/Grants for the purpose of providing information about A.A. to

meeting to execute the continued development of the CMP action plan.

The committee also reviewed the CMP subcommittee report on exploring PSA distribution on digital and social media platforms. The committee asked that this item continue to be discussed at the August 2020 meeting.

The committee reviewed the CMP subcommittee report on the development of P.I. service cards and a new Young People Video Project flyer. The committee asked that the staff secretary work with the Communication Services department to implement the development of these service pieces.

Audio PSAs — Audio PSA “Contact A.A.” sections are being updated to include the current ways people search for A.A.

Video PSAs — In response to a 2018 Advisory Action that in addition to the work of local committees, the video PSA “Changes” be centrally distributed, tracked and evaluated. The committee reviewed the current video PSAs for relevance and usefulness and agreed to forward to the 2020 Conference Committee on Public Information a report that the current PSAs appear to be relevant and useful.

Development of two PSAs — The committee discussed the 2019 Advisory Action that two PSAs be developed. The committee reviewed the Comprehensive Media Plan subcommittee report on the messaging and audience of each PSA. The committee looks forward to a progress report and/or professional storyboards to be reviewed at the August 2020 meeting.

A.A. Video Shorts — The committee reviewed the 2019 Advisory Action that the trustees’ Public Information Committee develop a plan to produce video shorts based on current A.A. pamphlets that provide information about A.A. to the public and that a report be brought back to the 2020 Conference Committee on Public Information.

the public and that a report be brought back to the 2020 Conference Committee on Public Information. Following their discussion, the committee agreed to forward to the 2020 Conference Committee on Public Information a report on Google AdWords/Google Grants.

The committee also discussed requests to rescind, veto or not proceed with the Advisory Actions that A.A.W.S., Inc. apply for and implement Google AdWords/Grants without broader input from the Fellowship, and took no action. The committee noted that a full Google AdWords/Grant report was provided in the 2019 Conference Committee on Public Information background and that A.A.W.S. is following out the actions as directed by the 2019 General Service Conference. It was also noted that further discussions on this subject will continue within the context of A.A.’s Twelve Traditions. Per the 2019 Advisory Action, the trustees’ Public Information Committee is forwarding a report on Google AdWords/Grants to the 2020 Conference Committee on Public Information.

The trustees’ Public Information Committee has asked the trustees’ Finance and Budgetary Committee to look at background regarding the Advisory Action to apply for Google Grants and how it would be reported on our financial statements. There is a question on how in-kind contributions need to be reported on the balance sheet. G.S.O. has historically accepted in-kind donations for PSA placement but will continue looking into the best ways to report this. A subcommittee of the trustees’ Finance and Budgetary Committee and G.S.O.’s auditor will begin to discuss further in-kind service contributions and how they are reported.

A.A.W.S. YouTube Channel Progress Report — In response to a 2019 Advisory Action, the committee discussed the request that a report on the “Usefulness and effectiveness of the A.A.W.S. YouTube account” be brought back to the 2020 Conference Committee on Public Information. The

committee reviewed and agreed to forward to the 2020 Conference Committee on Public Information a progress report on the A.A.W.S. YouTube Account.

Meeting Guide app — The committee reviewed the G.S.O. Communication Services department progress report on the A.A.W.S. Meeting Guide and agreed to forward to the 2020 Conference committee on Public Information a progress report on the A.A.W.S. Meeting Guide app.

A.A.W.S. and AA Grapevine Websites — The committee reviewed the reports from both corporate boards regarding their respective websites and agreed to forward to the 2020 Conference Committee on Public Information the 2019 annual report on A.A.W.S. Board oversight of G.S.O.'s A.A. website and the report from Grapevine Board on oversight of the Grapevine/La Viña website.

Search Engine Optimization (SEO) — The committee considered a request to update all remaining Conference-approved video titles for search engine optimization. The committee agreed to forward to the 2020 Conference Committee on Public Information a request to update all remaining Conference-approved video titles for search engine optimization.

Podcast — The committee discussed a request that a podcast be created to better carry the A.A. message and agreed to forward to the 2020 Conference Committee on Public Information a request to develop a plan that a podcast be created to better carry the A.A. message.

A.A. Membership Survey — The committee reviewed a professional survey methodology report on the A.A. Triennial Membership Survey. The committee agreed to forward to the 2020 Conference Committee on Public Information the survey report. The committee also asked that additional information be included in the background reflecting discussions and suggestions that came from committee discussions with the survey professional. Noting that the survey methodology review is still in its infancy, the committee asked that this discussion be continued at the August 2020 meeting.

Revision to "Speaking at Non-AA Meetings" pamphlet — The committee reviewed a request to consider a revised version of the pamphlet "Speaking at Non-A.A. Meetings."

The committee asked that discussion on a revision to the pamphlet be continued at the August 2020 meeting. The committee also asked that a review of all Public Information pamphlets be included for discussion with a comprehensive review of the usefulness and relevancy of these pamphlets for P.I. committees and carrying the A.A. message to the public.

Anonymity Card (F-20) — The committee reviewed the draft of a revision to the service piece "A.A. Anonymity (Announcement for Reading at Public Meetings)" and asked the staff secretary to request that the G.S.O. Publishing department update the card with minor editorial updates.

G.S.O. Public Information policy on the Co-Founders' Posthumous Anonymity — The committee discussed the request from the G.S.O. archivist to create a separate Archives Co-Founders' Posthumous Anonymity Policy distinct from the Public Information policy. The committee reviewed the draft text and asked that the staff secretary send a memo to the trustees' Archives Committee suggesting they review the draft Archives policy. The committee asked that the draft revisions to the "G.S.O. Public Information on the Co-Founders' Posthumous Anonymity" policy be included for discussion at the August 2020 meeting.

Request to Include Social Media in Tradition Eleven — The committee reviewed a request that Tradition Eleven read: "...press, radio, television, films, and social media" and took no action. The committee noted that the 2013 General Service Conference explored this topic in depth and the challenges of changing the wording of the Traditions in keeping with the process described in the Conference Charter, Appendix C. The committee asked that the staff secretary include some additional information to the submitter.

Request to Develop Anonymity Literature on Social Media — The committee discussed a request to create a new form of communication specifically addressing the use of social media and anonymity. The committee agreed to forward to the 2020 Conference Committee on Public Information a request to create a new form of communication specifically addressing the use of anonymity on social media.

Public Information Workbook — The committee discussed the suggestions proposed by local committees regarding the current language and resources available in the Public Information Workbook. The committee requested that a full revision of the Public Information Workbook be developed to serve the current needs of local P.I. committees with a progress report to be brought back to the August 2020 meeting.

Carole B., Chair

Staff Report: The goal of the Public Information assignment at G.S.O. is to assist the Fellowship in seeing 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 is carried out:

- Communicate with 884 P.I. committee chairpersons at the area, district, intergroup/central office and group level, providing them with aa.org resources, Workbooks, Guidelines, and current shared information on Public Information activity.
- Provide literature to supplement the efforts of local

Public Information committees, at local health and community fairs, sharing information about Alcoholics Anonymous.

- Provide P.I. committees with information regarding the production and distribution of video and audio Public Service Announcements (PSAs), including the availability of downloadable HD Broadcast quality versions, in order to enhance their efforts on the local level. This assignment also forwards media requests for PSAs to local committees which serve as A.A. resources.
- 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 Department regarding the development and distribution of press releases.
- 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.
- 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 September 2019 letter was emailed to over 29,000 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.
- Coordinate production of new television and radio PSAs, as requested by the Conference, and work with the Publishing Department regarding available formats and delivery options.
- Work closely with the Publishing Department regarding development and updating of Conference-approved literature and assignment-related service material.
- Coordinate the A.A. Membership Survey and work with the Publishing Department to publish the Survey results in pamphlet form and as a table display for information about Alcoholics Anonymous at public events.
- Participate as a member of the G.S.O. Website Committee, which reviews suggested changes to the aa.org website, a key aspect of our Public Information efforts.
- Work closely with the G.S.O. Communications Department, on the development of PSAs and other projects requested by the Conference, along with special media and digital projects under the purview of G.S.O., such as the A.A.W.S. YouTube Channel.

Racy J.

STAFF COORDINATOR

Staff Report: The General Service Office provides services to A.A. groups and members, and shares A.A. experience when available. Twelve A.A. members comprise the "G.S.O. Staff" with each person responsible for a functional assignment in addition to responding to requests from a specific region in Canada and the United States, or from other countries. The staff coordinator shares responsibility for corresponding with members from the Southwest region, covering the busy six months of the year for the Conference coordinator.

In 2019, the staff received 91,589 pieces of correspondence by mail, email and fax. Additionally, the staff answered over 11,793 phone calls. 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. Mail, email, faxes, etc., are responded to within ten business days.

G.S.O. staff benefits 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, so that responses reflect either research from A.A. literature or service material or the collective experience of G.S.O. 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.

G.S.O. staff members serve as secretaries to trustees' and Conference committees and also are voting members of the General Service Conference. The staff coordinator is secretary to the Conference Policy/Admissions Committee.

In 2019, G.S.O. welcomed a total of 3,042 individuals, including many English- and Spanish-speaking groups ranging in size from 10 to 40, to the G.S.O. Each visitor had an opportunity to see and hear "how G.S.O. works" and view a display of Grapevine materials. Visiting members and guests often attend the open A.A. meeting held at G.S.O. at 11:00 a.m. on Fridays. This is an opportunity for the G.S.O. 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 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 has the privilege of serving as a director on A.A. World Services, Inc., in accordance with Concept IV, and also serves as liaison between staff members and other G.S.O. departments. None of these activities would be possible without the dedication and skill of a very capable support staff.

Mary C.

■ Finance Report

The Finance report, which is summarized and condensed here, was given on Sunday afternoon by Leslie Backus, treasurer of the General Service Board and chair of the trustees' Finance and Budgetary Committee, covering the unaudited 2019 finances of the General Service Board, A.A.W.S., the Grapevine and La Viña. The full report, accompanying slides and detailed notes are not included in this publication, but are available upon request. Additionally, the report from the trustees' Finance and Budgetary Committee (page 31) contains information about A.A. finances. For more details on A.A. finances, the independent auditor's statement and audited consolidated financial statements will be made available separately in a supplemental report.



Good afternoon. My name is Leslie Backus 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 virtually to the 70th General Service Conference of Alcoholics Anonymous.

Through this report, our goal is to help you become familiar with A.A.'s financial position so that you can share it with the Fellowship. Communication is key. We all need to be very aware of what the numbers are and how they came about.

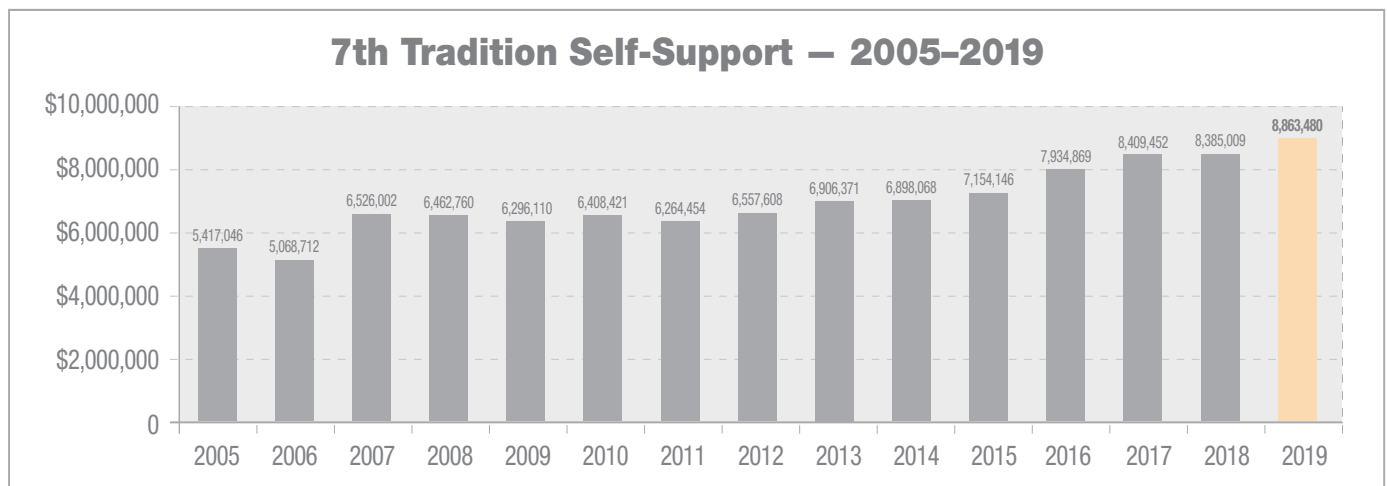
Enhancing our collective understanding of our finances is one way to improve the service structure, and clear and concise communication is the key. Although our finances continue to grow more complex, remember that Corporate Poverty is more a state of mind, rather than the size of our bank account. "Too much money — and we argue over perilous wealth and lose sight of our primary

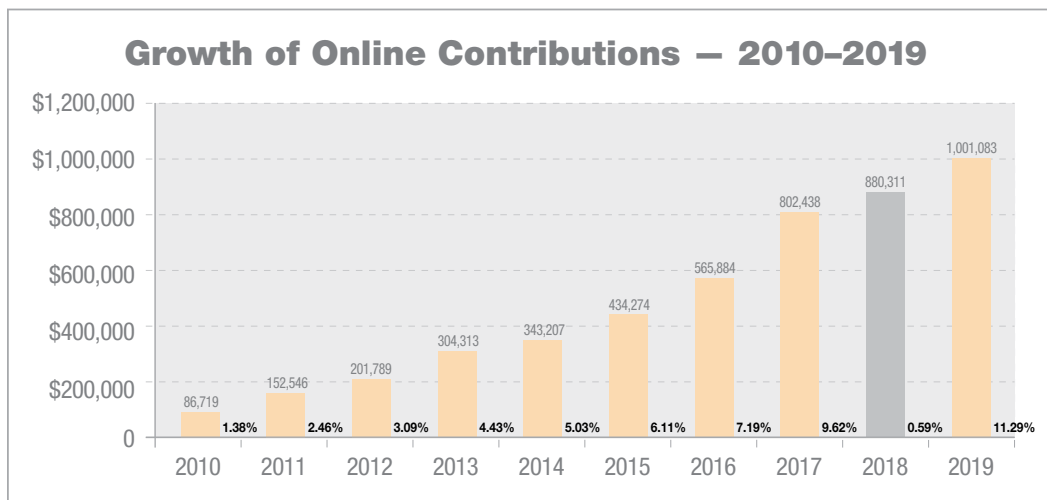
purpose of carrying the message. Too little — and we risk losing the ability to carry the message at all."

To begin with, I'd like to start my report with a disclosure. I'm probably one of the few, if not the only, treasurer to come before this body and say that the numbers that you see today may not be the final numbers, because our audit is not complete. This is due to a lot of things, including the office displacement brought about by the COVID-19 pandemic and the ongoing transition of our new Enterprise Resource Planning (ERP) system.

So, as an overview, there are some highlights I'd like to cover, both good news and bad:

- We got some great news regarding the Seventh Tradition, which ended the year at a record high that's up 5.7% from the prior year (**see chart below**). To reach this historic high, 28,180 groups contributed \$6.9 million and individual, memoriam and special meetings contributions added \$1.3 million, bringing the total amount to \$8,863,480 in 2019. One particular area of growth has been in online contributions. Since its inception in June 2010, online contributions have grown from \$86,718, or 1.38% of all contributions received, to \$1,001,083, or 11.29% of total contributions received in 2019.
- A.A.W.S. publishing gross profits were \$9.36 million, which is down 1% from 2018. The result of G.S.O. operations for 2019 was a loss of \$379,665.
- Grapevine subscriptions decreased by 2% in 2019, but it is a better result than was expected. If you look at the national trend it's a really good result. The net loss for Grapevine this year was \$44,461, and that





Budgets for 2020: The A.A.W.S. and Grapevine budgets that had been prepared for 2020 are currently under review due to the impact of the COVID-19 pandemic. COVID-19 has had such a dramatic effect on the economy and how we are doing business that the budgets prepared in January are no longer relevant and what we were projecting six months ago has changed considerably, so we are working to develop realistic new estimates going forward.

is significantly less than the budgeted loss that was expected.

- The General Fund support of La Viña service activity was \$289,314, which included a realignment of costs that had previously been absorbed by Grapevine but are now allocated directly to La Viña.
- The Reserve Fund ended the year at \$16.2 million, resulting in a ratio of 9.2 months.

2019 Financial Results: The 2019 G.S.O. Budget showed a net profit of \$501,221 but the actual for 2019 is a loss of \$379,655. Income was \$62,512 less than budgeted in large part due to lower than anticipated sales of *Our Great Responsibility* and expenses were \$943,388 more than budgeted.

- Professional fees were \$317,653 over budget, in large part due to contract reviews. A.A.W.S. is in the process of implementing a new way to review contracts which is both cost efficient and less time-consuming.
- Contracted services were \$831,948 over budget, in large part due to the implementation of NetSuite, the new ERP system.

Working to develop realistic new estimates going forward.

2020 International Convention: With the unfortunate cancellation of the 2020 International Convention, there have been many questions about how much the Convention will cost. Insurance of \$5.8 million dollars should cover most expenses, but we won't know how much will be covered until all negotiations have been completed. All individuals who registered for the Convention will receive refunds for the cost of their registration, though individuals will be responsible for cancellation of their hotel and travel arrangements.

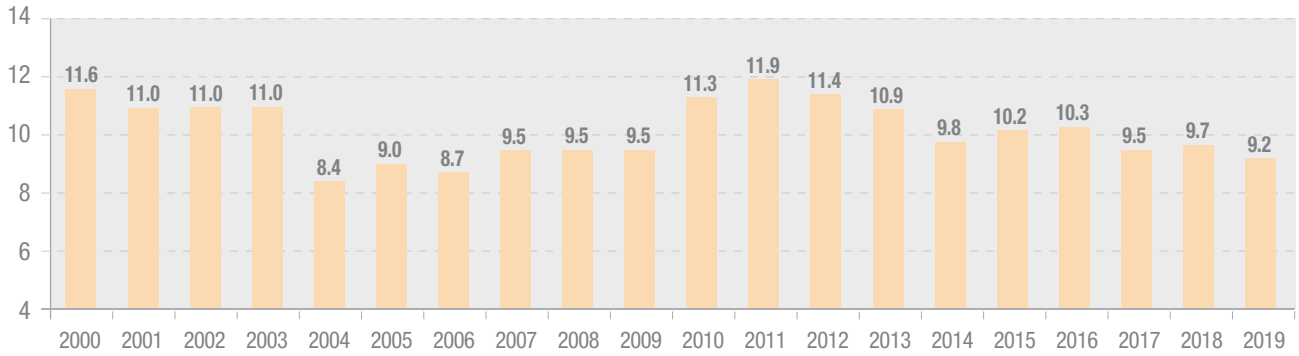
2020 COVID-19 Update: Now let's talk about the financial impact of COVID-19. In order to operate the General Service Office, our average monthly cost is about \$1.4 million. Our costs are generally covered by our income from contributions and literature (we have been discussing how we might be too dependent on our literature sales for years and that is playing out right now). However, in the first quarter of 2020 the monthly average of contributions was \$670,000. The average income from literature sales was \$730,000. But in April,

2019 FINANCIAL HIGHLIGHTS

Amount in \$	2019 ACTUAL	2019 BUDGET	COMPARED TO 2019 BUDGET	2018 ACTUAL	COMPARED TO 2018 ACTUAL
General Service Office					
Seventh Tradition Contributions	8.86 M	8.38 M	\$478,760 (5.71%) increase	8.39 M	\$478,760 (5.71%) increase
Literature Profits	9.36 M	9.77 M	\$416,760 (4.26%) decrease	2.7 M	\$93,860 (1%) decrease
Net income	(0.3 M)	0.5 M	0.8 M (62%) decrease	0.4 M	.1 M (20%) decrease
Grapevine & La Viña					
Average Circulation	71,182	76,086	1,819 better	72,300	1,126 (17%) increase
Net income (loss)	(44 K)	(135 K)	311 K better	(149 K)	107 K (39%) better
General Fund support of La Viña service activity	282 K	166 K	Equal to budget	148 K	2 K (1%) increase
Reserve Fund					
Coverage Ratio	9.2 months	9.4 months	Increase of 0.7 months	9.7 Months	Equal to Budget

M – millions; K – thousands

Reserve Fund Ratio Number of Months Coverage – 2000–2019



contributions were only \$540,000 and literature sales were only \$145,000, leaving a significant gap of roughly \$700,000 per month between income and expenses. This gap is expected for the next few months if there is not a significant call-out to the Fellowship for contributions. This gap is further increased by remaining Convention costs and capital expenses related to the 8th floor office expansion that was started in 2019.

Uses of the Reserve Fund:

The concept of the GSB's prudent reserve is similar, but not exactly the same as your home group's reserve. The GSB's Reserve Fund covers much more: operating shortfalls between revenues and expenses; capital construction projects; lease guarantees; pension obligations; retirement medical obligations; litigations and legal liabilities; and any other unknowns.

In early May, due to the pandemic, the GSB authorized a \$3 million drawdown to help with cash flow shortages.

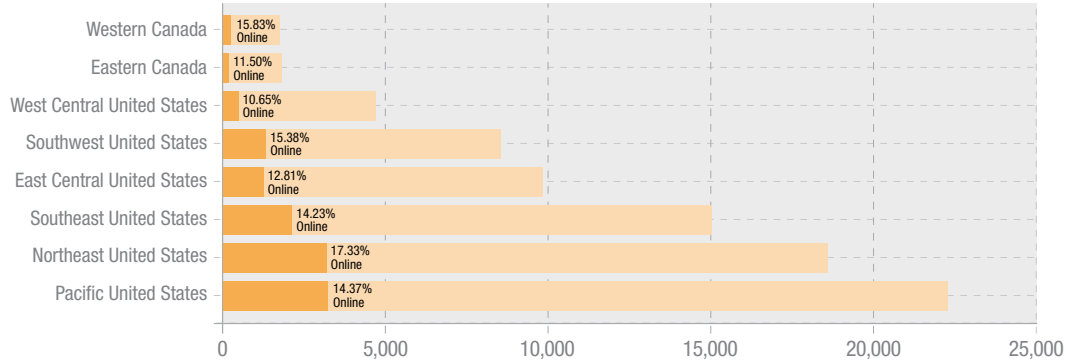
So here are some key talking points for you to share with the Fellowship as we move forward.

- A.A. is still here and the need is greater than ever; alcohol sales are up significantly and emergency rooms across the

country have seen an increase in alcohol-related visits.

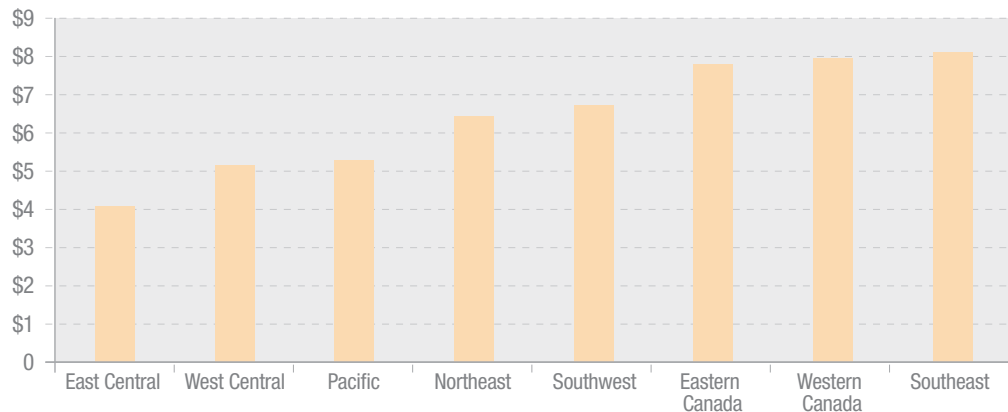
- A.A. has a prudent reserve just for situations like this: It will sustain us until the Fellowship can get us back on our feet.
- This is a pivotal moment for A.A. — now is the time

7th Tradition Contributions Number Received by Region



for this generation of the Fellowship to step up and demonstrate what self-support really means.

7th Tradition Contributions Regional Per Capita



■ 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 2020 Conference.

AGENDA

It was recommended that:

- 1 The theme for the 2021 General Service Conference be: “A.A. in a Time of Change.”
- 2 The following be presentation/discussion topics for the 2021 General Service Conference:
 - Practicing A.A.’s Spiritual Principles in a Changing World:
 - Recovery in a Changing World
 - Unity in a Changing World
 - Service in a Changing World
- 3 The workshop topic for the 2021 General Service Conference be:
 - Inform — Communicate
 - Involve — Act
 - Inspire — Attract

ARCHIVES*

No recommendations.

COOPERATION WITH THE PROFESSIONAL COMMUNITY

No recommendations.

CORRECTIONS

No recommendations.

FINANCE

It was recommended that:

- 4 The draft language related to the “virtual basket” be included in the pamphlet “Self-Support: Where Money and Spirituality Mix.” The language reads:
 - Q. Some members of our group wanted to pass a “virtual” basket — to collect Seventh Tradition contributions digitally. How could we do this?**
 - A.** A number of groups have utilized digital payment platforms as an adjunct to passing the basket in the conventional sense in order to provide opportunities for cashless contributions. There are different payment platforms to facilitate this service and it is up to the group to determine which one to use. Some groups have found that a smartphone app-based payment platform is the most efficient, seamless, and minimally disruptive solution for providing a digital contribution. Experience suggests that the treasurer is a likely choice to handle

digital contributions, though some groups add more than one trusted servant to share the responsibilities or create a new service position to inform the group about digital payment options and assist other group members who are interested in contributing this way.

GRAPEVINE

It was recommended that:

- 5 The name of the Conference Committee on Grapevine be changed to the Conference Committee on Grapevine and La Viña.

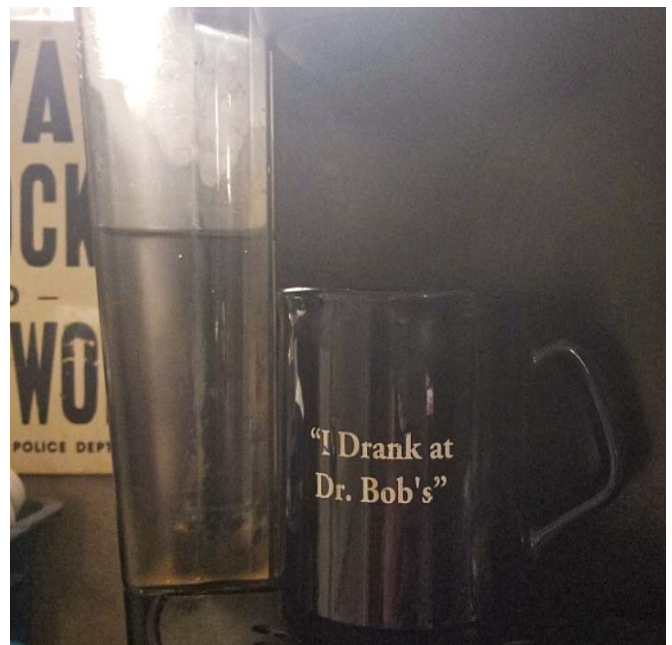
INTERNATIONAL CONVENTIONS/ REGIONAL FORUMS*

No recommendations.

LITERATURE

It was recommended that:

- 6 The updated draft video of “Your General Service Office, the Grapevine and the General Service Structure” be approved.
- 7 The “A.A.W.S. Policy on Publication of Literature: Updating Pamphlets and Other A.A. Materials,” approved by the A.A. World Services, Inc. Board of Directors in January 2020, be acknowledged and accepted by the General Service Conference.



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

POLICY/ADMISSIONS

It was recommended that:

- 8 The "Process for Approving Observers to the Conference" be approved.
- 9 The General Service Conference implement electronic voting for trustee elections starting in 2021.
- 10 The review of Conference dates be changed to consider dates for the General Service Conference with timing and year(s) to review as requested by the general manager.

PUBLIC INFORMATION

It was recommended that:

- 11 All A.A.W.S. video titles be adjusted for search engine optimization (SEO).

REPORT AND CHARTER

It was recommended that:

- 12 The sentence in Article 4 of the current Conference Charter which currently reads:

It will be further understood, regardless of the legal prerogatives of the General Service Board, as a matter of tradition, that a three-quarters vote of all Conference members may bring about a reorganization of the General Service Board and the directors and staff members of its corporate services, if or when such reorganization is deemed essential.

Be amended to read:

It will be further understood, regardless of the legal prerogatives of the General Service Board, as a matter of tradition, that a three-quarters vote of all Conference members participating in the vote may bring about a reorganization of the General Service Board and the directors and staff members of its corporate services, if or when such reorganization is deemed essential.

TREATMENT AND ACCESSIBILITIES

It was recommended that:

- 13 The pamphlet "Bridging the Gap" be updated for currency and inclusion to reach a broader scope of treatment settings about temporary contact services, and that a progress report or draft be brought to the 2021 Conference Committee on Treatment and Accessibilities.

TRUSTEES

It was recommended that:

- 14 The following slate of trustees of the General Service Board be elected at the annual meeting of the members of the General Service Board in May 2020 following presentation at the 2020 General Service Conference for disapproval if any:

Class A

Leslie Backus, B.A.	Nancy McCarthy
Hon. Christine Carpenter	Sr. Judith Ann Karam, CSA
Michele Grinberg, J.D.	Al Mooney, M.D.
Peter Luongo, Ph.D., LCSW-C	

Class B

Cathy B.	Trish LaN.
Beau B.	Jan L.
Jimmy D.	Mike L.
Josh E.	David N.
Mark E.	Newton P.
Kathi F.	Ginger R.B.
Francis G.	Irma V. de B-N

- 15 The following slate of officers of the General Service Board be elected at the annual meeting of the members of the General Service Board in May 2020 following presentation at the 2020 General Service Conference for disapproval if any:

<i>Chair</i>	Michele Grinberg, J.D.
<i>First Vice-Chair</i>	Hon. Christine Carpenter
<i>Second Vice-Chair</i>	David N.
<i>Treasurer</i>	Leslie Backus, B.A.
<i>Secretary</i>	Mark E.
<i>Assistant Treasurer</i>	G.S.O. Chief Financial Officer*
<i>Assistant Secretary</i>	Mary C.*

*G.S.O. employees

- 16 The following slate of directors be elected at the annual meeting of the members of the AA Grapevine Corporate Board in May 2020 following presentation at the 2020 General Service Conference for disapproval if any:

Josh E.	Francis G.
Ino F.	Tommi H.
Kathi F.	Nancy McCarthy
Cindy F.	Ginger R.B.
Albin Z.*	

*AA Grapevine employee

CONFERENCE FLOOR MOTION

The following floor motion was not passed by the 70th General Service Conference:

- That the General Service Conference approve the slate of Directors for Alcoholics Anonymous World Services, Inc. as originally presented by the General Service Board to the Conference Committee on Trustees.

NOTIFICATION OF AMENDMENT

On February 20, 2020 an amendment was made to the Advisory Actions of the 69th General Service Conference to include a voting result from a poll taken between the 2018 and 2019 Conferences that was completed on July 22, 2018.

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

It was recommended that:

The dates of the 2019 Conference be moved to the first week available to hold our Conference, May 19 – May 25, 2019.

Floor Actions

Due to concerns about the time constraint limitations regarding the amount of business that could be managed during the 70th Virtual General Service Conference, prior to the Conference the trustees' Committee on the General Service Conference approved a motion to allow Floor Actions during a specified period of time at the end of the Conference and that each would be considered for a vote to decline. If the item was not declined it would automatically be forwarded to the trustees' Committee on the General Service Conference for consideration.

The following items were moved forward to the trustees' Committee on the General Service Conference:

- The Finance Committee expand item #2 that will be forwarded to the 71st Conference to include the proposal to revise the pie chart percentages, in order to emphasize more clearly that any percentages included in the pamphlet are only suggestions and examples, not recommendations.
- The General Service Conference consider developing a PSA about Alcoholics Anonymous geared toward minorities.
- The 70th General Service Conference approve the slate of Directors for A.A. World Services, Inc. as originally submitted:

Beau B.
Mary C.
Jimmy D.
Deborah K.
Jan L.

David N.
Greg T.
Carolyn W.
John W.

- The pamphlet “A.A. for the Black and African-American Alcoholic” be updated to include fresh stories and a new title that is respectful and inclusive.
- The slate of Directors of A.A. World Services, Inc., as submitted by the Conference Committee on Trustees, be approved.
- The launch of Google AdWords Grants by the General Service Office be halted until the 71st General Service Conference convenes and approves that launch, and that the “Ad Hoc Committee Progress Report – Google Grants and the 7th Tradition,” from the trustees' Finance Committee, dated March 30, 2020, be immediately released to all members of the 70th General Service Conference.

Floor Action Declined for Consideration

- Since many agenda items from the shortened 70th Virtual General Service Conference will be forwarded to the 71st General Service Conference in 2021, the 71st General Service Conference Committee on Trustees consider the extension of the 71st General Service Conference by as many as three working days and that consideration be offered regardless of whether the 71st General Service Conference is face-to-face or held digitally.

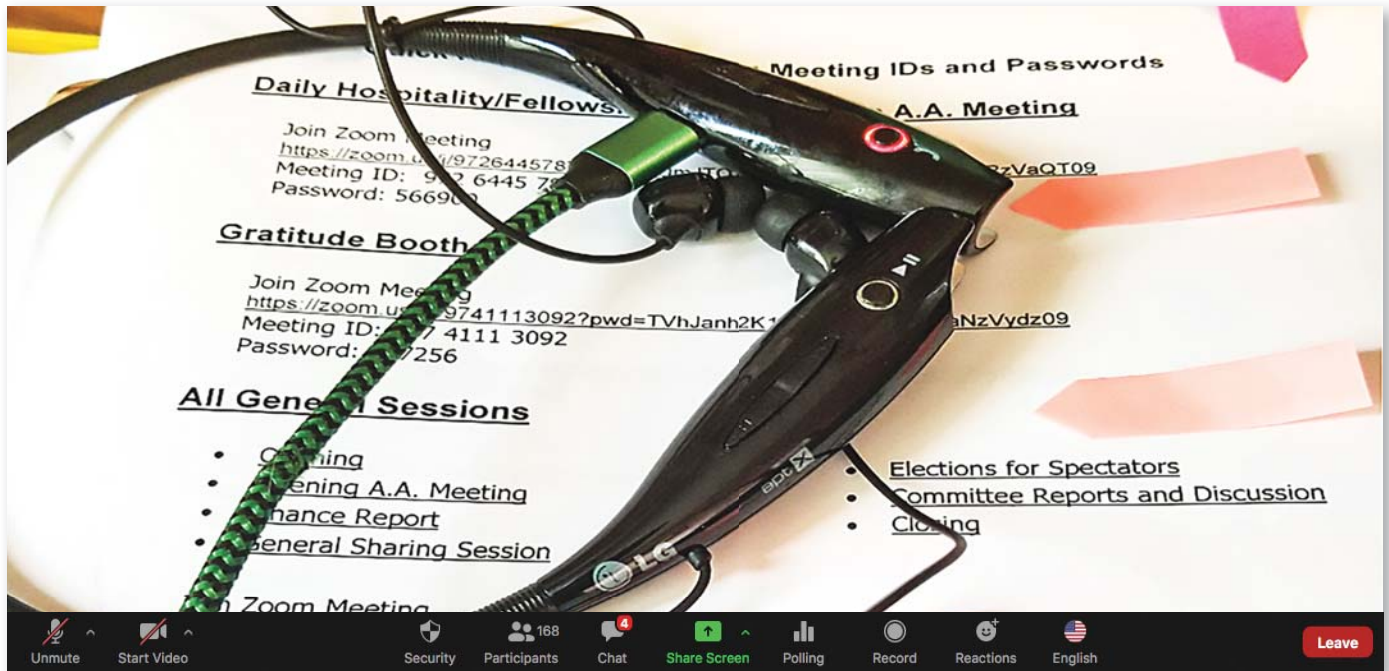
Recording

The committee recommended that the theme for the 2021 General Service Conference be: “A.A. in a Time of Change.”

Unmute Start Video Security Participants 168 Chat 4 Share Screen Polling Record Reactions English Leave

■ 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:

There are no committee considerations from the 2020 Conference Committee on Agenda.

ARCHIVES

Committee Considerations:

- The committee considered requests to develop a book on A.A. history from 1955 through the present and, following a lengthy discussion, suggested that the trustees' Archives Committee consider possible themes, content ideas and the time period such a book might cover. The committee requested a report be brought back to the 2021 Conference Committee on Archives.

COOPERATION WITH THE PROFESSIONAL COMMUNITY

Committee Considerations:

- The committee discussed the request to discontinue the pamphlet “A.A. in Your Community” and took no action. The committee noted that this pamphlet is vital to local C.P.C. committee work to introduce A.A. to professionals and that the title defines A.A. as a community resource. The committee also noted that an update to the language and style is needed.
- The committee requested that the trustees' C.P.C./ Treatment and Accessibilities Committee explore ways

to update content of the pamphlet “A.A. in Your Community” with a focus on modern professional settings and consider those who consume content in various formats. The committee suggested the following items regarding modern digital resources be considered such as:

- » The Meeting Guide app
- » A.A.W.S. and AAGV YouTube channels
- » A.A.W.S. LinkedIn page
- » Space to leave local contact information
- The committee requested that a progress report or a draft of “A.A. in Your Community” be brought to the 2021 Conference Committee on Cooperation with the Professional Community.

CORRECTIONS

Committee Considerations:

- The committee heard a report from the A.A.W.S. publishing director on the efforts to provide digital distribution of A.A. literature into correctional facilities. It was reported that several viable options had been identified to make A.A. literature in digital formats available for alcoholics in correctional settings. The publishing director also provided an update on staple-free pamphlets and reported that the first phase of the plan to publish the most used A.A. pamphlets staple-free is already moving forward.

- The committee reviewed the Corrections Kit and Workbook and provided a list of suggestions. The committee requested that the pamphlet “The ‘God’ Word” be added to the list of contents for the Kit and suggested several changes in the Workbook to reflect current practices and resources.

FINANCE

Committee Considerations:

- The committee discussed a request to revise the pie chart percentages on page 12 of the pamphlet “Self-Support: Where Money and Spirituality Mix” and the consensus was no changes were needed and took no action as these are suggested percentages.
- The committee reviewed a report from the trustees’ Finance Ad Hoc Committee on Google Grants and the Seventh Tradition. The committee strongly suggests forwarding this report to the trustees’ Finance and Budgetary Committee and the appropriate 71st General Service Conference committee.

GRAPEVINE

Committee Considerations:

- The committee considered a request to change the language of the first sentence of the A.A. Preamble as follows: “Alcoholics Anonymous is a fellowship of people who share...” and took no action.
- The committee also discussed making suggested changes to the A.A. Preamble for gender-neutral pronouns. The committee requested that the Grapevine Board consider developing examples of generalized language options and that a progress report or draft versions be brought back to the 71st General Service Conference.
- The committee agreed to forward to the AA Grapevine Corporate Board the suggestion that Grapevine produce in the year 2021 or later:
 1. *Step Three — Turning It Over* (working title)
Previously published stories from the pages of Grapevine by A.A. members about their various experiences with Step 3.
 2. *Character Defects — Steps 6 & 7* (working title)
Previously published stories by A.A. members about their experience with Steps 6 and 7, from the pages of Grapevine.
- The committee agreed to forward to the AA Grapevine Corporate Board the suggestion that Grapevine produce the following La Viña books in the year 2021 or later:
 1. *AA and Families in Recovery* (working title)
Spanish-speaking A.A. members share experiences about how drinking affects the whole family and how A.A. helps repair them, from the pages of La Viña.
 2. *Old-timers Stories* (working title)
Long-time Spanish-speaking A.A. members share

their experience, strength and hope, from the pages of La Viña.

3. *Twelve Steps* (working title)

Spanish-speaking A.A. members share stories of experience with A.A.’s Twelve Steps, from the pages of La Viña.

- The committee discussed a request for AA Grapevine, Inc. to establish an Instagram account in line with the Twelve Traditions and encouraged them to continue with their planning. The committee suggested that the Grapevine Board provide additional information on implementation, anonymity, security, affiliation, outside contributions, privacy, and promotion, and bring a progress report back to the 71st General Service Conference.
- The committee discussed ways that AA Grapevine could get feedback on which new book topics to publish. The committee suggested an annual survey in English, Spanish and French be utilized to get input from the Fellowship.

INTERNATIONAL CONVENTIONS/ REGIONAL FORUMS

Committee Considerations:

- The committee reviewed and accepted a report from the International Convention consultants, Talley Management, outlining the steps taken prior and post cancellation of the 2020 International Convention on March 28, 2020.
- The committee discussed the use of the Lord’s Prayer for closing the Big Meetings at the International Convention and had a thoughtful and wide-ranging discussion which included:
 - » The use of the Lord’s Prayer in A.A. meetings can create controversy and support the perception of A.A. as a religious organization.
 - » Although the prayer is part of the history of A.A. and is widely used and supported in some areas, it could make some members feel excluded.
 - » The benefits of autonomy and keeping the newcomer in mind when selecting how to close A.A. meetings.
 - » The diversity of our Fellowship and the need for everyone to feel included.
 - » Consideration of surveying the Fellowship for a wider sharing regarding use of the Lord’s Prayer.
 - » Given the international nature of the International Convention, how the Lord’s Prayer is perceived in other countries.

The committee agreed that further discussion on the use of the Lord’s Prayer as a closing at the Big Meetings of the International Convention would be beneficial and suggested that the 2021 Conference Committee on International Conventions/Regional Forums continue discussion at the 71st General Service Conference.

- The committee discussed ways of encouraging interest in Regional and Local Forums and attracting first-time attendees and suggested that the General Service Office consider:
 - » Providing options for remote attendance.
 - » Providing digital access to Regional Forum materials and presentations (including use of the Meeting Guide app or mobile app).
 - » Developing service material for host committees providing shared experience on hosting a Regional Forum and stimulating participation.
 - » Developing a “video invitation” from the G.S.B. chair.

Suggestions for implementation at the local area included:

- » Early and consistent communication about Regional Forums, including “What is a Regional Forum?”; no registration fee; what happens at a forum.
- » Involve members at all levels of service; do “sponsorship road trips.”
- » Use the Regional Forum video after it is released.

LITERATURE

Committee Considerations:

- The committee reviewed the progress report regarding the pamphlet “The Twelve Steps Illustrated” and requested that a progress report or draft pamphlet be brought back to the 2021 Conference Committee on Literature.
- The committee reviewed the progress report regarding the pamphlet “The Twelve Concepts Illustrated” and requested that a progress report or draft pamphlet be brought back to the 2021 Conference Literature Committee.
- The committee reviewed the progress report regarding the development of the pamphlet on A.A.’s Three Legacies and requested that a progress report or draft pamphlet be brought back to the 2021 Conference Committee on Literature.
- The committee reviewed a progress report on the revision of the pamphlet “Too Young?” The committee looks forward to reviewing a draft revised pamphlet and/or samples of other potential formats of the pamphlet at the meeting of the 2021 Conference Committee on Literature.
- The committee reviewed a progress report on the revision of the pamphlet “Young People and A.A.” The committee looks forward to reviewing a draft revised pamphlet and/or samples of other potential formats of the pamphlet at the meeting of the 2021 Conference Committee on Literature.
- The committee reviewed the progress report regarding the development of the pamphlet for Spanish-speaking women in A.A. and requested that a progress report or draft pamphlet be brought back to the 2021 Conference Committee on Literature.
- The committee considered if proposed agenda items for plain language, simplified language, accessible translations and large-print versions of the book *Alcoholics Anonymous*, as well as workbooks to help study the program of Alcoholics Anonymous, can be addressed with a common solution.

The committee requested that the trustees continue to explore this topic. The committee requested that the trustees make available to the Fellowship, as soon as possible, in Spanish, English and French, the presentation “The Big Book: Researching Issues, Possible Tools and Access (70th General Service Conference 2020),” which was presented to the committee during their May 2, 2020 agenda reduction meeting. The committee noted the importance for the Fellowship to be informed about the nature of the accessibility challenges with regard to A.A. literature.

The committee requested that a progress report be brought back to the 2021 Conference Committee on Literature.
- The committee reviewed the progress report regarding safety and A.A. to be included in *Living Sober* and “Questions and Answers on Sponsorship.” The committee requested a review of the draft language be taken with accessibility in mind as it relates to reading level. The committee requested that a progress report or draft pamphlet be brought back to the 2021 Conference Committee on Literature.
- The committee discussed a draft update of the pamphlet “The Twelve Traditions Illustrated” and noted the accessibility of the language in terms of reading level as well as the extent of work done on the current version of the update.
- The committee noted that through the process of updating this pamphlet, the final draft update is a distinct item from the original version of “The Twelve Traditions Illustrated,” addressing a different audience and serving a different purpose.
- The committee forwarded to the trustees’ Literature Committee suggestions on the draft update, which the committee considered a new piece of literature on the Twelve Traditions. The committee requested that a progress report or draft pamphlet be brought back to the 2021 Conference Committee on Literature.
- The committee discussed not retiring the existing version of the pamphlet “The Twelve Traditions Illustrated” and requested that a written description be provided by the trustees’ Literature Committee explaining how an existing version of a literature item might remain in publication after a revised, updated version has been approved, and requested that a report be brought back to the 2021 Conference Committee on Literature.
- The committee discussed the “A.A.W.S. Policy on Publication of Literature: Updating Pamphlets and Other A.A. Materials,” approved by A.A.W.S. in January 2020 and noted that concerns expressed by the 69th General Service Conference were addressed in full by the revised policy.

POLICY/ADMISSIONS

Committee Considerations:

- The committee considered a proposed process for the equitable distribution of Conference committees' workload and noted that the trustees' General Service Conference Committee made significant progress on this complex challenge and further that the proposed process selected by the committee is the appropriate option. The committee agreed that the proposed process would help ensure an equitable distribution of the Conference committees' workload and noted that the Proposed Agenda Item Submission Form would bring much needed structure and clarity to the process.

The committee requests that the trustees' General Service Conference Committee clarify the specifics of the proposed plan and bring back a more fully developed process for review by the 2021 General Service Conference. The committee agreed that more specificity is needed on the following:

- » Precisely how this proposed process will impact what will happen regarding agenda items considered at the fall and winter trustees' committees' meetings.
- » Clarity on how the proposed process will impact or change the delegate chairs' participation in the Winter Board Weekend and on the Conference Committees' January conference call to obtain feedback on proposed agenda items. The committee noted that significant progress has been made in involving delegates in the agenda item selection process and would not want to take any steps backward.
- » Creating additional primary committees as needed: develop a sample composition, scope and procedures document for an "additional primary committee."
- » Provide examples, using sample agenda items, showing how the entire process would work.

The committee looks forward to receiving a more detailed plan for this important process for review by the 2021 General Service Conference from the trustees' Committee on the General Service Conference.

PUBLIC INFORMATION

Committee Considerations:

- The committee reviewed and accepted the 2019 annual report from the trustees' Public Information Committee regarding aa.org and aagrapevine.org.
- The committee reviewed and accepted the G.S.O. Communications' Department report on the A.A.W.S. Meeting Guide app.
- The committee reviewed and accepted the 2019 trustees' Public Information report on the usefulness and effectiveness of the A.A.W.S. YouTube account.
- The committee reviewed and accepted the 2019 trustees' Public Information report on the current status

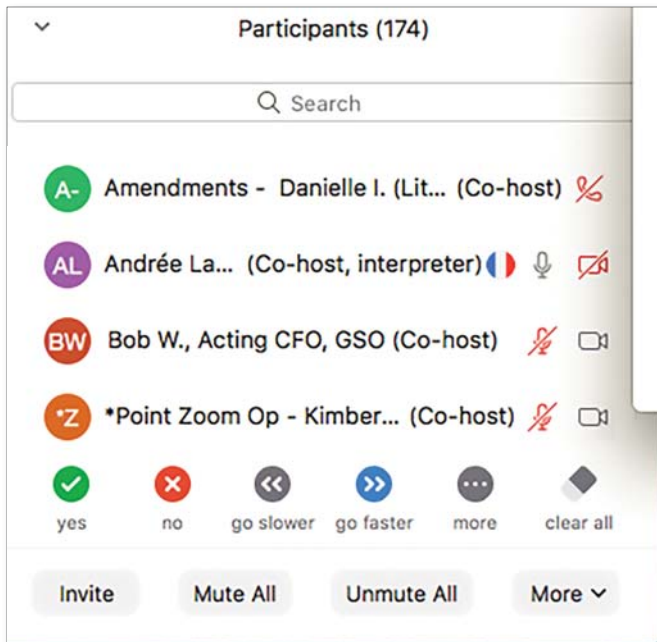
of Google AdWords/Grants and requested that a progress report be brought back to the 2021 Conference Committee on Public Information.

- The committee reviewed and accepted the report of the status of the 2020 Public Information Comprehensive Media Plan. The committee looks forward to reviewing the new architecture being developed and suggested that social media, video/audio content and accessibility to the A.A. message continue to be a priority in comprehensive media plan discussions.
- The committee reviewed and accepted a draft plan to create video shorts based on A.A. pamphlets. The committee noted the important role of short video content to carry the A.A. message and looks forward to receiving a report at the 2021 meeting of the Conference Committee on Public Information.
- The committee reviewed and accepted the 2019 report on the "Relevance and Usefulness of Video Public Service Announcements." The committee noted the recent efforts by G.S.O. to explore editing a Conference-approved PSA to remain useful for local committees reflecting "social distancing" by A.A. groups and members.
- The committee reviewed and accepted the distribution and tracking information for the video PSA "Changes." **Note:** In keeping with a 2019 Advisory Action this PSA title was updated to "Sobriety in A.A.: We made changes to stop drinking" for search engine optimization (SEO).
- The committee reviewed and accepted a report regarding the new financial reporting system for PSA media valuations.
- The committee reviewed and accepted the report on the development of two PSAs.
- The committee also expressed that in light of the recent Coronavirus pandemic it would be helpful to include information as to the many formats in which alcoholics find and carry the A.A. message. The committee looks forward to reviewing the two draft PSAs at their 2021 meeting.
- The committee reviewed a request "to create a new form of communication" to address anonymity on social media. The committee suggested that the trustees' Public Information Committee continue to discuss this request and that preliminary information be gathered before moving forward.

Information to gather:

- » Shared experience from the Fellowship on how A.A. members adhere to anonymity Traditions on various social media platforms.
- » Suggested safety and etiquette while using social media.
- » Anonymity on video meeting platforms.

While the committee recognizes that A.A. literature on anonymity is available ("Understanding Anonymity," A.A.



Guidelines on Internet, etc.) the committee noted that the content is dated and does not accurately reflect current technology or the Fellowship’s experience. Specific, updated material is needed and the consideration that a video service piece to communicate this sharing might be explored. The committee requested that the trustees’ Public Information Committee continue these discussions and that a progress report or draft proposal be brought back to the 2021 Conference Committee on Public Information.

- The committee discussed a request to develop a plan to create an A.A. podcast. The committee suggested that G.S.O. explore the development of a draft plan to create a G.S.O. podcast to be brought back to the 2021 Conference Committee on Public Information.

The committee suggested that information such as function, target audiences, participation, possible episode topics and an implementation plan be included.

- The committee reviewed and accepted the trustees’ Public Information Committee report on the A.A. Membership Survey. The committee noted it was encouraged by some of the findings by the survey professional and asked that the trustees’ Public Information Committee continue to explore this topic. The committee also suggested the exploration of a possible digital questionnaire feedback form be part of their discussions.
- The committee reviewed the contents of P.I. Kit and Workbook. The committee shared concerns on the relevancy of a print copy workbook and kit for P.I. Committees.
- The committee had the following suggestions:
 - » Explore the development of an A.A. Service Committee app.
 - » Create a new digital PDF version of the Public

Information Workbook that can be easily shared, updated by G.S.O. in a timely fashion, and edited locally to better reflect local committee work.

- » Gather broader shared experience from the Fellowship.
- » Include more sharing regarding Accessibilities in P.I. work.
- » Share a more up-to-date reflection of A.A. digital assets and how they can be applied to local P.I. work. (Example: A.A.W.S. YouTube Channel, Meeting Guide app, online video/e-radio PSA placement, QR codes, virtual A.A. meetings/events/presentations etc.)
- » Include more short content communication templates to carry the A.A. message to the public.

The committee suggested that the trustees’ Public Information Committee discuss this request and that a report be brought back to the 2021 Conference Committee on Public Information on these efforts.

REPORT AND CHARTER

Committee Considerations:

- The committee accepted a report from the Publishing department outlining the General Service Office process for timely and accurate preparation and publication of the 2020 General Service Conference *Final Report*.
- The committee discussed restoring the two paragraphs with the accompanying footnote in the Concept Eleven essay of *The Twelve Concepts for World Service* that were removed by an Advisory Action of the 66th General Service Conference and took no action. The committee agreed that the footnote noting that the two paragraphs are available upon request from the G.S.O. Archives department is adequate.
- The committee reviewed the draft of *The A.A. Service Manual, 2020-2022 Edition* and noted the significant progress made toward the goals agreed upon by the 2019 Conference Committee on Report and Charter. The committee requested that an updated draft be brought back to the 2021 Conference Committee on Report and Charter. The committee will forward suggestions for the next draft to the Publishing department.

TREATMENT & ACCESSIBILITIES

Committee Considerations:

- The committee suggested that the trustees’ C.P.C./T.A. committee develop a Bridging the Gap Committee Workbook and provide a progress report to the 2021 General Service Conference. The committee suggested that the shared experience included in the workbook include a list of BTG temporary contacts available from G.S.O.
- The committee reviewed the progress report “Review of Bridging the Gap Materials,” and felt it met the goal of the 2019 committee consideration. The committee

suggested that rather than combine Bridging the Gap related service materials, the trustees' C.P.C./T.A. committee consider updating existing service materials to reflect the suggested language updates for currency and inclusion. The committee expressed support for use of a "Question and Answer" style in the content across the range of Bridging the Gap-related items. The committee also expressed support for the sample version of "A.A. Guidelines: Bridging the Gap/Temporary Contact Committees" included in the report.

- The committee reviewed the progress report on updating the pamphlet "A.A. for the Older Alcoholic." The committee noted that the submitted stories did not indicate a broad and diverse representation of A.A. experience and suggested a reopened call for stories based on the following experiences provided by trustees' C.P.C./Treatment and Accessibilities Committees:
 - » Ethnic, cultural and LGBTQ communities
 - » Lifestyle diversity
 - » Got sober later in life
 - » Veterans from the Vietnam War or later
 - » Hearing loss or mobility issues
 - » Online or telephone A.A. meetings
 - » Dementia or Alzheimer's mental health issues
 - » Spiritual pathways
- The committee reviewed the Treatment Committee Kit and Workbook and forwarded a list of suggestions to the trustees' C.P.C./Treatment and Accessibilities Committee.
- The committee reviewed the Accessibilities Kit and Workbook and forwarded a list of suggestions to the trustees' C.P.C./Treatment and Accessibilities Committee.

TRUSTEES

Committee Considerations:

- The committee reviewed the resumes and approved as eligible for election all Class B trustee candidates for West Central and Western Canada Regional trustee.
- The 2020 Conference Committee on Trustees reviewed the slate of directors of A.A. World Services, Inc. and A.A. Grapevine, Inc. as well as the Summary of Events re: Appeal of Proposed A.A.W.S. Board of Directors Slate submitted by the chair of the trustees' Nominating Committee, May 1, 2020, and submitted the following suggestions to the trustees' Nominating Committee:
 1. Consider amending the BYLAWS of Alcoholics Anonymous World Services, Inc. ARTICLE III, DIRECTORS to include language similar to that contained in the BYLAWS of The General Service Board of Alcoholics Anonymous, Inc. regarding proposed new member trustees.
 2. Consider clarifying *Procedure No. 1 Grapevine and A.A.W.S. Boards Procedures for Nominating Corporate*

Board Directors, specifically point 4 "Past Delegate – not eligible until one year after rotation," to mean not eligible to apply or serve until 1 year after end of rotation as delegate.

The committee requested that a report be brought to the 2021 Conference Committee on Trustees.

- The committee recommended approval of a revised slate of directors of the A.A. World Services Corporate Board, omitting the newly proposed A.A. World Services director as ineligible due to procedural issues. The committee reconvened a second time after they received communication from the general manager requesting that the committee also remove his name from the A.A. World Services Corporate Board slate. Following thorough discussion, the committee declined to change their original recommendation.

Recommendations Not Resulting in Conference Advisory Actions

There were no such recommendations.

Recommendations Passed by Simple Majority

These recommendations passed on a simple majority vote but did not achieve the two-thirds vote to become a Conference Advisory Action.

There were no such recommendations

Floor Actions Not Resulting in Conference Advisory Actions

All 2020 Floor Actions were referred to the trustees' General Service Conference Committee for consideration (see page 53).

Agenda Items Forwarded to the 71st General Service Conference

AGENDA

1. Review the General Service Conference Evaluation Form, process and 2019 Evaluation Summary.
2. Review the 2019 January conference call participant survey results.
3. Discuss report on the Conference Agenda Process from the trustees' Committee on the General Service Conference.
4. Discuss the General Service Conference schedule.

ARCHIVES

1. Review Archives Workbook.

COOPERATION WITH THE PROFESSIONAL COMMUNITY

1. Discuss progress report on LinkedIn page implementation.
2. Consider a request to create a pamphlet for mental health professionals.
3. Review contents of C.P.C. Kit and Workbook.

CORRECTIONS

No items forwarded.

FINANCE

1. Review Self-Support Packet.
2. Review the pamphlet "Self-Support: Where Money and Spirituality Mix" and consider a request regarding contribution percentages to service entities.

GRAPEVINE

1. Review progress report on AA Grapevine Workbook revisions.
2. Review progress report on actions taken from the findings of the AA Grapevine Fellowship Feedback Survey.
3. Consider a request to develop an A.A. Grapevine pamphlet on how the AA Grapevine can be utilized to carry the A.A. message.

INTERNATIONAL CONVENTIONS/ REGIONAL FORUMS

No items forwarded.

LITERATURE

1. The pamphlet "A.A. for the Black and African-American Alcoholic" be updated to include fresh stories and a new title that is respectful and inclusive.
2. Review proposed "A.A.W.S. Policy on Conversion of Written Conference-approved Literature and Service Material into Video Format."
3. Consider requests to revise the book *Alcoholics Anonymous*:
 - a. Add pages 3 through 41 of the pamphlet "The A.A. Group" as an appendix in the next printing.
 - b. Revise the first 164 pages.
4. Consider proposals related to possible Fifth Edition of the book *Alcoholics Anonymous*:
 - a. Develop a Fifth Edition.
 - b. Develop a Fifth Edition of the book *Alcoholics Anonymous* with updated stories and revisions to Appendices III and V.
 - c. Add a proposed addendum to a Fifth Edition foreword of the book *Alcoholics Anonymous* at the time it is published.
5. Consider development of a draft Fourth Edition of the book *Alcohólicos Anónimos*.

6. Consider requests to revise the book *Twelve Steps and Twelve Traditions*:
 - a. To remove the phrase "opposite sex" from paragraph two on page 117 in the chapter "Step Twelve."
 - b. To reconsider use of the phrase "lustful enough to rape" in paragraph one on page 66 in the chapter "Step Six."
7. Consider request to add a subtitle to the booklet *Living Sober*.
8. Consider requests to revise text related to open meetings in the pamphlet "The A.A. Group."
9. Consider request to revise text related to self-support in the pamphlet "Frequently Asked Questions About A.A."
10. Consider revising the pamphlet "Questions & Answers on Sponsorship":
 - a. Change the suggestion that sponsor and newcomer be of the same sex.
 - a. Expand the section on "Service Sponsorship" and retitle the pamphlet to include service sponsorship.
11. Consider request to include a G.S.R. preamble in the pamphlet "G.S.R.: Your Group's Link to A.A. as a Whole."
12. Review recovery literature matrix.

POLICY/ADMISSIONS

1. Review G.S.O. general manager's report regarding General Service Conference site selection.
2. Consider a proposed process for how a Conference committee could review, discuss and act on proposed agenda items not forwarded to a Conference committee.
3. Review the Floor Action process.

PUBLIC INFORMATION

No items forwarded.

REPORT AND CHARTER

1. Discuss General Service Conference *Final Report*.
2. Discuss A.A. Directories (Canada, Eastern U.S., and Western U.S.)

TREATMENT & ACCESSIBILITIES

No items forwarded.

TRUSTEES

1. Consider the revised "Procedures for a Partial or Complete Reorganization of the General Service Board, the A.A.W.S. or AA Grapevine Boards."

■ Area Service Highlights — Panel 70 Delegates

(Only first-term delegates give Area Highlights, and, per a 2019 Conference Advisory Action, these highlights are lightly edited and presented “in their entirety.”)

Alaska: Area 02 extends to the entire state of Alaska with an estimated 3,000 members making up 183 active groups and nine active districts. We meet in assembly four times per panel in cities around the state as determined through a bidding system. In addition to covering Area business and considering GSC agenda items, the Area hosts sharing sessions and workshops facilitated by committee chairs who are funded to the assembly. Monthly Area committee teleconferences help keep members engaged between assemblies and provide opportunities to share current successes and challenges. We are fortunate to have many trusted servants regularly attending the Pacific Region A.A. Service Assembly. Attendees return with fresh perspectives and insights along with a keen understanding that our challenges are not unique. General service at the Area level continues to be a topic of reflection. An Area inventory is planned to resume this panel. Our communications committee is converting our website to a more user-friendly format with sub-pages for standing committees. Committee members find value in the “Technology in A.A. Online Community” forum and aim to attend the National A.A. Technology Workshop once per panel. Outreach to our remote communities (“RC”) continues to generate enthusiasm. Our RC committee works with districts in several

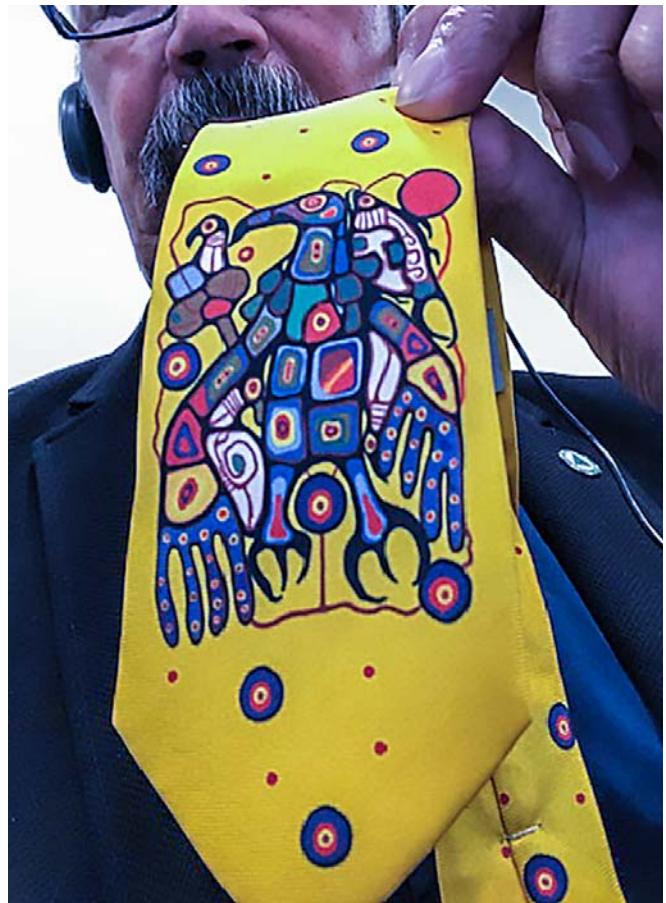
ways: a) continued participation in the Canadian Inter-Area RC Workgroup teleconferences, b) compiling an area-specific knowledge base, c) supporting awareness about our statewide telephone meetings hosted by the districts, and d) supporting members attending annual Twelfth Step trips. We are excited to note the formation of three new groups in Nome, Pilot Station and Hooper Bay, and increased participation at Area 02 assemblies. Area 02 archives are thriving as our non-rotating Area archivist continues tending to the care and preservation of our treasures. We rent space from the Anchorage Area Intergroup and we continue to look for ways to reduce our footprint through digitization and adherence to our stated scope. We have several active intergroup offices and are blessed with many individual members deeply committed to our Legacies of Recovery, Unity and Service. Our thanks to our past delegates, many of whom remain in Area 02, for their continued commitment and participation. Gratefully serving the Alaska area and Alcoholics Anonymous. — *Cheri S.*

Alberta/Northwest Territories: Area 78 is the largest geographic A.A. Area in North America. We consist of the Province of Alberta, parts of British Columbia, Saskatchewan, Nunavut and all of the Northwest



Territories. There are 575 active groups within 42 districts, of which two are north of the Arctic Circle. Yellowknife is the largest remote community, with 13 groups. A main factor in the growth of the remote areas is the tireless effort of our Area 78 ACOs and the membership promoting online and call-in meetings. With attendees not only from across Canada, but as far-reaching as Alaska, California, Kentucky, New York, England, Vietnam and China, we are reaching the remote alcoholic. Our May 2020 ACM is being held in the North for the second time in six years. The Area 78 "Unity Train" will be stopping in Yellowknife, NT. Area 78's service structure contains ten committees, one of which is dedicated remote communities. We as an Area have made great strides in recent years to reach, inform and involve the Fellowship. We have listened, implemented and achieved goals which seemed unsurmountable. The growth in our ACOs, DCMs, and GSRs through the development of an Area Committee Handbook and presented through workshops at Area functions is being seeded amongst the membership. This was initiated by our past delegate, Panel 66. He enhanced our Unity by collectively giving the Area table officers/finance a role in contributing to and presenting this handbook. As stated in our service manual, the role of the past delegate can be of great benefit, and in Area 78 they play an active and supporting role. Our current panel is continuing with the enthusiastic momentum bestowed upon us from several rotations and the education and responsibility for all is showing. All aboard the Unity Train in Area 78. — *Brad F.*

Arizona: Area 03 consists of the entire state of Arizona, about 114,000 square miles. We have 2,200 weekly meetings, of which approximately 1,045 are listed groups. Listed groups include: 60 Hispanic, 75 remote communities, including indigenous, and about 50 correctional facilities. To serve our large and diverse Area, we have 15 county districts and one statewide Hispanic linguistic district. These are divided into 58 subdistricts to better serve the groups. Our Area is structured after the General Service Conference committee system. We have an Assembly Agenda Committee and an Administrative Committee. We also have 12 coordinators who provide service to the groups and outreach to the community. This year we have the privilege to serve as host Area for the 53rd Pacific Region A.A. Service Assembly. This event only comes to Arizona every 15 years and hosting gives local members the chance to experience the passion, excitement and dedication that the Pacific Region has for reaching out to the still-suffering alcoholic. The Arizona Area 03 20th Corrections Conference was held this year, bringing corrections professionals together with A.A. volunteers to open the gate of cooperation. The 24th Anniversary of La Viña is in Area 03 this year. This event helps carry the message to Hispanic alcoholics, and every registration includes a one-year subscription to La Viña. I am thrilled to say that the Sixth Annual Hispanic Women's Workshop will be in Arizona in 2021. This event had not been held outside of California until a brave and inspired group of Hispanic women from



Arizona Area 03 attended the 2019 event. They submitted a bid and were awarded the 2021 Hispanic Women's Workshop. I am grateful to be a part of A.A. during these exciting times. — *Kevin F.*

California (Mid-Southern): Area 09 was approved at the Eighth General Service Conference in 1958. One of six Areas in California, Area 09 spans four counties: Orange County, most of San Bernardino County, Riverside County and part of Los Angeles County. We border the Pacific Ocean to the southwest, from Manhattan Beach to San Clemente; extend north of Barstow onto China Lake and Fort Irwin military bases; and east to Blythe on the Colorado River. As such, we are 190 miles tall and 220 miles wide, requiring some members to travel three hours to attend Area meetings. The Area meets 12 times a year, including three Area service assemblies, six Area service committee meetings, a pre-Conference workshop, a Servathon, and our FORO, where Spanish-speaking members organize and conduct the meeting. Nominally, we have 30 districts, with 24 active and six available to form new districts. Most of our districts have subdistricts with both DCMCs and DCMs, and there are six overlapping Hispanic districts. Our most recent information is that there are 2,003 groups in Area 09 with GSO numbers, where approximately 62,600 members attend. Area 09 is comprised of 17 standing committees, including our newest addition in January 2019: "MSCA 09 Young Person's Standing Committee." Coordinate

committees include five Young People in A.A. Intergroups, 14 central offices (including six Hispanic offices), and eight H&I committees, with 34 local H&I committees. We regularly distribute information to more than 1,000 present and past trusted servants, with about 250 actively participating at any given time. From the Colorado River to the Pacific Ocean, half of it unpopulated desert and half of it some of the most populated places in the United States, Area 09 is committed to extending the hand and heart of A.A. to all who suffer, and, in particular, to all who long to be of service. — *Ed LaR., Jr.*

California (Northern Interior): Area 07 is home to approximately 32,000 members represented by 1,180 groups who carry the message of Alcoholics Anonymous. These groups stretch from King County to the south, the Oregon border to the north, straddled by the coastal mountain ranges to the west and the Sierra Mountains to the east. This geographic footprint offers majestic rolling mountain foothills, beautiful valleys and rivers, fertile farmlands and active urban cities, all divided into our 28 districts including four Spanish-speaking districts. Our seven elected officers, seven appointed chairs and two standing committees actively serve our Fellowship. We participate in four annual assemblies that rotate throughout our Area and Area committee meetings that meet eight times a year in West Sacramento. In 2019, we were home to the 29th Annual National Bridging the Gap Workshop, and La Viña celebrated its 25-year anniversary with us, receiving wide support and a record number of subscriptions. A second Area archives position has been added to better preserve and present our archive collection. District PI/CPC committees have stepped up to better reach out to the public and professional community. Young people of Alcoholics Anonymous are actively looking to better participate in general service and will be host to the All California Young People of Alcoholics Anonymous in Sacramento in 2020. We have found it mutually beneficial to continue to grow relationships with service committees that are outside our general service structure. We hope that one day you can experience our fellowship in California Northern Interior Area. — *Tom A.*

California (San Diego/Imperial): Welcome to Southern California San Diego and Imperial Area 08. Our brothers and sisters in the east look after one of the largest irrigation and farming districts in the United States. Toward our coastline we are known as one of the most popular travel destinations in the country, hosting nearly 36 million tourists every year, accounting for over five million non-local alcoholics annually. Our Area is made up of 23 districts, three dedicated to our Spanish-speaking communities. We have 13 Area standing committees, with the newest being our Young People in A.A. Committee currently managing our Area-wide Member and Group Survey Campaign, guiding our shared Twelfth Step efforts moving forward and inspiring new and innovative digital forms of communication. With over 140,000 active-duty service members and nearly a quarter-million

veterans in San Diego County alone, we are in development of an Armed Services Committee dedicated to carrying the message to our service members and veterans. Honored to have served as the first place to host the Hispanic Women's Workshop, which has grown to inspiring proportions and now captures participation from around the globe, our service members are guiding a cultural movement and strengthening the collective voice of the divine Hispanic feminine here at home. We serve one of the largest Deaf sober communities in the region, inspiring a movement of strong sponsorship and accessibility to meetings as a more and more common solution and common experience. Dedicated in principle and driven by purpose, Area 08 is guided by the divine loving expression of our culture, our diversity, and shared, faithful action — a loving expression that we call home. — *Jerry S.*

Delaware: Area 12 is contained in its entirety within the geographical borders of the state of Delaware. We are the first state in the Union and second smallest in geographical area. Total population is under a million. We have 13 districts representing 220 groups. There are three active intergroups, one in each of the three counties. The Panel 70 committee is busy. Our focus is to continue with sponsorship of corrections meetings, CPC outreach, accessibility issues and technology security. Our Corrections committee has a vibrant women's work-release meeting and is making headway to bring meetings back into maximum security corrections facilities after several riots created lock-down environments. Our PI/Technology committee is focusing on Internet anonymity issues, privacy and the security of our website, delawareaa.org. Our CPC committee continues to reach out to the professional community. We now have three Spanish-speaking meetings a week in one of the southern districts. We are encouraging the recently formed "DEYPAA" members into general service positions (an alternate DCM is already serving) and will be establishing a liaison to the Area committee. The southern districts enjoy a burgeoning attendance during the summer months due to the resort aspect of the area, with at times standing room only in a lot of the meetings. There is a morning "on the beach" meeting during tourist season and an end of summer "beach party" in one of the many state parks with attendance in the hundreds. Area 12 will also be hosting the 2021 NERD Reunion. We invite you to come, meet, greet and share in the fellowship that has brought us sobriety, joy and peace. — *Terry H.*

Georgia: Area 16 has 778 registered groups across 51 districts and zones (including our Spanish-language district). Each district is represented by a DCM. Our Area assembly meets three times a year. On the Saturday of assembly weekends, we host Area committee workshops, GSR orientation, Assembly 101, a DCM meeting and an evening open speaker meeting. Our official Area 16 business meeting is held on Sunday morning with average attendance by 500 members. We also meet with DCMs two other times during the year for budget plan-

ning and a pre-Conference meeting. Our annual state convention is a “prepaid” convention funded entirely by Area 16 group contributions, eliminating a registration fee for in-state attendees. The convention rotates around the state through a bid process. We also have four cluster forums annually. A cluster forum brings together a “cluster” of districts and zones to host a one-day sharing session to broaden communication among our members, the Area office committee, and our committee chairs. These general service representatives provide reports while local groups use the General Service Conference theme and topics to deliver skits, panels and talks generating interest in general service. The cluster forums also provide a way to bring Area officers and committee chairs into direct contact with members who might not attend our Area assembly. Georgia has an Area office with two paid employees who answer calls, distribute literature and coordinate logistics for assemblies. It is an honor to be representing Area 16, a highly engaged Area committed to our primary purpose of reaching out to the still-suffering alcoholic. — *Debi K.*

Idaho: Area 18 is comparatively small in member numbers; it is a largely rural Area of approximately 62,000 square miles and includes the entire southern portion of Idaho and a few small slivers of eastern Oregon, northern Nevada and western Wyoming. We currently have 11 active districts serving roughly 240 listed English- and Spanish-speaking groups. Our Area 18 committee consists of the Area officers, special service committee chairpersons and the 11 DCMs. Throughout the year, we have three centrally located Area committee meetings, held in January, March and August, and two full-bodied Area assemblies in conjunction with conventions, rotated among the districts in May and October. Our pre-Conference process currently consists of DCMs drawing Conference committees from a hat at the August Area committee meeting, and when the Conference agenda and background material are made available, the DCMs distribute their sections to their GSRs, groups and members for collective study and research. The Saturday before the March Area committee meeting, districts 2 and 10 traditionally host a pre-Conference workshop, where DCMs, GSRs and interested A.A. members share and discuss their findings to help the delegate become better informed. We are currently looking at ways to further improve this process. In the last few service rotations we have had great success with our outreach and communication efforts among the YPAA groups, treatment and corrections, but have opportunities to do better with encouraging greater participation from our Hispanic and Native American groups. We are also looking at how to increase awareness about our current and new literature, pamphlets and digital media. Our website and the Meeting Guide app have been great tools in helping newcomers and those getting out of treatment centers and other institutions find their first meetings. Along with education and communication, outreach and extending the hand of A.A. is everybody’s business; we have work to do, and we get to do it with enthusiasm! — *Thad N.*

Illinois (Northern): Area 20 consists of approximately the northern one-third of the state of Illinois, excluding Cook County (Area 19). We have 26 districts and three of those districts are Spanish-speaking. We have approximately 1,329 groups. About a third of our Area is rural towns with many miles in between. We have four committee meetings followed by four assemblies per year. We usually have a spring conference in which the spring assembly takes place on Saturday morning. In the fall we host a Big Book conference. Every third year we host the Illinois State Conference, alternating with Southern Illinois Area 21 and Chicago Area 19. This fall Northern Illinois will host a Bridging the Gap weekend in September and the National Correction Conference in November. Some years back we changed the way we do our finances. Now we use a method that we call “primary purpose financing.” This method takes a lot of heated arguing out of the meeting. We are focusing more on what we want to accomplish instead of the amount of money that will be spent. Last year we passed two motions at our assemblies that will help spread the word of Alcoholics Anonymous. One was putting advertising on public buses and the other was putting up billboards along the roadways. We have our own service manual, which has been updated. We have ten service committees and the newest is Bridging the Gap. The Area web administrator or alternate is expected to attend the annual National A.A. Technology Workshop, which was approved at the 2016 Winter Assembly. Every year we have a pre-General Service Conference workshop to help the delegate be up to speed on how the Area would have him/her vote on all agenda items. I thank Area 20 for the honor and privilege to serve as their Panel 70 delegate. — *Marilyn F.*

Indiana (Southern): Area 23 is the southern half of Indiana, from just north of Indianapolis to the Ohio River. We have five intergroups, with one that serves the Spanish-speaking community in both Area 23 and Area 22 in northern Indiana. Our Area has approximately 12,000 members and over 700 groups; five of them are Spanish-speaking meetings. There are 25 districts serving these members with one dedicated to the Spanish community in Area 23. The Area supports, along with Indianapolis intergroup, two groups in Indianapolis to provide American Sign Language interpreters for members who are Deaf. To be totally inclusive at the Area level, we provide ASL providers when needed and translation equipment for our Spanish-speaking members when they attend our assemblies. The Area conducts four assemblies each year: February, May, August and October, which is our service weekend. Service weekend provides workshops for GSRs and DCMs to better carry the message and better communicate to the groups. In April we have a pre-Conference assembly to discuss the upcoming agenda items for the General Service Conference. It is done as a mock Conference to give members insight on how the Conference is done in New York and give the delegate the Area’s conscience on the agenda items. We have done an overhaul of the Area structure and will be putting it forth to the body for



approval and adaptation. Many hours have gone into this process, soliciting input from the Fellowship. Our next step is doing the same with our guidelines, to give better instruction on what is needed to perform the duties and responsibilities of service positions, whatever position we hold. The goal is to better carry the message. Throughout the year Area 23 has supported our districts in their efforts to provide workshops on various A.A. topics, such as sponsorship, the inverted triangle, the A.A. group and GSR. This has deepened the knowledge and experience of all participants to help them carry the message that “there is a solution.” Area 23 continues its mission to carry the message to the still-suffering alcoholic through our various committees such as corrections, treatment, PI and CPC. You will find, enthusiastic, dedicated and hardworking members in Area 23. The future for A.A. in Area 23 is in good hands. — Ron S.

Kansas: Area 25 is largely a rural state with just over 82,000 square miles. We have 28 districts with 321 registered groups. Within this district/group make-up we have three linguistic districts with 22 groups and 12 corrections groups. We hold two Area assemblies and two committee meetings yearly. The April and October committee meetings are structured to assist in setting the area agendas for the January and July assemblies. Area

25 closed its business office around five years ago, moving those responsibilities back to area officers and committee members. It also spurred the restructure of our Area KAAAAI Board. We were spending around \$22,000 for the Area office and its support services. We are close to finding the right balance between our anticipated contributions and how we wish to fund our Area needs. This change has allowed us to fund Area officers and committee members’ travel, guest speakers, and special requests such as translation equipment. With the funds to send our officers and committee chairs to Forums, Southwest Regional Service Assemblies and national workshops, our trusted servants have become better informed and have been sharing these experiences with Area members. In January of this year, the Area approved a contract with a third-party web service provider to ensure our website is running properly and to avoid or minimize the possibility of our website going down. Area officers have been working diligently to ensure members are well informed on agenda items before our closed business meetings during assemblies. The improvement in communications has shown an increase in trust and more cohesive business meetings. It is a privilege to be able to serve Area 25 as their delegate. — Sheri P.

Kentucky: From the mountains in the east and the rolling hills and horse farms in the center, to the wetlands in the west, Alcoholics Anonymous is alive and well in the “Bluegrass State.” Area 26 encompasses all of Kentucky, four counties in Indiana, and border towns in Ohio and Illinois. Area 26 has a solid place in A.A. history. Henrietta Buckler Seiberling was born in Lawrenceburg, Kentucky. She was that vital link that connected Bill to Dr. Bob on Mother’s Day in May 1935. Then there’s Bill D., A.A. #3, from Carlton, Kentucky. And finally, and perhaps less known, is Bill’s first love, Bertha Bamford, who is buried in Walnut Ridge Cemetery in Jeffersonville, Indiana. A.A. meetings sprang up in Area 26 in 1941 with the Louisville Group, which was established with the help of some folks from Indianapolis and Evansville, Indiana. In 1946, our second group took hold in Lexington and we have experienced steady growth since then. Our Area currently has approximately 762 meetings and 12,481 members, and we hold approximately 34 meetings in 95 correctional facilities. Our larger metropolitan areas are served by five active local Intergroups or central offices. Our Area has 36 districts, one of which is a bilingual district, which has seven meetings in various cities across the state. In recent years we have done much Twelfth Step work to reach our remote communities, and we see that this work has been fruitful in bringing more DCMs and GSRs to our Area meetings. Our goal for 2020 is to eliminate all dark districts in our Area. Area 26 has four annual, quarterly meetings, two of which (April and October) are assemblies in which GSRs have a voice and a vote. Our Area meetings rotate around the Area, providing

opportunities for service in all our districts. We have 12 committees that are actively carrying the message to alcoholics in need. This April, we plan to experiment with our first mock Conference in Area 26. Informing and connecting with our groups, communicating more, and getting folks excited about general service is our “clear vision” for 2020. By keeping our primary purpose in mind, Area 26 continues to carry the message to the suffering alcoholic through the Three Legacies of Alcoholics Anonymous: Recovery, Unity and Service. Thank you for allowing me to serve. — *Mary F.*

Maine: Area 28, with its boundaries encompassing 35,385 square miles, holds just over 500 meetings per week. We have one meeting a week in Portland offering ASL. There are no specific French- or Spanish-speaking meetings. We are made up of 26 districts and our Area meets five times per year. Our Area is large, and in some ways split into north, south, east and west. The alternate delegate lives in the northeast and I in the south, so we are working as a finely oiled machine to visit all the districts to be of service to each of them. Our meeting numbers grow in the summer months with an onslaught of tourists and summer residents. It is those who are fiercely committed to A.A. who make their way to meetings in the depths of the frigid winter. Our annual convention, what we call our round-up, typically in July, will be held August 21, 22 and 23 in consideration of the 2020 International Convention. At our last RU, some ham-bones acted out the “Dorothy Goes to the International Convention” skit and got an anonymous photo submitted and published in the November 2019 Grapevine. I think one of the junctures where Area 28 is breaking new ground is in its exploration into workshop podcasts being

available so anyone has the opportunity to hear the various workshop presentations. One of our districts has recorded and posted a podcast of a safety workshop. It was scrubbed for names to maintain anonymity and has served as a platform for offering workshops throughout the Area and beyond. While our trees, moose and lobsters may outnumber our residents, the strength of Area 28’s Alcoholics Anonymous presence is alive and very well. — *Nikki O.*

Manitoba: Greetings from Area 80, “Friendly Manitoba.” We are a geographically large area spanning 250,000 square miles with approximately 100,000 lakes. According to an article I found dated 2017, 90,000 of those lakes remain unnamed. With a total population of only 1.3 million, you can easily imagine some of the challenges we face in carrying the A.A. message. I personally once risked getting eaten by a polar bear while looking for a meeting in Churchill. If you were to drive from a meeting in Altona to Thompson, not only would it take nine hours without stopping, but you would still need to catch a plane or, when it is operational, a train to get to Churchill. Despite challenges in geography, culture, language and a host of other accessibility issues, we work very hard to reach the still-suffering alcoholic. Our remote committee has really made use of a CCTV network used primarily for healthcare services in many isolated communities. Every Thursday evening at 8:00, they meet with a growing number of folks — I believe that number is over 30! Many of these places have formed physical groups as a result! Our table officers include a secretary/registrar, treasurer, chair, alternate delegate/Grapevine chair and delegate. We have found it useful to split three of our committees into east and west. These



are treatment and accessibilities, PI/CPC and corrections. The reason for this is that our districts are not large enough to carry the loads many of our neighboring Areas can. We depend on our Area committees to do the lion's share of taking care of these vital services. We have a thriving archives committee with past trustee-at-large Jo-Anne L. as our archivist, as well as a second-to-none Bridging the Gap team! We hold four full assemblies per year, each with its own theme. January is budget, March is pre-Conference, June is inventory and October is elections. We hold two Area committee meetings at each assembly and call on past servants to provide GSR training simultaneously. I am honored and very proud to be part of Area 80 where we have so few who give so much! — *Donny M.*

Maryland: Area 29, Maryland General Service, Inc., is home to over 1,000 A.A. groups that are spread across 21 of our 23 Maryland counties. Our 34 districts and 10 Intergroups serve 15,000 A.A. members from the shores of the Atlantic Ocean through the farmlands of our eastern shore, across the Chesapeake Bay to our large cities and reaching west to the Appalachian Mountains. Maryland General Service, Inc. has a thriving service structure supported by 20 Area service committees, which are dedicated to carrying the message of Alcoholics Anonymous. This past year has been full of exciting accomplishments for the continued improvement of service to our membership. In 2018 an ad hoc committee embarked on a process to review and revise the articles of Incorporation and corporate bylaws of Maryland General Service, Inc. Eighteen months and many committee meetings later, a completed set of those revised documents was presented to and accepted by our assembly. Our annual state convention hosted over 650 A.A. members, who enjoyed two and a half days of fellowship, speakers and workshops. Area 29 was host to the 2019 North East Regional A.A. Service Assembly, and welcomed over a 1,000 trusted A.A. servants to Baltimore. A.A. members from all over Area 29 participated in being of service to our guests. The Area 29 Conference Agenda Review Committees (CARCs) began the year-round process of meeting throughout Maryland to review, discuss and report their thoughts on agenda items to help ensure our delegate was fully informed and prepared for his trip to Conference. Post-Conference CARC meetings began the process of considering items to propose for inclusion on the 2020 Conference agenda, and four items were sent forward. Area 29 holds five Area assemblies, four Area committee meetings, an Area mini-conference and a state convention annually. Area 29 is grateful that many of our past delegates have remained active members of our service structure, providing service sponsorship and guidance to those coming along the service path behind them. Enthusiastic participation in the A.A. legacy of service is alive and well in Area 29, resulting in the assurance that the "hand of A.A." will be there when anyone reaches out for help arresting the disease of alcoholism. — *Cynthia T.*

Massachusetts (Western): Area 31 has 314 registered groups with 5,452 members and six districts. We have two Intergroup offices, and the original one (Western Mass Intergroup) was established in 1953 and is in its 67th year of continuous operation. The other one is Berkshire Intergroup, which recently celebrated 30 years of service to our Area. We believe it is the longest-running Intergroup office staffed by all volunteers. Western and Eastern Massachusetts (Area 30) just facilitated their joint 56th annual Massachusetts State Convention. This event really helps unite the members of our state through fun, fellowship and recovery. This year all main meetings had CART (communication access real-time) services for Deaf and Hard-of-Hearing members. We are very fortunate to have a great deal of involvement and support from our past delegates, including two who served in other Areas but now live in our Area. They assist with group inventories and our mini-conference. The immediate past delegate facilitates a monthly Service Manual meeting as well as a monthly Concepts meeting. At our December 2019 Concepts meeting we had our first teleconference with members from Berkshire County, which allowed them to participate without a long drive. For the first time in our Area, we have a member who is Deaf as the chair of the Accessibility Committee. He served as the co-chair last year. We have made great strides in the Area to provide services for our Deaf and Hard-of-Hearing members. We still have much room to grow, but we look forward to continued progress. — *Paul H.*

Michigan (Western): While it is always a great time to be a resident of Area 34 and Michigan, 2020 is going to be an exciting year in the Mitten State. As I am sure you all know and have registered, the International Convention is coming to Detroit in just over two months! Detroit may be in Area 33, but the enthusiasm has spread into Area 34 as well. There may be a slight eastern tilt to the state the first weekend of July as Area 34 members head east. Area 34 has over 600 registered groups in Western Michigan, which extends from our southern border and north to include a portion of the Eastern Upper Peninsula. We have 17 districts, including a linguistic district. Our assemblies meet 10 times a year and some months members may drive four to six hours one way to attend. Districts bid in the fall to host Area assemblies for the next year. Our assembly starts at 10:30 am, and we finish the day by 4 pm with a scrumptious potluck lunch midday. Included in the day are sharing sessions, group concerns, a newcomers' orientation, committee meetings, old and new business and district reports, and we close with our alternate delegate giving a thought for the month. Special assemblies are set aside for pre-Conference agenda items, a GSC report from our delegate, and inventory and elections are held alternately in October. We designate one assembly as alternate month so our alternate officers and committee chairs can get a feel for the positions they hold. I was encouraged to come up with some goals as delegate. While continuing to improve communication lines among all service entities in our

Area, I am also hoping to grow attendance at our assemblies and to increase the participation in our committee meetings. I would love to see representation from each district for every committee present at our assembly. We meet quarterly with members of Areas 32 and 33 for our statewide service meeting. Here, the CPC, Corrections and Grapevine committees from the areas meet for an hour each, followed by our statewide service meeting. Here we share information on events and activities that affect all three areas. Each area hosts our state convention every three years and we jointly host a yearly mock Conference to help send our three area delegates to the GSC informed. I am grateful to serve Area 34 and A.A. — *Linda B.*

Minnesota (Northern): Area 35 encompasses the northern half of Minnesota, with 19 active districts with 526 meetings. Our Area meetings are held four times per year — February, June, August and December. We have five Area officers and 14 Area committee chairs. We hold an annual service workshop in January where half the DCMs present on various topics relating to service and the next year the other half. We have a guest for each workshop. This year we were able to invite Cate W. from Winnipeg as our guest. Our guest gives us a talk on their personal and service story, but this year we were able to have a Concepts workshop focused on the first-timer GSRs at our workshop. We have a spring assembly held the first full weekend of April where we discuss the agenda items. Every agenda item is discussed, and a consensus is requested on how the delegate should vote on each motion, barring any new and overwhelming information that may give cause to use Concept III. The fall assembly is held the first full weekend of October; every odd year we hold elections with some presentations, and the even years we have presentations. We host a CPC booth at the state fair where we share the human resources with our neighbors to the south, Area 36 Southern Minnesota. We hold correctional meetings in 10 different correctional facilities, from county to federal institutions. We also participate in a transitional fair at the Sandstone federal penitentiary. We have a bimonthly publication called the “Northern Light.” The minutes of the previous meeting or assembly are included, along with reports from the Area officers and committee chairs on what they have been doing between our meetings and assemblies. Members of our Area are encouraged to submit articles to be included along with A.A. functions and their fliers. — *Jim S.*

Mississippi: Area 37 encompasses the entire state of Mississippi. We serve 204 groups, 24 districts and five zones. Our state convention rotates annually by zone. We have four one-day assemblies, which meet quarterly in the same location of Pearl, Mississippi, with 10 standing committees. The four zones not hosting the state convention volunteer to host hospitality for one of each of the four assemblies. In the last couple of years, we have rearranged our agenda as well as changed our assembly dates to help better fulfill our duties and

responsibilities as an Area. We have also initiated an ad hoc committee, led by the alternate delegate, to better help disperse Conference agenda items to DCMs and standing committee chairs prior to our pre-Conference assembly. This seemed to work well last year and we hope for even greater success this PCA. Area 37 will be hosting the Southeast Regional Forum at the Golden Nugget in Biloxi, Mississippi, December 4–6. We are very excited for this opportunity. More details to come. — *Johnny C.*

Nebraska: Area 41 still covers the entire state of Nebraska. Know that when you are flying over us, we are looking up and waving at you. We like to consider ourselves “Nebraska nice.” There are some exciting things happening in our Area committees. Our Grapevine committee hosts a jar for a Grapevine donation. The winner gets to decide where that subscription ends up. We have appointed a new archivist who will be attending the Archivist Convention in Texas. She is ready and willing to take on the monumental task of digitizing all cassettes that have been slowly decaying over the years. Those archives are our link to our past and they are in a dedicated set of hands. Our Public Information committee is collecting information to assist the state hotline reach people geographically to better help the still-suffering alcoholic reach contacts near them. Corrections has compiled a list of all facilities in our state and is sending a letter, along with a Grapevine, to each in order to find out if they would like meetings brought in or a Grapevine subscription. The accessibilities and accommodations committee is in the process of creating a kit for DCMs that compiles information on Loners, Homers, Internationalists, elderly outreach, special needs, linguistic districts and remote communities. The treatment committee has worked diligently to revive Bridging the Gap in our state. They continue to find new contacts for their list and it again has a heartbeat in Area 41. If you ever find yourself locked up in our great state, we can get you into contact with someone for when you get out! The website committee found it within their scope to add Area 41 to the Meeting Guide app; Nebraska is entering the digital age. In the near future, if you visit the beautiful and sprawling state of Nebraska by ground, go ahead and look us up on your phone! On a last note, don’t forget to visit us twice in 2023 as we will be hosting our regional conference (the WCRAASC) and the Regional Forum. We can’t wait to see you there! — *Jess N.*

New Brunswick/Prince Edward Island: Area 81 is located in Atlantic Canada or the Maritime Provinces. We cover two provinces, New Brunswick and Prince Edward Island, and are separated by the Confederation Bridge, which is 12.9 kilometers (eight miles) long — but is connected with unity! Area 81 has 12 districts with 178 groups on file with 176 active groups as of February 2020. We are a bilingual Area, with both French and English meetings being held depending on location. We hold a spring assembly in May and a fall assembly in October, which is usually a weekend event. Different



districts bid on holding these events. The cost is set by each district and our guidelines state we can charge a minimum of \$40 to a maximum of \$50 per assembly weekend. We also hold two one-day workshops, one in the spring and one in the fall, at a cost of minimum \$15 to maximum of \$25. Our Area committee officers are archivist, PI/CPC, registrar, literature/Grapevine, corrections/treatment, web manager and even translation. As delegate I must look at the Three Legacies and they are definitely alive in Area 81. Recovery is very strong and there is definitely love and passion in the rooms, and there definitely is Unity in Area 81, even if we have to cross into different provinces. But I find the most rewarding of the Legacies is Service, even though sometimes our assemblies are lacking in turnout. But at the end of the day, all 178 groups have someone opening the doors, putting on the coffee and passing on the message. With these Three Legacies we all get to experience this amazing life! What an awesome life for all of us. — *J.J. S.*

New Hampshire: Area 43, the Granite State: 9,300 square miles of mountains, lakes, rivers and 18.57 miles of seacoast. A four-season vacation land. There are 15 districts providing 748 meetings weekly attended by some 9,000 members, always ready to welcome visitors as well as newcomers. There are four assemblies a year, hosted by alternating districts. There is a pre-Conference assembly in March and a post-Conference in May. The August assembly provides workshops, discussions on timely matters and fellowship. There is a fall inventory assembly in November, which is one of the alternate

delegate's responsibilities to organize, and our election assembly is held in October of the second year of the panel. The Area function committee provides us with a convention in early spring, as does the YPAA conference. They currently list 10 young people's meetings, with some 400 attendees at their own convention. We maintain a service office with three special workers, which provides literature as well as information for all who call. We also maintain a statewide hotline number that fields about 1,000 calls a month. We've had our struggles with issues such as safety, accessibility, inclusion for all, the opioid crisis, keeping up with technology and anonymity in social media. There will always be more to do, and our standing committees, officers and members stand ready to answer the call. — *Pete V.*

New Jersey (Southern): Take a map of New Jersey, fold it in half, and you would get a good idea of where Southern New Jersey Area 45 is located. However, looking at a map would give you no idea about what A.A. is like in Southern New Jersey. Made up roughly of the lower eight counties in New Jersey, Area 45 provides a variety of A.A. services over 3,300 square miles with a general population of about two million. Talk about Southern New Jersey and one theme that will quickly emerge is *contrast*: Southern New Jersey — and the A.A. that resides there — is rife with contrasts that make it hard to make valid generalizations. For example, even though New Jersey is the most densely populated state in the nation, Southern New Jersey is home to one of the largest unbroken tracts of forest in the eastern United

States. Likewise, even though New Jersey's median household income is among the highest of any state, Southern New Jersey is home to some of the poorest cities in the nation. Likewise, even though 20% of New Jersey's population was born in another country, Southern New Jersey's is one of the most segregated in terms of schools and neighborhoods. Why all this background for a two-minute Area highlight? Because addressing these contrasting elements has made A.A. in Area 45 adapt and adopt. Branching out from a single group in Camden in 1940, estimates are that there are now about 9,000 A.A. members in Southern New Jersey across 27 districts. About 544 Southern New Jersey groups have decided to connect in some manner to G.S.O.; only about half of these registered groups have supported Area 45 in the past year. Probably another 100 groups — through choice or ignorance — have failed to connect with A.A. as a whole, which of course is their absolute right. For geographic and logistical convenience, the 27 districts in Area 45 are divided among four geographical sections, and quarterly assemblies and committee meetings are rotated among these four sections. Area 45 has 14 standing committees. Immediately before each quarterly assembly, our immediate past delegate offers a comprehensive orientation for new DCMs and GSRs. Committee meetings are held immediately after the quarterly assemblies. Area 45 hosts the usual array of annual events. Our Area contains three (or three and a half, if you count Long Beach Island in summer) intergroups and the alternate delegate acts as a liaison, attending their monthly meetings and hosting an annual Day of Sharing. Annual Grapevine, a "mini-conference," and biennial Area inventory events are also held. Area 45 has a longstanding tradition of cooperating with Al-Anon, having A.A. speakers at their annual statewide convention, along with Al-Anon participation at our annual Area 45 Convention, the 55th of which was held this March. Many of our districts host service workshops as well as picnics and dances. A.A. has been in Southern New Jersey for a while, with the oldest meeting still in continuous existence dating to 1946. Area 45 has an active archive committee that will be assisting North Jersey Area 44 with a joint Archives Hospitality Room in Detroit. Realizing that today's business records are tomorrow's archives, Panel 70 of Southern New Jersey has also decided to invest in business collaboration software, with the goal of bringing all area emails, documents, banking and financial records under one unified system. This new technology notwithstanding, the best technique as delegate I found so far for reviving and renewing tired and remote districts is decidedly low-tech: just showing up unannounced at their business meetings and offering to help. — *Richard H.*



New Mexico: Area 46 is wonderfully supplied with much diversity in our population and our cultures, including our Native and Hispanic population. This diversity yields many cross-cultural spiritual ideas that lead to a wonderful exchange in carrying our message. The recent release of the Navajo Big Book will provide tremendous strides in our Area. While being the fifth largest state by land area, 121,000 square miles, we are the sixth most sparsely populated with 2.1 million people (1.3 million live in the five largest cities). Notwithstanding those five largest cities, 600,000 people live on the remaining 100,000 square miles, making the balance of New Mexico a "remote community." At the end of the last rotation, we added remote community responsibilities to our Accessibilities Committee. We serve over 8,000 members of our Fellowship through 375 active groups in 17 geographical districts and two linguistic districts. We utilize 13 standing committees, including a bilingual committee, and a young people's committee. We have our pre-Conference assembly in March, our State Convention in June and hold our remaining two assemblies in September and December. Every odd-numbered year we have our newly formed New Mexico A.A. Service Forum. Travel from corner to corner of New Mexico is about 500 miles, roughly eight hours one way. Much credit is due to those in our Area who often drive 100 miles or more to

a district meeting and regularly 200–300 miles for one of our three Area assemblies. I am always in awe of the dedication and effort of our Area members in overcoming distance, language and culture to carry our message; and for that I am so very proud of the membership of Area 46. — *Bill L.*

New York (Hudson, Mohawk, Berkshire): Area 48, Hudson, Mohawk, Berkshire, or HMB for short, covers approximately 20,000 square miles in northeastern New York. The area borders the foothills of the Berkshires on the east to the Utica/Rome area on the west, and from about 75 miles north of New York City to the Canadian border. From small towns to cities, river valleys, lakes, farmland, the Catskill Mountains, the Adirondack Mountains and Albany, the New York state capital, are all part of HMB. If you're ever in Albany, stop by the Albany Rural Cemetery and visit Ebby Thatcher's grave. From our humble beginnings with a single meeting in Glens Fall, New York, in 1939, the first state hospital meeting in 1945, and the first correctional facility meeting in 1953, we have grown to 18 districts, with 817 registered groups. The Capital District Central Office provides an answering service for five districts, as well as A.A. literature. We have two assemblies per year (three in odd years for elections), Fellowship Days, an Orientation Day, a Delegate's Day of Sharing, a Joy of Service Day, an Inventory Day every other year, and an annual area convention, all of which we rotate around the Area to provide opportunity for a variety of people to attend. Over the last two years, we implemented a new database, enabling our district records keepers to directly provide changes to the Area registrar to help keep our records current for the incorporation into NetSuite ERP soon. We have updated the technology behind our website's meeting finder to make it more user friendly and work with the new Meeting Guide app. In October, the Area approved the addition of a standing committee on literature. All 13 service committees are quite active doing their part to carry our message to the next alcoholic who may benefit from the program of Alcoholics Anonymous. We are fortunate to continue to have dedicated and enthusiastic members coming forward year after year. We have a number of young people who are very active in general service, bringing fresh ideas to the Area. I am honored to serve Area 48 and will be eternally grateful to the people of HMB and Alcoholics Anonymous. — *Tad J.*

New York (Western): Area 50 stretches from our border with Canada, past Niagara Falls to Buffalo and Lake Erie, west and south to Pennsylvania, and east to Area 47 — Central New York. We have 324 registered and active groups and 22 districts on our current Area map. Five years ago, there were no districts active at the Area level; little in the way of general service to carry our message; and only about 10% of our groups contributing to the Area or GSO. We developed a six-point strategic plan called "Turning the Lights On." Since then, the growth of general service has been explosive. Fourteen of our dis-

tricts now participate in general service. All Area service positions are filled. More and more home groups and members are becoming involved. There are now meetings every week in our state prisons. CPC volunteers work with treatment courts and with our Area's largest mental health services provider to educate their counselors on what A.A. is and is not. Districts have outreach programs for clergy and medical professionals. PIC volunteers deliver and restock pamphlet racks at public libraries. Financial support for GSO, the Area and the districts is up substantially. Most importantly, hundreds of A.A. members are experiencing the spirit-healing that comes from service, and our message is now being carried to the sick and suffering alcoholic who does not know we exist. The spirit power of our Three Legacies is flourishing in Area 50, but we know the work has just begun. The hundreds of newly involved members provide hope that this growth will continue and that our Three Legacies will shine an ever-brighter beacon of hope for all in Area 50 who suffer from our disease. — *Hank K.*

Ohio (Northwest): In keeping with the theme of this year's General Service Conference, "2020: A Clear Vision for You," I hope to provide you with a vision of Area 55. Our Area currently serves 14 counties in Northwest Ohio and half a county in Southeast Michigan. According to our archives, alcoholics first started meeting in a house on River Road, Toledo, Ohio, in 1940, which would later become the Downtown Group. In 1941, the Downtown Group acted as Toledo's first central office, where volunteers answered phone calls of new prospects. By 1944, we had 100 members in the Toledo area. A.A. groups began to spread from this humble beginning to nearby towns and to other neighborhoods in Toledo. The Toledo Area Intergroup was formed in 1949. We currently have 307 groups in Area 55 and 325 meetings a week. The fellowship of Alcoholics Anonymous is alive and well in Northwest Ohio and Southeast Michigan. We have seven standing committees: Accessibilities, Archives, CPC/PI, Grapevine, Group Services, Multi-District Corrections and Website. There are three Intergroups serving Area 55. The Toledo Area Central Office, which was established in 1941, now operates as a standalone committee out of the Northwest Ohio and Southeast Michigan Intergroup. Over the past four years we have relit many dark districts and are presently in the process of redistricting Area 55. We have been working hard on reconnecting with all of our districts to open up lines of communications so that we can hear the conscience of our whole Area. We hope after our redistricting effort that all of our districts will be lit and feel a part of Area 55. May God bless you all on this journey. — *Jim S.*

Ohio (Southwest): Southwest Ohio Area 56 has 495 active groups. It includes Cincinnati and Dayton, which are served by active intergroups. Six active districts serve the small towns and rural areas that surround the cities. Two newly activated districts are in the cities, where they are working to form understanding between the intergroups and general service structure. The largest Area 56

event we hold is our weekend-long annual mini-conference. We discuss upcoming General Service Conference agenda items and form a group conscience. This helps inform our delegate, train Area officers, and create an opportunity for the trusted servants in our Area to network. We also hold three assemblies per year. Our greatest challenge is in our ability to communicate with our groups. Last year our Area hosted the Ohio State Convention. We were able to reach our attendance goals through an enthusiastic email campaign. This taught us that in order to stay relevant we have to expand our communication to different types of media. Our antique communication methods have to change. Conversations that were once held face to face are now texted, instant messaged or on a video call. Groups are beginning to pass an electronic basket for those members who no longer carry cash. Home groups are forming social media groups. This is giving birth to Tradition issues Bill and Dr. Bob never could have imagined. The Area is opening the conversation, providing a sounding board to those issues. Southwest Ohio is moving into the 21st century. We are relaunching the Area newsletter to resume regular contact with the groups. It will be sent by snail mail so we don't leave anyone behind, but distributed elec-

tronically as well. We are revamping our website, which was sorely in need of reorganization. We hope it will be informative to a changing membership. No matter what the form, we are still carrying the A.A. message of hope through the language of the heart. — Nancy F.

Ontario (Northeast): Area 84 covers approximately 300,000 square kilometers (115,800 square miles) of Traditional Lands of the Ojibway, Cree and Oji-Cree peoples. Although robust prior to colonization, Indigenous people currently make up less than 4% of the total population in Ontario today. The total population base in our Area is very low. Cities amount to approximately 351,000. Towns in the Area add up to about 59,000. The total is approximately 410,000 not including rural folks. The point is that membership (hence, the revenue for the Area) in Alcoholics Anonymous is low considering the vast geographical area. Travel to Area functions (assemblies and the like) are great distances, dangerous driving conditions in winter, regularly requiring overnight stays (accommodations), food and gas. There are 144 groups (in seven districts) on record although the actual number of active groups is somewhat less. The 53rd Area convention will be held in Sudbury this year. Districts 1 and 3 hold one-day roundups to celebrate the anniversary of A.A. in their respective districts. District 6 has a two-day Rainbow Roundup in May that has a Philadelphia panel each year. The Sudbury Intergroup (districts 2 and 8) hosts a gala gratitude event in November. The Area delegate and alternate attend the Ontario delegate's committee meeting in even years and the Canadian Eastern Regional Alcoholics Anonymous Service Assembly in odd years in preparation for the General Service Conference (GSC). The Area hosts a General Sharing Session (assembly) usually in April to aid the delegate in collecting the conscience of the Area prior to the GSC. — Paul G.

Ontario (Western): Area 86 is home to 23 districts with 574 active groups, and we serve a membership just shy of 11,000. We are nestled in amongst three of the Great Lakes — Lake Erie to the south, traveling up through the Windsor/Detroit border to Lake Huron, up to Sundridge, then south to Oakville and Lake Ontario, where we follow its shores to the Niagara/Buffalo border and back to Lake Erie. If you have visited Niagara Falls on the Canadian side, then I am pleased to say you have been to Area 86. We hold a pre-Conference assembly in March and a fall assembly in November, where we invite a guest to attend and give a presentation, and to do us the honor of being our banquet speaker. This is a wonderful opportunity for our members to hear more about service throughout North America and the world. We hold seven Area committee meetings per panel that move throughout the Area with the hopes that this will



attract more people into service. We have nine subcommittees, with the newest being Bridging the Gap. This is proving to be a very busy committee with almost all 23 districts now having a BTG chair. All four Areas in Ontario gather for the Ontario Delegates' Committee (ODC), held the last weekend of February in even years. Delegates, alternate delegates, our Eastern Regional trustee and past delegates are invited to participate with all members being encouraged to attend. On the same weekend of the odd years, we get together with the other nine Areas of eastern Canada for the Canadian Eastern Regional Alcoholics Anonymous Service Assembly, known as CERAASA. All members again are encouraged to attend and participate. We have the privilege of hosting the Fifth CERAASA in 2021. These two gatherings are invaluable with helping the delegates prepare for the Conference, and the unity that has been established within Eastern Canada is apparent. I feel blessed to be a part of Area 86 and to serve alongside such a dedicated group of people. To learn more about our Area, please come visit the Eastern Canadian Regional Hospitality Suite at the International Convention this summer and you will find out that Area 86 rocks!— *Sandi W.*

Oregon: Oregon Area 58 is comprised of over 1,100 groups within 36 districts, three of which are Spanish-speaking districts. Our Spanish-speaking districts are not geographically located and members often travel our entire Area to be of service. Most of Oregon's population is on the I-5 Corridor, which runs north and south on the west side of the Cascade Mountains. Portland, Salem, Eugene, Medford and most of Oregon's other larger cities are in this section of our state; therefore, they are home to the lion's share of our A.A. groups. Our other groups are to the east and west and sprinkled through the Cascades, which tend to be more rural areas. We hold four service assemblies throughout the year in rotating locations. They are held at nearly all of our districts. February is our pre-Conference assembly; May is our post-Conference assembly; and September is our general service assembly (when our Area officers are elected). Our service assembly in November is when our newly elected Area officers and newly appointed service committees rotate into their positions. Area 58 is a GSR-driven Area, which well demonstrates our "upside-down triangle." We are fortunate to enjoy outstanding leadership from our 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. Many of our DCMs and GSRs are very involved in all these events and as years go by their attendance increases. I'm honored to be a small part of our Oregon Area 58 family. I would like to take this opportunity to invite you all to come and visit our beloved Oregon. — *Jim F.*

Puerto Rico: Area 77 has eight districts, 97 Spanish-speaking groups and eight English-speaking groups. We

■ Estimates of A.A. Groups and Members as of January 1, 2020¹

	Groups	Members
United States	64,526	1,361,471
Canada	5,175	87,840
Sub-Total	69,701	1,449,311
Correctional facilities	1,559	39,170
Loners, Internationalist, Homers	0	190
Total	71,260	1,488,671
Outside U.S. & Canada ²	54,297	588,703
Grand Total	125,557	2,077,374

1. The General Service Office does not keep membership records. The information shown here is based on reports given by groups listed with G.S.O. and does not represent an actual count of those who consider themselves A.A. members.

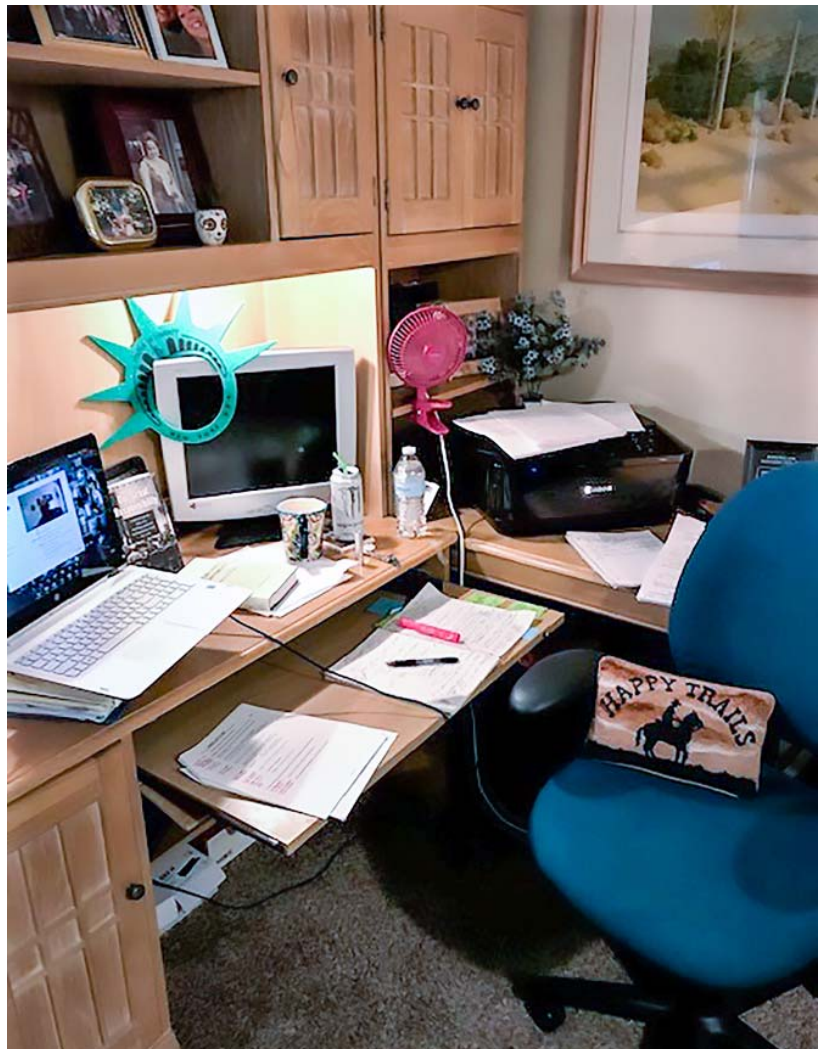
2. We are aware of A.A. activity in approximately 180 countries, including 64 autonomous general service offices in other lands. Annually, we attempt to contact those G.S.O.s and groups that request to be listed in our records. Where current data is lacking, we use an earlier year's figures.

have between 700 and 800 active members. District and Area meetings are held monthly. Our Area assemblies are held annually during October and November. Recently we moved our Area office to the town of Bayamon to a more spacious and accessible location. We receive calls and visitors from all over the island asking for information or help. The calls are redirected to the corresponding district's Twelfth Step coordinator for the proper follow-up. In our Area office, we also have a great variety of A.A. literature in Spanish and English. There we also work on our monthly newsletter, *El Despertar* (The Awakening), which keeps our members informed of A.A. activities such as workshops and anniversaries. Currently, we are working on our third edition of the book *The History of A.A. in Puerto Rico*. We have reestablished our visits to three correctional facilities on the island. Every year we host a three-day service seminar that provides the opportunity to get in contact with those who want to serve in our structure and have questions or concerns. We also have our annual three-day convention, at which the first morning is dedicated to professionals who deal with alcohol abuse patients suffering from alcohol abuse and to students with an interest in this field. During the rest of the weekend, we have a great variety of workshops and meetings in Spanish and English, and on Saturday evening we have a dinner/dance. Since the beginning of this year, earthquakes have started to happen frequently in the southern part of the island, affecting the whole island. The A.A. community

can feel the effects of this, because many of our groups meet in public schools, and the government has shut these down until inspectors approve that the schools are safe. We shall overcome this setback and rise united once again. — *Carlos L.*

Québec (Northwest): Area 90 was created in August 1976. This area is wide, reaching the western border of the province of Québec, up to a number of French-speaking groups in Ottawa, on the edge of Eastern Ontario. The Area is delimited by the city of Joliette to the east, by the Metropolitan Boulevard in Montreal to the south, and by Kuujjuak, Iqaluit and some parts of Rankin Inlet in Nunavut to the north. We number in total 327 groups, including 23 in correctional institutions and three in treatment facilities, which totals 6,500 members in 24 active districts. Even though the service structure of the Area is mainly in French, we are a diverse, multicultural and multilingual Area. We have seven regional officers and six permanent committees: correctional, treatment and accessibility, literature, public information, *La Vigne AA* (French magazine similar to *AA Grapevine*) and *L'Heritage*, which is our regional service journal. The Area also includes two workgroups: archives and website. There are also information sessions offered to the districts, such as: the GSR, A.A. home group, the Twelve Traditions, the Twelve Concepts, finances, etc. We hold six regional committee meetings annually, two regional assemblies and one welcome assembly for new district and group servants or any member interested in learning more about service. Since 2010, we also have had an annual assembly called "Pre-Conference Day," where members can express their views on principal topics on the Conference agenda, in hopes that the delegate may be prepared to represent the Area's group conscience. — *France F.*

Québec (Southwest): Area 87 currently includes 28 districts: 20 French-speaking districts, seven English-speaking districts and one Spanish-speaking district. With approximately 550 groups, one can attend over 600 weekly meetings in three different languages. Of these groups, 50 are held in prisons, hospitals, rehabilitation centers, detox facilities, homeless shelters and a veteran's long-term care facility. Area 87 is a thriving and healthy area. We have 14 committees — PI, corrections, literature, CPC, website and helpline just to name a few. We do our very best to carry the message and reach the still-suffering alcoholic. We are responsible. We host an annual Area convention where thousands gather to share their experience, strength and hope — an awesome weekend of fellowship, workshops and meetings. New to the lineup is our bilingual Big Book conference. We will



host the second one this year in April. We have many local one-day roundups, weekends of service, and workshops hosted by districts and the Area. Our Area service office has four special workers and a beautiful literature display counter. The office holds many different functions and is open seven days a week. *La Vigne* is our local French meeting in print and is supported by the four areas of Québec helping to carry the A.A. message to the still-suffering alcoholic. Meetings-on-the-go were created by a district to help carry the A.A. message to anyone who is no longer able to attend meetings — we bring the meeting to you. Atheist, agnostic and freethinker meetings have received some pushback. If anyone has experience to share here, it would be greatly appreciated. The members of Area 87 love Alcoholics Anonymous... I am truly blessed with their love and trust. — *Ruth L.*

Rhode Island: The Area is 61; Rhode Island is the state. Though small in size, we really try to make our A.A. great. Over 1,200 square miles, all flat, with lots of trees. Our beaches are the greatest; come see our open seas. Though you can drive about an hour to get from end to end, you'll want to stop and hit a meeting, maybe make a brand new friend. In such a tiny area, you may ask,

how many meetings can there be? Our groups number 326, and the meetings 473. Come by in March for our convention, in Newport we'll all meet. Twelve hundred alcoholics together, with not an empty seat. AAINRI is our website; it's really kind of neat. With a meeting list and Area happenings, our website can't be beat. Information services is the committee that we use to oversee our website and our newsletter, "Ocean Views." Our newsletter has assembly highlights and service articles, too. Written by lots of different folks, it's filled with area news. With seven geographical districts, and one linguistic, too, we carry the message and help the suffering. It's what we got sober to do. Speaking of our Spanish district, they've recently seen fit to come alive and start to thrive. No longer are they unlit. RISCYPAA is full of life, to them I raise a toast! Their willingness and energy made them the recent NECYPAA host. Our assemblies are held quarterly; they're informative and fun, with cooking competitions, a few of which I've won. At our Joy of Service meetings, each district gets to show a way that service changes lives. In service, we all grow. Area 61 is great! I've always called it home. It makes my heart swell up in size, makes me want to write a poem. Now the yellow light is blinking, I don't want it to turn red. So I'll just stop and hope you remember some of the things I've said. — *Steve L.*

South Carolina: Area 62 has 402 registered groups, including a few located in North Carolina. Our Area is arranged in 23 districts from the upstate and midlands to our coastal communities. We started a Bridging the Gap ad hoc committee after a suggestion from our corrections and treatment committee chairpersons to better serve A.A. Our archives committee created their S&Ps, completed an inventory and made good progress digitizing the archives materials. We're running informational ads in municipal buses around the Area. Our website was revamped not long ago, and we've started loading the Conference *Final Report* in a password-protected section. We enjoyed our 73rd state convention this past February. Having our assembly in a retreat-like location has promoted unity and created savings, which increase our financial capability to serve A.A. and carry the message. We've enjoyed numerous workshops, greater capacity from our service committees, and stronger unity throughout Area business. — *Randy S.*

South Dakota: Area 63 covers all of South Dakota. We currently have 362 registered groups with 155 groups active, according to A.A.W.S. Until this year we had 15 districts with 13 of them involved in the Area. Recently, our Area made a decision to absorb District 14 into another district, bringing us to 14 districts. In the last two to four years we've seen an influx of rural DCMs and GSRs getting involved from districts that were previously considered dark. We have a number of remote or rural communities within our state, which can be a challenge. We conduct two conferences, one in the spring and one in the fall; also, two Area assemblies, one in the winter and one in the summer. We do business as an Area com-

mittee at all four gatherings. The spring conference is the time we review agenda items before sending our delegate to New York. This system has served our Area and our delegate well. The question that our current system brings is, could we be doing a better job in getting more alcoholics involved in service? What if we focused less on business at conferences and more on unity and education through workshops and panels? Which brings the question of whether or not we would have sufficient time to do Area business. In 2019, an ad hoc committee was formed. The committee presented a proposal to have three annual assemblies and two annual conferences. If implemented, the new system would give sufficient time to conduct business and time to engage with the rest of the body. The Area committees would be responsible to host workshops and panels at conferences, educating our newer members. Our Area has a strong foundation in Unity, Recovery and Service and continues to grow in its effectiveness to serve Alcoholics Anonymous. I am truly humbled by the opportunity to be of service to Area 63 and to be a member of Panel 70. — *Jamey N.*

Tennessee: I could give you simple facts about Area 64 — like we have 600 groups or typical standing committees like corrections, CPC and PI, or even that we have elections in the fourth quarter of every even year. But I think there is more to Area 64 than numbers, committees and elections. We are a true Three Legacy Area. Area 64 is a place where being a general service nerd is in, and having an *A.A. Service Manual* and a copy of the background gets you elected to service positions. A place where knowledge of the Traditions and Concepts is considered cool. A place where asking hard questions is welcomed and encouraged. A place where being engaged in all things Conference is expected of our leaders. A place where there is no division between the Area and YPAA because we all recognize that we are all one team and it takes a village. A place where you can be yourself and express how you feel even when its unpopular, in the minority, and different from most everyone else. Area 64 is a place where you don't have to raise your hand for help — it just comes. Area 64 is an Area that supports rotation, encourages new leaders and is not afraid of change. It's a place where alcoholics come to get involved in general service and are given new life and direction. It's a place made up of mock conferences, pre- and post-Conference reports, passionate debate, proposed agenda items, Robert's Rules of Order, fresh GSRs and spirit. It's a place I call home and a place that welcomes each of you any time you pass through the great state of Tennessee. — *Shane S.*

Texas (Northwest): Northwest Texas Area 66 covers the northwestern part of Texas, covering an estimated 94,000 square miles. Area 66 consists of nine districts, three of which are Spanish-speaking districts, and all serve an estimated 250 active groups within our Area. We hold three full Area assemblies per year in the fall, spring and summer. Our winter assembly is a mini-forum that serves as an orientation for GSRs, DCMs and any

FAST FACTS:

Of the delegates representing the 93 service areas across the U.S. and Canada, the average age was 59, with the oldest delegate being 76 and the youngest 33. The average length of sobriety for delegates was 22 years, with the longest being 43 years and the shortest being 5. The average length of involvement in service was 17 years, the longest being 40 years and the shortest being 5.

members who are new to general service. At the beginning of each two-year rotation, this mini-forum is also used to approve new Area committee chairs for our 12 active committees. These committees do a great job in carrying the message throughout our Area, making the general public aware as to what A.A. is and all we have to offer. The year 2020 is a very exciting one for Area 66, as we prepare to host the 2020 SWRAASA, the Southwest Regional Alcoholics Anonymous Service Assembly. The theme for this event is “Deep in the Heart of Service.” This event will be held in Amarillo, Texas, October 9–11 of 2020. This event only rotates through our Area every 22 years, so we are very excited and cordially invite you all to attend. You can register online (as well as make your hotel reservations) at www.swraasa2020.com. This event has created some much-needed buzz and excitement within our Area. Our districts and groups have done a phenomenal job in creating interest within their districts and groups. Members within our Area have begun to step up and volunteer as this event quickly approaches. In 2021 we will also be hosting the Southwest Regional Forum in El Paso, as well as the Texas State Convention in Midland. The next two years are going to be busy, and we are hoping these events will spark some interest and get more members involved in our Area. — *Ray O.*

Texas (Southwest): Area 68 is comprised of 34 districts, eight of which are Spanish-speaking, totaling approximately 621 groups. Area 68 meets quarterly, usually in January, April, July and October. Any district can host an Area assembly. The January and July meetings are held in conjunction with Area service workshops. We currently have eight service committees: accessibilities, archives, bilingual, corrections, Grapevine/La Viña, newsletter, PI/CPC and treatment. We also have a webmaster who maintains the Area website. We have recently added the technology committee and Area archivist position. 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. — *Michael P.*

Vermont: Area 70 encompasses the entire state of Vermont — all 9,623 square miles of it. We’re 43rd in terms of state size and 49th in terms of population. We have 626,000 people and 255,000 cows. We have just over 15,000 miles of roads and more than half are unpaved. We have the beautiful Green Mountains and a multitude of clean lakes, ponds and rivers. It’s beautiful for sure. But the rural landscape and low population density poses problems for those sick and suffering alcoholics seeking sobriety. There are very few treatment facilities in Vermont, and most are focusing more on drug addiction than on alcoholism. Meetings can be a challenge to find outside our cities and public transportation is nonexistent in some areas. Cell service and broadband Internet coverage can be limited or not available at all. We have 450 meetings in the state. There are no central or intergroup offices, so the districts fund their own answering services. The Area does its best to provide literature and pamphlets through bulk orders and produces statewide printed meeting lists at no cost to the districts. In the past year the Area launched a new website (aavt.org) that could push the meeting list data to the Meeting Guide app, which has been well received by members and the many visitors to the state. We are fortunate to have a solid core of members who are passionate about service and are active at all levels. However, like most Areas, it can be difficult to broaden that participation to keep the districts and the Area healthy. But, as of today, we seem to be doing well with what resources we have. — *Linda V.*

Washington State (East): Area 92 was formed in 1996 by subdivision of then Area 72, and is, accordingly, the second youngest Area. We are bounded on the east with a sliver of western Montana and the Idaho Panhandle, the west by the Cascade Crest, the north by the Canadian border and the south by the northern border of Oregon. With the exception of urban Spokane/Coeur d’Alene, it is a sparsely populated, 60,000-square-mile, diverse topography. A.A. is found throughout this geography and served by 25 districts, four of which are linguistic (Spanish); 470 groups reach our A.A. community through 2,500 meetings a week. Our inherited legacy includes the Pioneer Group at the Walla Walla State Penitentiary, whose origins as the “Hilltop Cellblock” meeting in 1942 make it, ostensibly, the longest continuously active corrections facility group in existence. Area 92 has been “coming of age” over the past couple decades. Like most, we have invested in upgrades of the technology we employ to more effectively operate the Area, and, importantly, to carry out A.A.’s primary purpose. For example, this past rotation, Meeting Guide was implemented Area-wide. This year we adopted G Suite as an Area committee administrative support platform. While we have high expectations from its collaborative features, it is too early to conclude how effective the results will be. Among our

challenges is the difficulty in attracting a sufficient number of A.A.s to serve as standing committee chairs at the district level. Further, as with A.A. as a whole, we struggle to grow the membership among under-represented populations. In contrast to these concerns, we feel quite fortunate to have a vibrant and growing cadre of dedicated trusted servants as GSRs, supported by a very engaged and proactive Area committee. — *Gary P.*

Wisconsin (Northern Wisconsin and the Upper Peninsula of Michigan): Area 74 encompasses Northern Wisconsin and the bulk of the Upper Peninsula of Michigan. We have 24 districts with about 60% participating at our four assemblies and Area committee meetings each year. Two of the assemblies are held at Area conferences at rotating venues in the spring and fall, for the purpose of hearing the delegate's report from General Service Conference in the spring; at our fall conference every other year we hold our election assembly. The other two are held in the geographical center of our Area in beautiful Three Lakes, Wisconsin. We have 11 standing committees with DCMs serving on each committee. Our past delegates serve as advisors on Structures and Guidelines, Finance, and Archives. We have a monthly newsletter, *Now and Then*, which has been continuously printed since 1959. In the last two years our new webmaster, along with the Public Information Committee, has updated our website. We are seeing more committees use technology to work together more efficiently. We also have a new archivist. In 2019 we approved a motion to provide American Sign Language when there is a need. It is an honor and a privilege to be serving Alcoholics Anonymous. We truly do stand on the shoulders of giants. — *Charlene V.D.*

Wyoming: Area 76 encompasses the entire state of Wyoming — all 97,818 square miles of open space, mountain ranges, high deserts, river valleys, prairies and plains. According to population figures, one person lives on about every six square miles of our Area, resulting in many remote communities comprising a larger remote community. In these small towns and wide spots in the road, folks gather in church basements or rented halls to fellowship, help one other stay sober, and discuss how to best help the still suffering. They participate in the service structure by electing GSRs to represent them at Area assemblies held twice a year, rotating locations around small towns in the state, and about 50% of these 110 groups contribute to district, Area or GSO. Eleven out of 12 districts in our area have attended a GSR school presented by Area officers in the last two years, resulting in a desire for more information and participation. Discussion at Area assemblies is always lively, sometimes heated, sometimes humorous and sometimes productive. Our committee structure generally mirrors the General Service Conference. As a result of committee work, frequently done with conference calls and email, Area guidelines have been completely updated and approved. These are now posted on our website (Area76.org). Wyoming has been called one small town connected by very long streets. This is never more true than when talking about service in Area 76 A.A. We often drive all day to attend a service function, but at the end of the road are friends who live in our common solution and will put us up for the night, feed us and share their inspiration, experience and support. We invite you to fellowship with us whenever you come out west. — *Ramona B.*



■ Presentations



Recovery: Who Is Missing in Our Rooms?

Greetings to everyone from Northeast Ohio, “the cradle of A.A.” — that is, according to Jeff Y., past delegate, Panel 57/Area 54. My name is Shyrl B. and I am an alcoholic. It is an honor to be serving Area 54 Northeast Ohio as the Panel 69 delegate. I was genuinely thrilled to receive the loving invitation from Patrick and Nay to present on the topic of “Recovery: Who Is Missing in Our Rooms?” When I began to research this topic on the A.A. website, a plethora of subjects came up, but I want to focus on just two: young people and alcoholics with cultural differences who come to the rooms.

My sobriety date is October 17, 1994. While in treatment, a suggestion that counselors gave me was to find an A.A. group to attend so that I might learn how to stay sober. In my neighborhood, there was a meeting place where meetings were held daily. When I walked into the room, I noticed something very quickly: I was the only person of color in the house. To be honest, I was hesitant, but I knew I needed a meeting, so I stayed. I continued going to meetings held there and made the Friday night meeting, Road to Recovery, my home group. As I continued to go to meetings, I realized that there were a lot of people of color who lived extremely close to the club but did not belong to groups at the club. There was no diversity in my recovery rooms in the mid-nineties. It appeared that the recovery rooms had not yet integrated.

In the Winter 2018 Holiday Edition of *Box 4-5-9*, an article titled “The Only Requirement” discussed the

Third Tradition in today’s world. The article shared an experience that there is more integration in the rooms, but people or groups that are “different” still meet with indifference or resistance.

The most recent A.A. Membership Survey (2014) shows that our Fellowship is 89% white and 11% everybody else. The following quote from that edition of *Box 4-5-9* sums up what practices our society should adhere to:

Although most members acknowledge that marginalization due to race, gender, and other factors occurs less in A.A. than it does elsewhere, it does occur, and, in the spirit of the Third Tradition, it is essential to continue practicing love and tolerance with people whose skin color, language, sex, orientation, beliefs, and social status differ from our own.

This quote from the article resonated with my recovery. Having the willingness to be present meant I stepped out of my comfort zone to practice “love and tolerance.” This willingness was my solution in the mid-nineties. It can be the solution for many who are in the rooms today and ones yet to come. Our literature encourages connecting with all who walk through the door, but it starts with each member, too, if possible, in getting past personal bias and making sure all feel welcome, especially young people who come to our doors suffering from the disease of alcoholism.

In the same above-mentioned survey, young folks under 21 make up 1% of our membership, and 21 to 30, 11%. Over the years, many more young people have shown up at our doors. As noted in the Fall 2018 edition

of Box 4-5-9 in the article “To Be Young... and Sober,” this small group plays a vital role in attracting other young people to know that help is available. One of the three young people interviewed shared that young folks “suffer from the same things as everyone else: loneliness, emptiness, fear, insecurity, anger, and desperation.” These feelings are often intensified in young people, and alcohol relieves the agony experienced. However, a solution is present for all who need it and want it.

A few years ago, when I was alternate delegate, an opportunity arose to attend the local YPAA conference in our area. One of my support sisters had a young sponsee still in treatment and we went together. What an adventure! The energy was infectious and dedication to the Traditions and service was unmistakable. After that involvement, I felt compelled to encourage young people who come to my home group to seek meeting information where young people’s meetings are held and tell them other resources are available from G.S.O. This gives them the choice to stay in the more traditional meetings or explore other settings. The goal is always the same — to come grow with us and discover that your life can be transformed.

In closing, I would like to end with a quote from Bill W., reprinted in the “The ‘God’ Word” pamphlet, in the context of atheist and agnostic members, but which perfectly shows that *all* are welcome in our Fellowship:

We have atheists and agnostics. We have people of nearly every race, culture and religion. In A.A. we are supposed to be bound together in the kinship of a common suffering. Consequently, the full individual liberty to practice any creed or principle or therapy whatever should be a first consideration for us all. Let us not, therefore, pressure anyone with our individual or even our collective views. Let us instead accord each other the respect and love that is due to every human being as he tries to make his way toward the light. Let us always try to be inclusive rather than exclusive; let us remember that each alcoholic among us is a member of A.A., so long as he or she declares.

Shyrl B., Northeast Ohio

Unity: Practicing Our Principles

For thousands of alcoholics yet to come, A.A. does have an answer. But there is one condition. We must, at all costs, preserve our essential unity; it must be made unbreakably secure. Without permanent unity there can be little lasting recovery for anyone. Hence our future absolutely depends upon the creation and observance of a sound group Tradition. First things will always need to be first: *humility* before success, and *unity* before fame.

*(The Language of the Heart —
Bill W.’s Grapevine Writings, page 70)*

Here in the year 2020, the concept of unity seems like a lost cause. It seems no entity or organization is able to achieve this lofty goal. It also seems that few cherish it. It seems more satisfying somehow to break into warring factions and enjoy that sense of superiority from claiming the higher ground in any argument or circumstance. Governments, churches, corporations and even Little League sports all fall victim to this trend. The challenge is: how can we in Alcoholics Anonymous create a “clear vision for you” in this area?

This concern is not new. As is noted in Bill W.’s article “Leadership in A.A. — Ever a Vital Need,” reprinted in Concept IX in our Service Manual, “Then there are those whom we like to call our ‘destructive’ critics. They power-drive, they are ‘politickers,’ they make accusations. Maybe they are violent, malicious. They pitch gobs of rumors, gossip, and general scuttle-butt to gain their ends — all for the good of A.A., of course!” To me, at least, it seems that the prevalence of this attitude in society at large makes it ever more difficult to shore up our defense within the Fellowship. It seems like we are being taught that abusive discourse and personal attacks are the way to win the argument.

We joke that the Steps keep us from committing suicide, the Traditions keep us from homicide and the Concepts protect us from genocide. More directly, and illuminating, I personally experienced that the Steps showed me how to turn my will and life over to the care



of God. In so doing, I found a way of living that solved all of my problems. I then found that the Traditions showed me a way of turning my home group over to the care of God. When we did that, we discovered a means by which we could solve the group's problems and maintain the unity of a bunch of selfish, self-seeking egomaniacs. Finally, I now observe that the Concepts provide a roadmap to turning the entire Fellowship over to the will of God.

Inherent in each of these areas is a trust and reliance that a loving higher power is the active force that animates and directs our groups and the Fellowship as a whole. As with my own Third Step, the process is not as much a one-time decision as it is a daily re-dedication. In my personal life I suffer from post-miracle delusion almost daily as I discount the work of God in my life. This is present in my service life as well.

I have a strong desire to win. My ego needs it for validation. Fortunately, sponsorship and the principles of our program help keep me in check. As I have learned, anonymity — which is the spiritual foundation of all our Traditions — is anchored in humility. Humility expressed in these terms really means knowing my role and sticking to it. By turning to our principles, I can get a clear vision of how I can add to our Fellowship rather than trying to gain recognition within it.

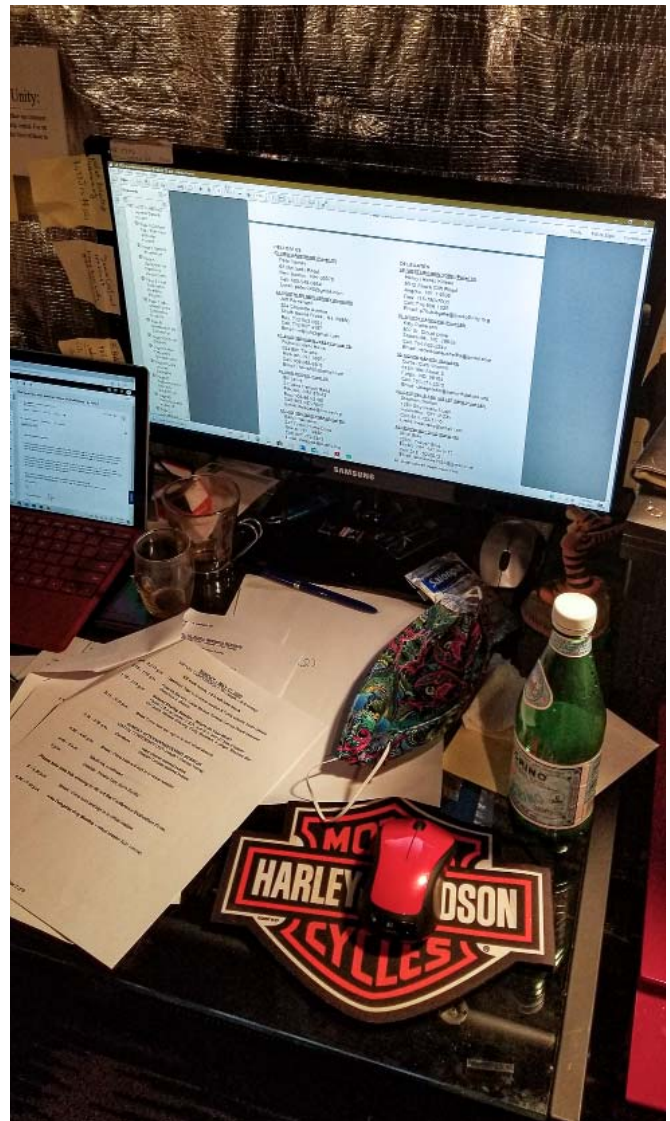
As I see it, our Twelve Concepts for World Service are rooted in two primary principles — trust and respect. We trust our trusted servants. They wouldn't hold the position if our Fellowship didn't trust them enough to put them there. I need to trust them and, more importantly, I need to trust their motives. Whenever I invent motives for those whose opinions are different from mine, I draw a line between us. Whenever I draw a line between me and another, God is always on the other side of that line.

The second part is respect. I need to respect the trust the Fellowship places in me as a servant. I need to show up and do the job to the best of my ability and also constantly watch my motives. It is an awesome responsibility to hold a position of trust in an organization whose members overwhelmingly credit the organization for their very lives.

Next is our Traditions. As I alluded to earlier, I see the Traditions as humbly reminding me of my role in all situations. Our First Tradition reminds me to simply be a part in the greater whole. I don't need to play every role. I need to carry out the role I am assigned. The Second Tradition reminds me to ask, where is God in this? Am I trying to get my way or God's way? The remaining Traditions give a roadmap of how to let God be the director of the show. In the end, placing principles before personalities becomes the solution. Simply put, unity is not uniformity, but we need to aim at a common goal.

The more I learn to trust our principles, the more they create a clear vision for me. The myriad of difficult and baffling situations confronting us find spiritual solutions rather than just expedient ones. In so doing, I help safeguard our cherished unity.

Scott A. M., Colorado



Service: Keeping A.A. Relevant

Hello. My name is Jeff and I'm an alcoholic. I have the honor of currently serving A.A. and Area 93 as their Panel 69 delegate.

I have been asked to speak on the topic "Service: Keeping A.A. Relevant." I hope to touch on what I have come to believe is important related to service and how it pertains to us as A.A. members and trusted servants. I also hope to tie that into my personal experience as we do in A.A. — experience, strength and hope.

I'd like to start by first looking at the question "What is service in A.A.?" Among other things, service is our Third Legacy. Our Service Manual quotes Bill W., "Services include meeting places, hospital cooperation, and inter-group offices; they mean pamphlets, books, and good publicity of almost every description. They call for committees, delegates, trustees, and conferences. And, not to be forgotten, they need voluntary money contributions from within the Fellowship." Service is just that, and ser-

vice for us is part of our healing process. Alcoholics are generally selfish people. It's ironic that our Third Legacy, while being part of our program, takes us in the opposite direction of selfishness; helping others and, more generally, the world around us. When helping another alcoholic we are showing them our program of recovery. Hopefully, if they decide to follow the Steps of this "simple program" defined in our Big Book, it will help them maintain *their* sobriety and then pass it along to others. How remarkable is *that*?

So, how can service work in A.A. help keep A.A. relevant?

For me, I look back to my experience in A.A. I have served in many positions for my home group and in general service. From coffeemaker, my first commitment, to now serving as our Area delegate. That leads me to the topic of service and service commitment. I want to expand on what I believe is the importance of commitments. As I mentioned, my first commitment in A.A. was as coffeemaker. I was given that commitment by my sponsor. At first it was a job. I didn't know why I had to do it, but, after all, I was out of ideas on my own, so I said nothing and made the coffee — showing up every week with freshly ground coffee and spring water. That's how our home group makes coffee, still to this day.

As the weeks passed, I began to take it very seriously. This would turn out to be a blessing in disguise. I would leave work every Thursday, the day of our meeting, go to the store and pick up ground coffee and fill the bottles I had stored in my truck with water. I'd show up an hour early and begin brewing the coffee. Of course, it also meant serving the coffee, which was a great way to get to know people at the meeting — another hidden blessing. Then something very unusual and powerful happened. When I was about two and a half months sober, I got up one Thursday morning and felt really good. I was actively looking for a job and would go over to my home to use our computer — the home where I was no longer living, thanks to my drinking and my wife kicking me out because of it. I would do things around the house to help my wife. I even set up our coffeemaker every afternoon with freshly ground coffee and water for the next morning before I left so she'd have it when she awoke. I'd leave to go sleep in my car or at my son's house. Anyway, on that Thursday, I felt like I could just go to the store and get a half pint of vodka. I could handle that, I thought. Then it occurred to me. If I drink, I won't be able to go to my meeting drunk. Who will make the coffee? My god, I can't get that half-pint; I have to go make coffee this evening. The point of this story is that commitment kept me sober for one more day, and that was enough. A.A. had saved my life ... again.

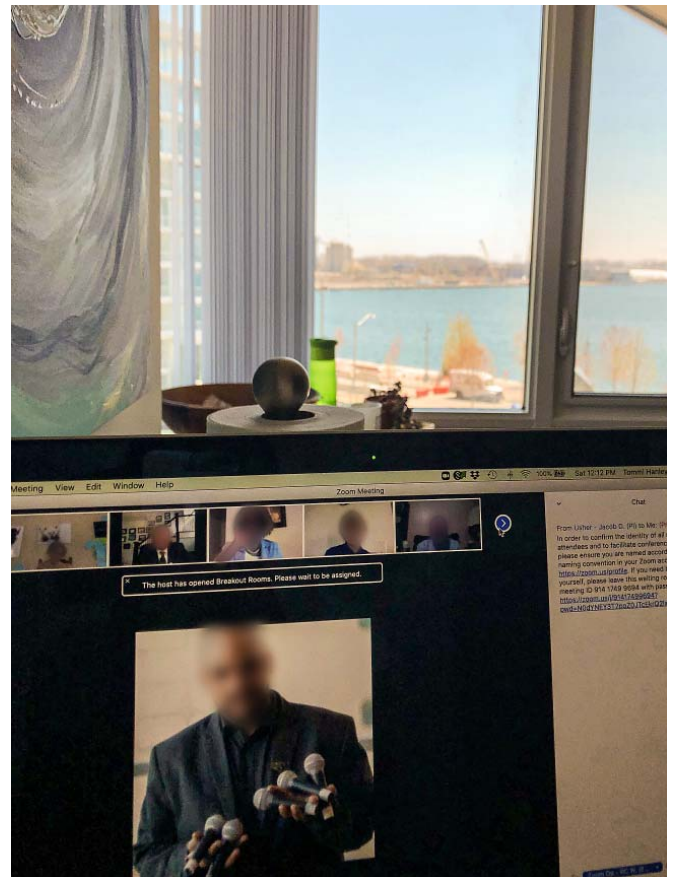
The lifesaving power of A.A. and our program is relevant enough. But what I have learned from my service work and the commitment it takes is relevant far beyond A.A. It has helped me learn a new way to live — without alcohol. I can enjoy the company of others, the opportunity to hold a job and do it well, living life on life's terms. The relevance of that is overwhelming. It's a miracle to me. I think my family also thinks as much. They got their

father back; my wife, her husband. I can't think of anything much more relevant than rebuilding a family.

About that home group I mentioned ... We all know the most important entity in A.A. is the group. Our First Tradition says, "Our common welfare comes first." I think there's a reason it's our first Tradition. At the second General Service Conference in 1952, Bill W. said, "[We] must hang together or indeed we should hang separately." How true a statement. We need each other. That's why our groups are our most important element. So, in our General Service Conference structure the groups are on the top. As we are all familiar with, our structure is sometimes called an upside-down triangle, with the groups at the top because of their importance. It's actually very descriptive.

From there we have our group GSRs. I served as the GSR for my group for three years. Bill called the GSR "possibly the most important commitment in A.A." because the GSR is the link between the group and the remaining structure of general service. The entirety of all our service is giving back to A.A.; it's what we do to help us stay sober and, thus, alive and well. That, as Bill would say, is "our great responsibility": to perform our service work and help ensure our Fellowship's future, to keep general service not only alive but thriving. It is up to us. We are responsible.

As a delegate I was part of the Conference last year. It was an amazing opportunity in service. To see firsthand how our Conference works as part of A.A.'s general service structure is something I will always remember. I look



forward to our Conference this week, which will be my last: the 70th General Service Conference. A Clear Vision for You. It will be special I'm sure.

I love my service work and general service. I love A.A. They have both changed my life forever, beyond my wildest imagination — beyond anything I could have dreamed in those first months of sobriety when I stood there making coffee for my home group. It is a miracle, where I am now compared to where I was then.

I owe so much of my life today to this — my strength, my experience as an A.A. trusted servant — for my service in A.A. has kept me sober and turned my life around. And it is my hope that our service work will keep the future of A.A. alive and well, for those who will benefit from its teachings to help keep them sober one day at a time. Relevant... Yes... I believe it is.

Jeff G., Central California

REDELA (Meeting of the Americas)

It is an honor and privilege to be able to present this report on the 21st Meeting of the Americas (REDELA) held September 29 - October 3, 2019, which Newton P. and I, as your trustees-at-large and World Service delegates, attended on behalf of the General Service Board.

REDELA is an acronym for Reunión de las Américas. The theme this year was "Serving Together to Reach Our Goal." Much like our Regional Forums, the biannual REDELA is an opportunity for the countries in our

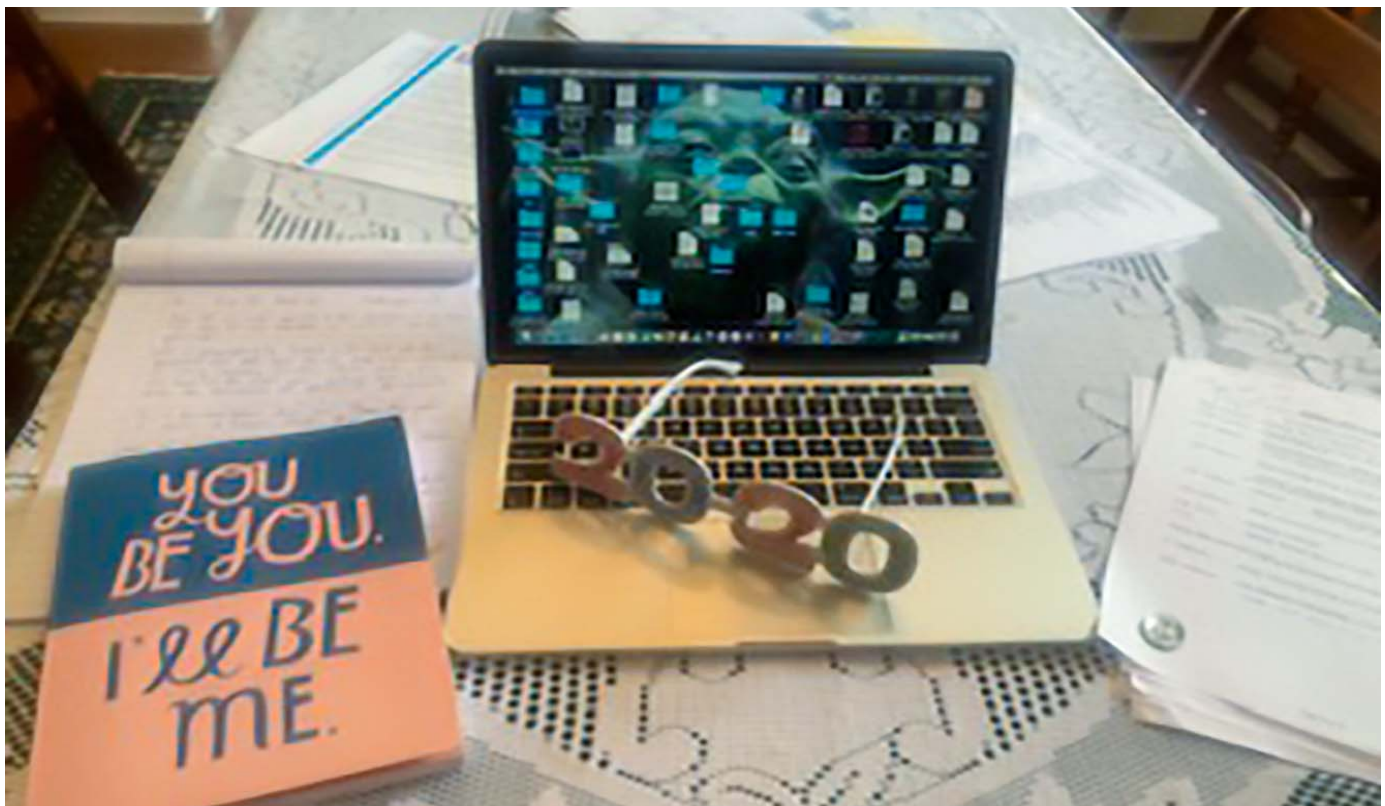
world service zone — which includes Canada, the United States, Mexico, Central America and South America — to come together to share experience, strength and hope as service structures. There are 35 member countries. The attendance this year was 20 delegates representing 17 countries. Attendance was down a bit from the last REDELA two years ago in Costa Rica, and the main reason for that is economic.

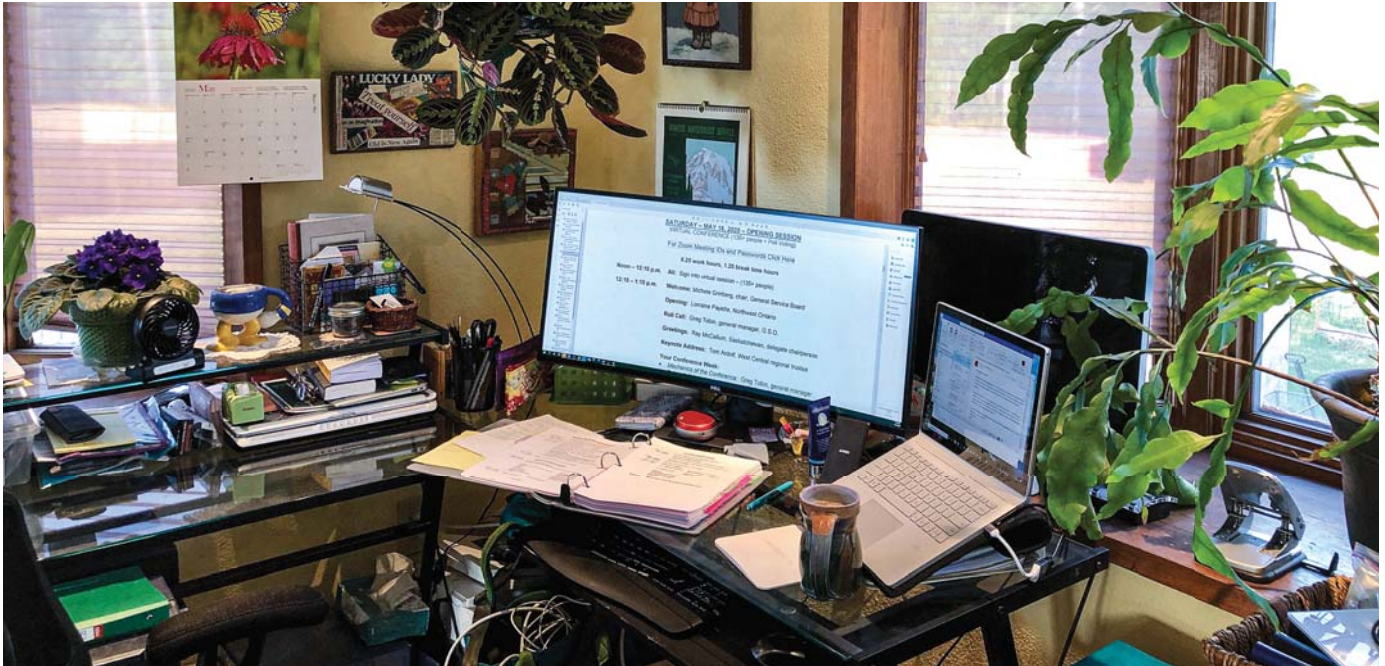
This year's REDELA was held in Buenos Aires, Argentina. (I know!) It is truly a remarkable city. The Argentinian General Service Office is located there, and Newton and I got the opportunity to meet with the Argentinian General Service Board at their office ahead of the REDELA, and also were able to return there with the other delegates some days later.

There was a pre-REDELA event that the local Fellowship was invited to attend, with a series of panels, which was a big success. One of the panels was on women in service, a very important topic at this gathering. There was only one other female delegate at REDELA, Maria from Brazil, and of course we were both part of that presentation, as was our G.S.O. International staff coordinator, Eva S. We were able to set a powerful example of our U.S./Canada service structure.

Some highlights of the REDELA for me included the opening ceremony, where each of the countries represented had their national anthem played. Newton's keynote address, which referenced Bill W's Conference talks regarding the dangers of rigidity from *Our Great Responsibility*, was inspiring and set the tone for the whole REDELA. It was an important and gentle reminder.

These participating countries look to the U.S./Canada





as the senior structure, and are so very anxious to do things in the “correct” A.A. way. In some cases, there is an almost exact adherence to our Service Manual, and as you all know, our Service Manual is a good template, but was never meant to be absolutely and completely adhered to by any other structure. I heard countries talking about “mistakes” they have made, or an eagerness to have the exact same structure as the more senior ones, and my hope is that they left the REDELA understanding that there are no mistakes — there is consulting and group conscience and trial and error and experience, as our Traditions and Concepts have taught us.

Our interpreters were an integral part of the team and were kept extremely busy, with formal sessions, presentations, workshops and committee meetings, as well as one on one conversations with Newton and I and Eva S, and David R., publishing director, who was busy every conceivable break, working on licensing and publishing concerns with the members in attendance.

There were heart-rending moments — the delegate from Venezuela literally risked his life to attend the REDELA. He wasn’t even certain how he was going to get back across his border. He faces criticism from within the Fellowship for attending the REDELA and for working so hard to keep a viable service structure going. But by coming to the REDELA, Nicolas was able to reach out to the zone as a whole, and to the delegates as individuals, to share and receive support. And, he was able to meet with Eva and David to work out a plan to possibly use the International Literature Fund to creatively get some literature safely into the hands of the Fellowship in his country.

There were no formal recommendations coming out of the four REDELA committees this year. There was, however, much engaged discussion and sharing of information on the various topics, both in committee and with the larger group. Newton’s committees were Literature

and Publications (which he chaired) and Agenda. With Literature and Publications, topics included production costs and setting of prices; policy/benefits/risks of online literature and digital magazines; and overall effectiveness of A.A. literature. The Agenda Committee, which Newton also served on, reported that the theme for the 22nd REDELA will be “The Americas: United Under the Three Legacies.” My two committees were Working with Others and Policy/Admissions/Finance. The Working with Others Committee was fascinating, as countries reported on the various ways they have found to carry the message and how they use technological tools. Brazil, for instance, has a “bot” that directs people to the appropriate sections of their website. WhatsApp is ubiquitous throughout our zone and is used in a wide variety of ways. There was a lot of information on various experiences shared. The Policy/Admissions/Finance Committee had a robust discussion about REDELA self-support (there was also a workshop on this topic), and again expressed gratitude to Mexico and the U.S./Canada service structures for supporting delegates to attend this REDELA. But all participants spoke of the need for their countries to develop plans to get their delegates to REDELA without relying on other service entities. The REDELA fees were discussed and no action was taken to change them at this time. It was also the responsibility of this committee to determine the successful bidder for the next REDELA, and Guatemala will host the next REDELA, with Colombia as an alternative location. No specific date was set.

Thank you so much for the privilege of participating today. I have been given a life that is truly beyond anything I could have imagined in my sad, tiny alcoholic world. My world today has expanded in all manner of ways, thanks to A.A., and I am so grateful for that, and for you.

Trish LaN., Trustee-at-Large/Canada

2020 International Convention

My name is Julio, and I am an alcoholic. For the last five years it has been my privilege to be the coordinator for the 2020 International Convention. I am grateful for the opportunity to provide you with an overview of recent events related to the Convention.

Much has happened since we last met at the General Service Conference in 2019. As you know, on March 28, 2020, the General Service Board announced the cancellation of the 2020 International Convention due to concerns related to the COVID-19 (Coronavirus) pandemic. This was a difficult and heartfelt decision following a great deal of discussion and careful evaluation. As stated in the announcement by the chair of the board, Michele Grinberg, “It has become clear that proceeding with a Convention of this magnitude in Michigan at that time is an unacceptable safety risk because of the uncertainty of the disease spread and containment. These are unprecedented times, impacting travel possibilities and requiring restrictions on large mass gatherings. For all of us, the health and well-being of our community comes first.”

Now, how did we arrive at this decision? In January 2020 the General Service Board was already aware of the COVID-19 situation, as the virus had begun to spread internationally. At that time a monitoring and review process was undertaken to keep G.S.O. management and the corporate boards informed. Proactive steps were also taken to evaluate all available options and to review our insurance coverage. These efforts revealed that the event cancellation insurance policy purchased by A.A.W.S. included communicable disease and that therefore it would be covered for the impact of COVID-19, based on claim approval. This process is ongoing as we continue to work through the initial claim.

In early February we traveled to Detroit for a scheduled site visit and held the Volunteer Kick-Off event, where, thanks to the recruitment efforts of the 2020 International Convention Volunteer Welcome Committee, close to 1,500 volunteers joined us for a day of excitement. While in Detroit, we discussed the potential impacts of COVID-19 with city and convention professionals involved in the Convention, but it was too early to fully assess those impacts, as the number of reported COVID-19 cases in the U.S. was still extremely low.

As soon as the first cases of local transmission of the virus were reported in the U.S., we began monitoring the situation daily. Throughout March, G.S.O. management pursued expert evaluations of the situation. Our Convention consultants provided G.S.O. management with possible scenarios, including an evaluation of the event with reduced attendance and a postponement of the Convention to 2021. The financial implications of these scenarios were shared with members of the corporate boards.

On March 25, the trustees’ Committee on International Conventions/Regional Forums convened for a special meeting to consider all options and made a recommen-

ation to the General Service Board to cancel the 2020 International Convention. This recommendation was approved by the General Service Board, and, as mentioned previously, an announcement to this effect was made by Michele Grinberg on March 28. This announcement was sent to Conference members as well as to all registered attendees.

On April 6, 2020, a second communication was sent to all our registered attendees providing information about registration refunds. Refunds are expected to be completed by May 11. Additionally, many members contacted us to ask if they could contribute their 2020 International Convention registration fee to the General Service Board and a process was put in place so they could do so. Close to 1,000 A.A. members offered to contribute all or part of their registration fee. A.A. members outside of the U.S. and Canada were encouraged to consider contributing to the A.A. service structure in their respective countries.

Throughout this process we remain ever grateful both to Detroit’s A.A. community and to the Detroit Metro Convention & Visitors Bureau, whose enthusiasm and excitement to welcome A.A. to their city never faltered throughout the twelve-year process. While we won’t gather in Detroit this July, we are left with strong friendships and a deep faith in the city and its A.A. community. Our gratitude also goes out to all our consultants and vendors for their support in these trying times.

Many A.A. members have expressed their disappointment over the cancellation of the Convention. The 2020 International Convention may be remembered as the Convention that was canceled, but we have an opportunity to provide a new experience and to bring together many of the special components that make International Conventions memorable — by utilizing a virtual platform. For this purpose we are planning a 2020 International Convention digital site. Throughout the month of July, the 2020 International Convention will come alive online with A.A. speakers; a digital “Carrying the Message Pavilion”; sharing from nonalcoholic friends of A.A. and special guests linked to our history; a presentation of the 40 millionth Big Book; a new Archives video on the history of A.A.; an AA Grapevine video created for the Convention, and more.

The virtual experience will also help us reaffirm the International Convention’s goals: to rededicate ourselves to the primary purpose of A.A.; to share the success and growth of the A.A. program around the globe; and to let the world know that A.A. is alive, flourishing and available as a community resource internationally. The plan is to go live the week of June 29, 2020, to coincide as closely as possible with the original Convention dates, and to make the site available throughout the month of July.

Once again, thank you for this opportunity to share these recent developments and a little of what we hope to bring to you in July. Please stay tuned for updates on aa.org.

Julio E.,

International Conventions staff coordinator

■ G.S.O. Department Reports



Administration — *Stephanie L., Interim Senior Director of Administration and Strategy:* The Administration department supports the general manager in the day-to-day functions of the General Service Office. The senior director of administration and strategy handles inquiries and projects to determine the proper course of action including project scope, timeframe and deliverables while working with the best suited internal and external teams. This role analyzes necessary data for business needs and assists in development of proposals for the implementation of solutions that align with business goals. The senior director supervises the Administration, Human Resources, Administrative Services and Technology Services departments. This role collaborates with all departments to meet business objectives and makes recommendations for organizational process improvements. The senior director also serves as a resource to the boards and committees.

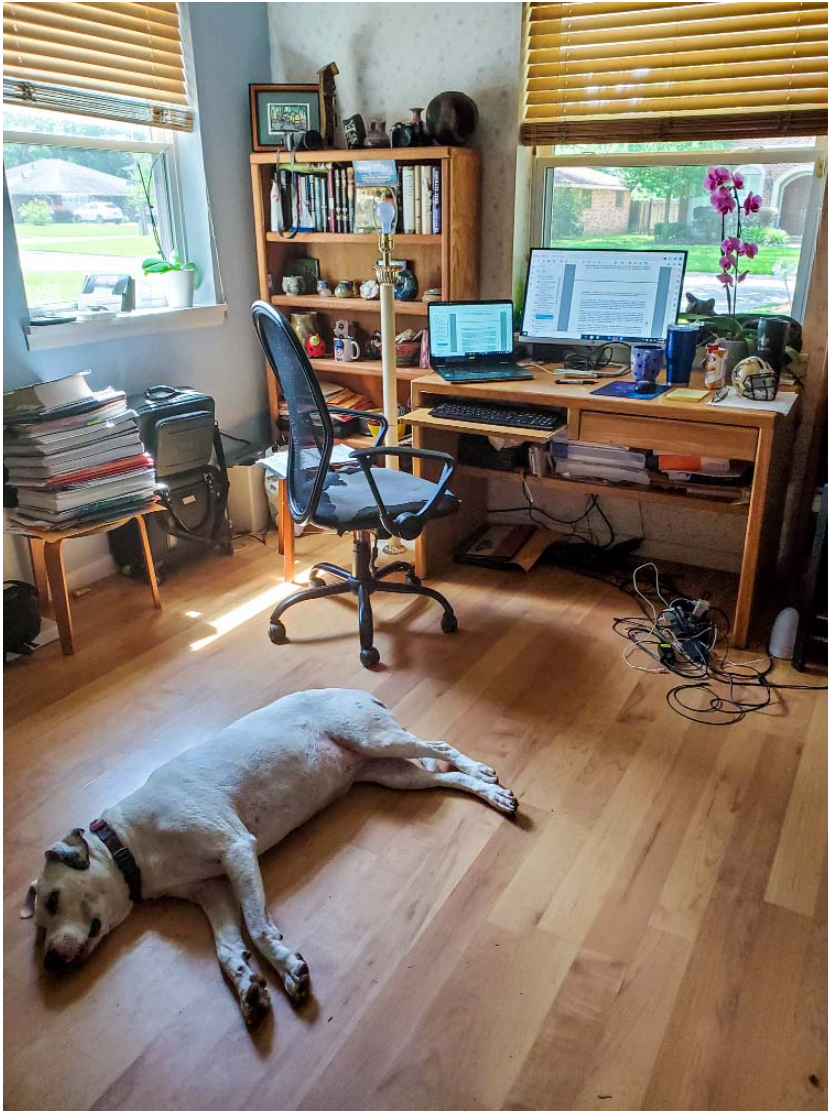
Administrative Services — *Karen Hale, Assistant Director:* The assistant director of administrative services reports directly to the (interim) senior director of administration and strategy and is responsible for the overall operation of the Records, Support Services, staff assistants, Office Services and Meetings, Events and Travel Services (METS) departments. This responsibility is carried out through oversight of the day-to-day operations to ensure these departments are operating effectively and efficiently.

The assistant director of administrative services is also the direct link from G.S.O. to area registrars, advising of changes to My Portal, as well as providing periodic training in the My Portal database and maintenance of the My Portal user's instruction manual.

The Records staff handles the daily operations of the department. Their duties include, but are not limited to, updating thousands of records, processing new group applications, responding to email/phone inquiries, and maintenance of all G.S.O. mailing lists. The Records department exists to assist the G.S.O./GV staff and other departments, and to serve the A.A. Fellowship. Their work ensures the accuracy and timely availability of the information required for the various A.A. directories. Department staff serve as subject matter experts to the NetSuite Portal project team and provide operational support and continued assistance to new area record keepers working in the My Portal database.

The staff assistants and Support Services department perform a variety of administrative duties relating to the specific A.A. staff assignment desk to which each is assigned. In addition to these assignment-specific administrative duties, they provide ongoing assistance to other departments. Many staff assistants and Support Services department personnel are bilingual, which provides both the A.A. staff and the Fellowship an additional dimension of service.

Support Services personnel also provide much-needed



support office-wide, as the receptionist/tour guide/lead telephone operator greets visitors and provides information, conducts tours of G.S.O. and answers calls to the switchboard. They may also be required to fill in for staff assistants or aid A.A. service desks as needed.

The administrative services team leaders assist the assistant director of administrative services by providing daily oversight of the Records, staff assistants and Support Services departments. Their duties include managing departmental workflow, cross training, and ensuring adequate departmental coverage.

The Office Services function handles the day-to-day requirements of office operations, which include purchasing office materials and furnishings, overseeing the copy center, scheduling of meeting rooms (both within the building and off premises when necessary), and entertaining vendor quotes for various services. The Office Services Manager acts as liaison with the Interchurch Center building management and ensures the maintenance of G.S.O./GV office space.

The METS department manages the planning, implementation and logistics of GSB meetings, the General

Service Conference, Regional Forums and other meetings/events held by the G.S.O./Grapevine, and provides onsite assistance. They are responsible for providing vendors with contract specifications and ensuring contracts are correct; maintaining an ongoing relationship with vendors; and recommending the best products for event planning.

Archives — *Michelle Mirza, 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 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, and literary works and artifacts considered to have historical importance to Alcoholics Anonymous;
- Hold and preserve such material;
- Provide access to these materials, 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 all A.A. 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 — *Clement C., Senior Manager of Communication Services:* The Communication Services staff assignment has evolved into the Communication Services department. The new department will continue to maintain the A.A. website at aa.org to serve the Fellowship of Alcoholics Anonymous as a resource for those seeking help from A.A., professionals working with alcoholics, the media and the public at large. G.S.O.'s website provides accurate and consistent information about A.A., provides details about services coordinated by G.S.O. and encourages participation of A.A. members, groups and committees in A.A. services and activities.

This new department will be responsible for development, implementation and analytics for the A.A. website, YouTube channel and the Meeting Guide app, as well as various communications, digital media projects and initiatives.

The YouTube channel continues to develop as an added platform from which videos carrying the A.A. message can be easily shared with a broader audience. New video content is being created to effectively carry that message and engage viewers of the channel. The new website project continues in the development of a more welcoming and accessible experience for visitors to aa.org. Meeting Guide app has successfully launched providing local meeting information, Daily Reflections, news and alerts, and user contact with A.A. entities in the United States and Canada.

The department will collaborate with other G.S.O. departments, staff assignments, the corporate boards and Grapevine office on media and proposal creation, Conference Advisory Actions and communication-related projects.

The senior manager of the department will chair the Website Committee, and members of the department will participate in the creation of agenda, background and reports for the Website Committee and Technology/Communication/Services committee on the A.A.W.S. board. Website activity and analytics reports will also be prepared for the trustees' and Conference Public Information committees.

The new Communication Services department is composed of Clement Cann, senior manager of communication services; Daniel Brown, digital media manager; Julie Gonzalez, digital communications analyst; Kalilah Prendergast, communications project coordinator.

Finance and Accounting — *Zenaida Medina, Assistant Director of Finance*: The common goal of the Finance and Accounting team is to facilitate G.S.O.'s day-to-day business by processing transactions that ultimately result in the preparation of monthly, quarterly and annual financial statements. Additional responsibilities of this group involve budgeting, assistance with International Convention planning, management and reporting, as well as providing information necessary for trusted servants to make appropriate decisions about the General Service Board's Reserve Fund and the A.A.W.S. and AA Grapevine employee retirement plans.

The team is also responsible for accounts receivable, which includes balancing daily cash receipts for literature orders, preparation of bank deposits, recording of account payments, collection of outstanding balances and control of credit for customer accounts. Responsibilities also include account research and sending accounts receivable statements to customers.

Another portion of accounts receivable is processed by the Contributions team. The team consists of six to seven operators who process daily receipts of contributions: posting contributions to group accounts, making sure they are all acknowledged, answering inquiries and doing any research necessary regarding contributions.

More than 80% of the contributions received are still received by paper checks, requiring additional research and time to process.

The bookkeeping and accounts payable functions include issuing checks through a vouchers payable system which records the expenses in the appropriate accounts. This team assists in summarizing income and expense transactions, account analysis, bank accounts reconciliations and preparation of financial reports on a monthly, quarterly and annual basis.

The inventory valuation process ensures that appropriate, generally accepted accounting principles are followed in the valuation of A.A.W.S. inventory.

The payroll unit, which is now part of the Human Resources department, frequently consults with the Finance group on various matters as it processes the biweekly payroll. The payroll process, which includes direct deposit or the issuance of payroll checks, is accomplished via Internet-connected data transfers to an outside service bureau.

Human Resources — *Olga Mesonjnik, Director*: The primary goal of the Human Resources department is to promote a comprehensive and effective program of human resources management embracing recruitment, compensation and benefits, employee relations, executive and professional development, training, payroll and regulatory and legal compliance. The Human Resources department supports the ability of G.S.O. to attract, retain, develop, motivate and reward a highly competent and effective workforce.

The Human Resources department ensures that all aspects of the overall G.S.O. employment program are in conformance with all applicable federal, state and local laws and regulations. Also, Human Resources ensures effective communication of all policies, programs and procedures to all managerial, professional and non-managerial employees; advises the general manager on industry trends and developments in compensation and employee benefits; and makes revisions to existing plans and policies.

In order to recruit and retain an effective workforce, Human Resources works closely with appropriate senior managerial and supervisory personnel to attract qualified candidates for employment using the most cost-effective means. Orientation programs, training and development are conducted for all employees. In addition to training and development, the Human Resources department orchestrates recognition, awards and organization-wide events for employees.

The Human Resources department provides resources to AA Grapevine as well, on an as-requested basis.

Publishing — *David R., Publishing Director*: All of the Publishing department's efforts continue to serve the mission and primary purpose of A.A.W.S., Inc., with this overarching imperative: to maintain the highest quality editorial production and distribution standards while implementing economies of best industry-wide practices. This year, we achieved great strides forward, with

several major projects reaching fruition, as we continued our focus on attraction, inclusivity and accessibility.

Publishing department divisions are: Editorial, Production, Order Entry, Customer Service, Inventory Control, International Licensing and Translation, Intellectual Property and Permissions, Spanish Translation, French Translation, and Mail and Shipping. The Publishing department coordinates all aspects of publishing literature, as we shepherd the origination, editing, revision, implementation of General Service Conference Advisory Actions that pertain to items of literature; translating into French and Spanish; manage production and manufacturing; and overseeing the warehousing and distribution (shipping and digital) of our portfolio of more than 1,000 items of literature — in formats ranging from print, ebook, audiobook and video. Also, we provide licenses for whole works to be translated, printed and distributed in more than 100 languages abroad, as well as permissions for approved excerpts of literature or linking to the aa.org website, and providing related services, including supplying content for G.S.O.'s website aa.org and maintaining our A.A.W.S. webstores.

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.

The executive editor, editor, and French and Spanish editors work closely with each G.S.O. staff member to provide editorial direction and expertise regarding Conference-approved literature, service material or newsletters. Copyediting manuscripts, incorporating board and Conference committee and staff suggestions for changes, rewriting and preparing copy for the printer are the responsibility of these editors. Freelance writers and artists, who are also A.A. members, are hired to develop material and design covers and layouts.

The publishing director works with the assistant director/fulfillment, the general manager, and the chief finance officer to determine Publishing department budget requirements and sales projections. Regular reports are presented by the publishing director to the A.A.W.S. Publishing Committee. The publishing director works with the general manager and director of finance with cost information gathered and analyzed from our production and fulfillment department professionals for proposed new A.A.W.S. items to be presented to the A.A.W.S. board for their fiduciary oversight and pricing approvals. Under the management of the editor, with linguistic supervision from our in-house French and Spanish editors, our enhanced French and Spanish freelancer pools successfully provided 2019 Conference background material for the second year running under tight deadlines — and under the anticipated budget.

The assistant director/fulfillment leads our production, customer service, inventory management, order entry, warehousing and shipping teams. Throughout 2019, these teams were deeply engaged in efforts to successfully launch and then, ongoing, to actively fine-tune our

newly implemented ERP system. The assistant director/fulfillment also assists the publishing director in all financial and logistical business management matters.

The senior production manager/print works with the production coordinator to ensure optimum manufacturing quality of print literature at the most competitive prices. Bids are gathered from a variety of vendors and printers are selected who will produce quality products on time and at a reasonable cost. Paper costs, often quite volatile, are monitored and negotiated.

Two new positions in the Publishing department were created and filled with seasoned professionals in December 2019: production manager/digital and editorial process coordinator.

The production manager/digital works closely with the senior production manager/print, the executive editor, the editor, and members of the newly formed Communications department, as well as relevant staff services positions to gather costs, budget, produce and shepherd ebooks, audiobooks and videos through the production, manufacturing and digital distribution processes.

The routine monitoring and protecting of A.A.W.S., Inc. copyrights and trademarks continues under the aegis of the intellectual property administrator, as does meeting the steady stream of intellectual property requests for the granting of permission to reprint copyrighted material. Administrative oversight for trademarks, logos and domain names, and responding to potential infringement falls under this position's purview.

The licensing administrator, with the assistance of an in-house temp assistant, addressed the continual surge in queries regarding international translation and licensing of A.A.W.S., Inc. and AA Grapevine, Inc. copyrighted material. Notably in 2019, responding to the rising tide of expressed need from overseas A.A. entities to include digital formats (ebook) to be available via licenses for their local distribution, the A.A.W.S. board approved the recommendation to add ebook formats on an item-by-item basis for international entities whose approved local translations of A.A.W.S., Inc.-copyrighted materials in print format are active. Numerous requests have ensued and are being addressed via amendment to existing print licenses.

During the past year, the Publishing department continued to enlist the help of publishing consulting professionals to help move forward on distribution opportunities. This work is ongoing, with a particular focus on addressing access and consumption via libraries, subscription services, educators, professionals and institutions (especially in corrections venues).

A focus on metadata was initiated with colleagues at AAGV, Inc. and across A.A.W.S., Inc. and G.S.O. departments (including the newly formed Communications department) and an in-house workgroup will be moving forward to implement uniformity in titling, item descriptions and search words that will aid in the discoverability and wide distribution of our print and digital literature across all media.

New book

The new General Service Conference-approved book, *Our Great Responsibility: A Selection of Bill W.'s General Service Conference Talks, 1951-1970*, was published for sale in early May and distributed to delegates of the 69th General Service Conference.

New video translation

— *American Sign Language (ASL)*

New translations and productions available on DVD and also via streaming on aa.org of the Big Book and *Twelve Steps and Twelve Traditions* in ASL were completed. English audio (which was newly recorded for our upcoming audiobooks releases and is multi-purposed here) and captions are included.

New audio

The *Twelve Concepts for World Service* Audio (long form) audio project, recorded by professional narrators in English, French and Spanish was completed and is available for listening at no charge on our website, aa.org.

New video

The new video “Young and Sober in A.A.: From Drinking to Sobriety” was completed.

Large print

Phase 3 of the A.A.W.S. large-print strategic plan is moving forward, with six items in English, French and Spanish each (18 total new large-print items) being redesigned and put into production for release in 2020:

Came to Believe, As Bill Sees It and *A.A. in Prison*, plus “Questions and Answers on Sponsorship,” “The A.A. Group” and “Access to A.A.”

New audiobooks

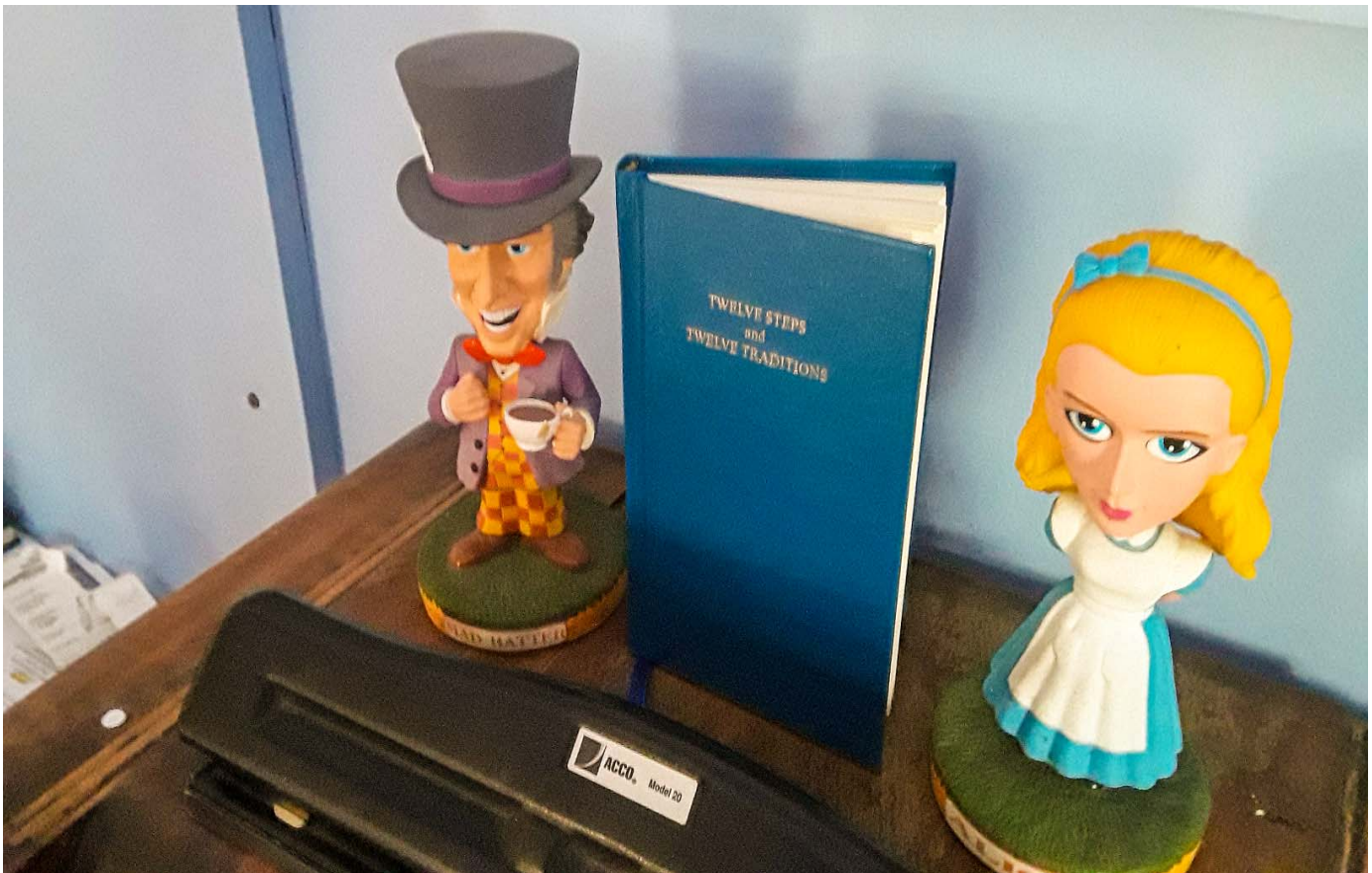
The audiobook re-recordings of the Big Book, *Alcoholics Anonymous Fourth Edition*, “Twelve and Twelve” and *Living Sober* were completed in English and Spanish, and recording and corrections are nearing conclusion for the French editions. These nine new audiobooks will be released in early 2020 together. A second phase from our A.A.W.S. board-approved audiobooks strategic plan of new recordings for books and booklets — and notably, the potential first-ever conversion of our best-selling print pamphlets into audio “podcast” format — are in process of being costed out for possible production to commence in 2020.

Staple-less items

Phase 1 of new staple-less items of print literature (pamphlets and directories) particularly to accommodate regulations in prisons, correctional facilities and treatment centers, are being costed out for bringing forward in 2020.

Digital book publishing program

Our ebooks are sold through our three distributors (Apple, Amazon and Barnes & Noble). All of our English titles have been converted from print. The Big Book and “Twelve and Twelve” are the two most downloaded titles.



International Translations and Licensing

A.A.W.S., Inc. holds and manages nearly 1,500 active registered copyrights in trust for the worldwide Fellowship. In 2019, the trending surge in the volume of international requests continued, and projects moved forward for several different language communities.

Publishing Operations — Malini Singh, Manager:

Inventory and Warehousing: This department 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 production manager when items are up for reordering. The department ensures that inventory is kept at optimal levels at all warehouses, and updates and maintains the item maintenance file on Traverse. New items are issued and set up as needed. Inventory sets up safety stock for each item and reviews the safety-stock alert report daily. This department peruses the goods received reports from the warehouses and resolves inconsistencies, posting all receipts and transfers to and from all distribution points. Inventory also reviews warehouse activity reports monthly and reconciles significant variances.

The Inventory department is responsible for researching and negotiating with freight companies to guarantee that A.A.W.S. 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; reviews and processes invoices received from the printer/manufacturer; and updates the production log when goods and invoices are received. The Inventory department reviews the warehousing invoices and investigates discrepancies.

Customer Service: This unit manages and troubleshoots all customer-related issues that arise in the order fulfillment process. They handle and control all warehousing, shipping and literature delivery issues to ensure smooth operations and timeliness. The Customer Service department also troubleshoots all issues relating to the online stores and the online ordering process.

Order Entry: This unit is responsible for processing and posting all orders and balancing daily, monthly and yearly sales reports. The Order Entry department processes orders received each day from the United States, Canada and overseas. The orders are received by mail, phone, fax, email and online. Orders processed through our warehousing facilities represent about 95% of the total dollar value of literature sales. Overseas orders are processed from the Canadian warehouse.

Cash deposits are made weekly by the Accounting department and the orders are then entered on the computer by Order Entry. After the orders are posted, we generate numerous reports including a daily sales

report, invoices for charge and credit card orders, and daily warehouse shipment reports for the Inventory department. Orders being shipped from our warehouses are transmitted to them daily via Celigo integrator.

This department is also responsible for taking all phone orders. The department gives price quotes and provides callers with general information regarding the ordering of literature. The department also processes all complimentary literature initiated by staff, which includes New Group, New G.S.R. and other complimentary literature.

Mail/Shipping/Receiving — Aubrey Pereira, Supervisor:

The Mail/Shipping department is responsible for processing annually over 79,000 pieces of incoming and 55,000 pieces of outgoing mail. This department also ships literature orders from New York.

The Mail/Shipping department assembles, wraps and ships more than 70 different complimentary (no-charge) packages, including Conference and D.C.M. Kits and Public Information packages, which are available in English, Spanish and French. This department completes an average of 190 literature orders per week at our pick-pack operation in New York and is also responsible for gathering and mailing literature for Regional Forums and health fairs.

Additional responsibilities include support of the AA Grapevine's Mail/Shipping department.

Each person in the department is trained to assemble the various items, such as discount packages, kits, etc. Duties also include stocking and replenishing literature supplies and packing material. This requires receiving weekly quantities of literature from our warehouses, enabling us to fill orders shipped from G.S.O.

As we enter into 2020, we will continue to explore methods to better serve the Fellowship and help carry the message through efficient distribution of printed material.

Technology Services — Lorna H. Graham, Interim Director:

The primary goal of the Technology Services department is to provide technical and customer service support to the employees of G.S.O. The Technology Services department also provides technical and customer service support to those in the Fellowship who use our applications or access our dashboards.

The Technology Services department is responsible for all technology software and hardware, from installation and training to maintenance. The department is also charged with making sure that all applications are up to date with the latest versions, and that all hardware and software is compliant by industry standards; preserving the anonymity of our data with tight security; and maintaining a healthy 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 Enterprise Resource Planning (ERP) conversion that commenced in 2018.

■ Literature Distributed — 2019

ENGLISH

Books

Alcoholics Anonymous	446,362
Alcoholics Anonymous (soft cover)	318,052
Alcoholics Anonymous (large print)	44,014
Alcoholics Anonymous (pocket abridged)	99,368
Alcoholics Anonymous (large print/abridged)	19,597
Daily Reflections	118,259
Daily Reflections (large print)	13,637
Twelve Steps and Twelve Traditions (reg. ed.)	130,860
Twelve Steps and Twelve Traditions (gift ed.)	2,745
Twelve Steps and Twelve Traditions (soft cover)	146,695
Twelve Steps and Twelve Traditions (large print)	29,604
Twelve Steps and Twelve Traditions (pocket ed.)	26,951
A.A. Comes of Age	7,288
As Bill Sees It	17,376
As Bill Sees It (soft cover)	21,703
As Bill Sees It (large print)	7,446
Dr. Bob and the Good Oldtimers	6,746
“Pass It On”	5,617
Our Great Responsibility	31,288
Experience, Strength & Hope	8,408
Total	1,502,016

Booklets

The A.A. Service Manual/ Twelve Concepts for World Service	22,048
Living Sober	104,100
Living Sober (large print)	9,865
Came to Believe	29,125
Came to Believe (large print)	3,229
A.A. in Prisons: Inmate to Inmate	14,745
Total	183,112

Pamphlets

A.A. and the Armed Services	11,457
A.A. and the Gay/Lesbian Alcoholic	33,181
A.A. as a Resource for the Health Care Professional	30,971
A.A. for the Native North American	11,199
A.A. for the Woman	62,700
The A.A. Group	70,277
A.A. in Your Community	30,773
A.A. in Correctional Facilities	19,752
A.A. in Treatment Facilities	21,849
The A.A. Membership Survey	15,318
The A.A. Member — Medications and Other Drugs	54,123
A.A. Tradition — How It Developed	17,039
A.A.’s Legacy of Service	9,980
A Brief Guide to Alcoholics Anonymous	90,976
Circles of Love and Service	30,869
Bridging the Gap	30,982
Members of the Clergy Ask About A.A.	9,357
The Co-Founders of Alcoholics Anonymous	9,037
Do You Think You’re Different?	64,406
Frequently Asked Questions	135,301
Frequently Asked Questions (large print)	5,926
G.S.R.	31,264
Grapevine — Our Meeting in Print	12,417
How A.A. Members Cooperate	11,878
How It Works	41,677
If You Are a Professional	27,715
Inside A.A.	26,873
A.A. for the Black and African American Alcoholic	16,883
Is A.A. for You?	273,012
Is A.A. for Me?	72,820
Is There an Alcoholic in the Workplace?	17,695
Is There an Alcoholic in Your Life?	34,795

It Happened to Alice	12,597
It Sure Beats Sitting in a Cell	27,403
The Jack Alexander Article	10,390
Let’s Be Friendly With Our Friends	5,281
A Member’s-Eye View of A.A.	26,085
Memo to an Inmate Who May Be an Alcoholic	25,719
A Message to Correctional Facilities Administrators	10,758
A Newcomer Asks	234,314
Problems Other Than Alcohol	79,765
Questions and Answers on Sponsorship	208,657
Speaking at Non-A.A. Meetings	9,219
The Twelve Concepts for World Service Illustrated	26,528
The Twelve Steps Illustrated	42,605
Twelve Traditions Flyer	3,986
The Twelve Traditions Illustrated	43,945
This Is A.A.	198,146
This Is A.A. (large print)	7,900
AA for the Older Alcoholic (large print)	28,511
Too Young?	29,542
Understanding Anonymity	45,697
What Happened to Joe	12,584
The “God” Word — Agnostic and Atheist Members in A.A.	93,165
A.A. for Alcoholics with Mental Health Issues and their sponsors	62,904
Young People and A.A.	57,369
Access to A.A. — Members share on overcoming barriers	17,464
Many Paths to Spirituality	50,067
Total	2,703,103

Miscellaneous

Wallet cards-two-fold	146,883
Wallet cards-I Am Responsible	23,950
Wallet cards-Anonymity	17,425
Anonymity Display Card	1,552
Parchment-scrolls	1,130
Placards	532
C.P.C. Workbook	1,128
Archives Workbook	427
Corrections Workbook	955
P.I. Workbook	1,340
Treatment Facilities Workbook	847
Treatment Facility Kit	266
Accessibilities Workbook	392
Twelve and Twelve on Computer Disk	4
A.A. Guidelines	69,162
Group Handbook	1,129
Wire Racks	1,567
Cassettes (cassette tapes)	5
Audio CDs	443
DVDs	2,779
Alcoholics Anonymous (cassette album)	41
Alcoholics Anonymous (4th Ed cassette album)	10
Alcoholics Anonymous (4th Ed CD album)	1,276
A.A. Comes of Age (CD album)	255
Twelve Steps and Twelve Traditions (cassette album)	25
Twelve Steps and Twelve Traditions (CD album)	424
TV Public Service Announcement	82
Radio Public Service Announcements	43
Twelve Steps Shade displays	1,132
Twelve Traditions Shade displays	1,073
Fact File	1,067
Table Top Display 12 & 12	402
Pioneers of AA (cassette album)	1
Pioneers of AA (CD album)	45
Living Sober (CD album)	147
Total	277,939
Grand Total	4,666,170

SPANISH

Libros

Alcohólicos Anónimos (Alcoholics Anonymous soft cover)	10,626
Alcohólicos Anónimos (Alcoholics Anonymous hardcover)	9,499
Alcohólicos Anónimos (Alcoholics Anonymous abridged pocket size)	5,276
Alcohólicos Anónimos (Alcoholics Anonymous large print)	3,909
Alcohólicos Anónimos (Alcoholics Anonymous large print/abridged)	2,006
Como Lo Ve Bill (As Bill Sees It)	3,731
A.A. Llega a su Mayoría de Edad (A.A. Comes of Age)	2,386
El Dr. Bob y los Buenos Veteranos (Dr. Bob and the Good Oldtimers)	2,142
Transmitelo (Pass it On)	2,787
Reflexiones Diarias (Daily Reflections)	8,689
Viviendo Sobrio (Living Sober)	10,569
El Manual de Servicios de A.A./ Doce Conceptos para el Servicio Mundial (A.A. Service Manual/Twelve Concepts)	4,203
Doce Pasos y Doce Tradiciones (Twelve Steps and Twelve Traditions)	13,699
Llegamos a Creer (Came to Believe)	4,890
A.A. en Prisiones de Preso a Preso (Inmate to Inmate)	4,926
Doce Pasos y Doce Tradiciones (pocket ed.) (Twelve Steps and Twelve Traditions)	3,285
Doce Pasos y Doce Tradiciones (large print) (Twelve Steps and Twelve Traditions)	5,502
De las tinieblas hacia la luz	3,544
Nuestra Gran Responsabilidad (Our Great Responsibility)	5,745
Total	107,414

Folletos

A.A. en Su Comunidad (A.A. in Your Community)	4,089
44 Preguntas (44 Questions)	9,566
Esto es A.A. (This is A.A.)	12,045
Es A.A. para Usted? (Is A.A. for You?)	48,230
Hay un Alcohólico en su Vida? (Is There an Alcoholic in Your Life?)	5,545
Carta a un Preso que Puede Ser Un Alcohólico (Memo to an Inmate)	4,028
El Punto de Vista de un Miembro de A.A. (A Member's-Eye View)	2,163
Alcohólicos Anónimos por Jack Alexander (Jack Alexander Article)	1,154
Seamos amistosos con nuestros amigos (Let's be Friendly with our Friends)	1,205
Un Principiante Pregunta (A Newcomer Asks)	9,771
Como Trabaja el Programa (How It Works)	1,879
Lo que le Sucedió a José (What Happened to Joe)	3,327
Comprendiendo el Anonimato (Understanding Anonymity)	2,432
El Grupo de A.A. (The A.A. Group)	6,074
Preguntas y Respuestas sobre el Apadrinamiento (Questions and Answers on Sponsorship)	7,388
El Miembro de A.A. — Los Medicamentos y Otras Drogas (The A.A. Member — Medications and Other Drugs)	2,662
Las Doce Tradiciones Ilustradas (The Twelve Traditions Illustrated)	5,224
A.A. en Centros de Tratamiento (A.A. in Treatment Centers)	1,374
Los Jóvenes y A.A. (Young People and A.A.)	5,935
La Tradición de A.A. — ¿Cómo se Desarrolló? (A.A. Tradition — How It Developed)	1,152
Una Breve Guía a A.A. (A Brief Guide to A.A.)	6,408
A.A. en las Instituciones Correccionales (A.A. in Correctional Facilities)	1,796
Problemas Diferentes del Alcohol (Problems Other Than Alcohol)	3,858
Es Mejor que Estar Sentado en una Celda (It Sure Beats Sitting In a Cell)	2,029
¿Cómo Cooperan los Miembros de A.A.? (How A.A. Members Cooperate)	1,011

Dentro de A.A. (Inside A.A.)	2,701
A.A. como Recurso para los Profesionales de la Salud (A.A. as a Resource for the Health Care Professional)	1,440
Un Ministro Religioso Pregunta Acerca de A.A. (The Clergy Asks)	1,395
R.S.G. (G.S.R.)	2,580
¿Se Cree Usted Diferente? (Do You Think You're Different?)	3,103
Le Sucedió a Alicia (It Happened to Alice)	4,137
Hablando en Reuniones no-A.A. (Speaking at non-A.A. Meetings)	1,871
A.A. Para la Mujer (A.A. for the Woman)	7,383
Encuesta Sobre los Miembros de A.A. (A.A. Membership Survey)	1,515
¿Hay un alcohólico en el lugar de trabajo? (Is there an alcoholic in the workplace?)	1,896
¿Es A.A. Para Mi? (Is A.A. for Me?)	11,755
A.A. para el alcohólico de edad avanzada (A.A. for the older alcoholic)	2,154
Los Doce Pasos Ilustrados (The Twelve Steps Illustrated)	3,666
Círculos de Amor y Servicio (Circles of Love & Service)	2,151
Uniendo las Orillas (Bridging the Gap)	1,318
Los Doce Conceptos Ilustrados (Twelve Concepts Illustrated)	1,823
A.A. para los alcohólicos gays/lesbianas (A.A. for the Gay and Lesbian Alcoholic)	2,371
El Legado de Servicio de A.A. (A.A. Legacy of Service)	1,145
Si Usted es un Profesional (If you are a Professional...)	894
El Grapevine y La Viña de A.A. (Grapevine...Our Meeting in Print)	1,093
¿Demasiado Joven? (Too Young?)	2,688
Acceso a A.A. los miembros hablan sobre superar las barreras (Access to A.A. — Members share on overcoming barriers)	1,103
Muchas sendas hacia espiritualidad (Many Paths to Spirituality)	2,795
A.A. y las Fuerzas Armadas (A.A. and the Armed Services)	967
La palabra "Dios" — Los miembros de A.A. agnósticos y ateos (The "God" Word — Agnostic and Atheist Members in A.A.)	3,116
A.A. para los alcohólicos con problemas de salud mental — y sus padrinos (A.A. for Alcoholics with Mental Health Issues — and their sponsors)	2,795
A.A. para el alcohólico negro y afroamericano (A.A. for the Black and African American Alcoholic)	487
Esto es A.A. (This is A.A. large print)	1,217
Preguntas frecuentes acerca de A.A. (Frequently Asked Questions about A.A. — large print)	506
A.A. para el Native Norteamericano (A.A. for the Native North American)	150
Total	222,560

Diverso

Guías (Guidelines)	7,198
Parchments, Spanish	416
Tarjetas Tamaño Billetera (wallet cards)	7,242
Alcohólicos Anónimos (cassette album) (Big Book on cassette)	17
Alcohólicos Anónimos (CD album) (Big Book on CD)	260
Doce Pasos y Doce Tradiciones (CD album) (Twelve Steps and Twelve Traditions)	362
Total	15,495
Grand Total	345,469

FRENCH

Livres

Les Alcoooliques Anonymes (Alcoholics Anonymous — format relie)	3,267
Les Alcoooliques Anonymes (Alcoholics Anonymous — format souple)	786

Les Alcooliques Anonymes (Alcoholics Anonymous — format poche)	186	Les deux fondateurs d'A.A. (The Co-founders of A.A.)	31
Les Alcooliques Anonymes (Alcoholics Anonymous — gros caracteres)	359	Message a l'intention d'un detenu (Memo to an Inmate)	427
Les Alcooliques Anonymes (Alcoholics Anonymous — gros caracteres/abrege)	173	Message aux Dir. d'Etabl. Correctionnels (Message to Correctional Facilities Administrators)	138
Les Douze Etapes et les Douze Traditions (Twelve & Twelve — format relie)	1,165	Le groupe des A.A. (The A.A. Group)	1,468
Les Douze Etapes et les Douze Traditions (Twelve & Twelve — format souple)	472	Les Douze Concepts illustres (Twelve Concepts Illustrated)	633
Les Douze Etapes et les Douze Traditions (Twelve & Twelve — gros caracteres)	159	Le sens de l'anonymat (Understanding Anonymity)	768
Les Douze Etapes et les Douze Traditions (Twelve & Twelve — format poche)	110	Y-a-t-il un alcoolique dans votre vie? (Is There an Alcoholic in Your Life?)	1,090
Le Mouvement des A.A. devient Adulte (A.A. Comes of Age)	284	Le R.S.G. (The G.S.R.)	1,025
Reflexions de Bill (As Bill Sees It)	1,269	Causeries a l'exterieur des A.A. (Speaking at Non-A.A. Meetings)	439
Reflexions Quotidiennes (Daily Reflections)	2,831	Trop jeune? (Too Young?)	461
Dr Bob et les pionniers (Dr. Bob and the Good Oldtimers)	309	La Structure de l'Association des A.A. (Inside A.A.)	677
Expérience, Force & Espoir (Experience, Strength and Hope)	159	L'Heritage des Services des A.A. (A.A.'s Legacy of Service)	65
Transmets-Le (Pass It On)	279	Cercles d'amour et de service (Circles of Love & Service)	782
Les A.A. en Prison (A.A. in Prison)	299	Vous croyez-vous different? (Do You Think You're Different?)	962
Notre grande responsabilité (Our Great Responsibility)	2,384	Sondage sur les membres des A.A. (The A.A. Membership Survey)	912
Total	14,491	Les jeunes et les A.A. (Young People & A.A.)	748
Livrets		Votre B.S.G. (Your G.S.O.)	758
Nous en sommes venus a croire (Came to Believe)	852	AA pour l'alcoolique plus âgé (AA for the older alcoholic)	462
Vivre ... sans alcool! (Living Sober)	2,951	Un nouveau veut savoir (A Newcomer Asks)	4,568
Le Manuel du Service et les Douze Concepts (The Service Manual with the Twelve Concepts)	908	Les A.A. sont-ils pour moi? (Is A.A. for Me?)	759
Total	4,711	Favoriser de rapprochement (Bridging the Gap)	468
Brochures		Les Douze Etapes Illustrees (Twelve Steps Illustrated)	986
Voici les A.A. (This is A.A.)	10,085	Les A.A. et les gais et lesbiennes alcooliques (A.A. for the Gay and Lesbian Alcoholic)	1102
Les A.A.: 44 Questions (44 Questions)	527	Les A.A. et les Autochtones d'Amerique du Nord (A.A. and the Native North American)	111
Les A.A.: sont-ils pour vous? (Is A.A. for You?)	9,409	L'accès aux AA — Des Membres Racontent Comment ils ont Surmonté des obstacles (Access to A.A. — Members share on overcoming barriers)	464
Les A.A. pour la femme (A.A. for the Woman)	1,257	Différentes avenues la spiritualité (Many Paths to Spirituality)	5,679
Collaboration des membres des A.A. (How A.A. Members Cooperate)	237	Les AA et les forces armées (A.A. and the Armed Services)	326
Y a-t-il un Alcoolique dans Votre Milieu de travail? (Is there an alcoholic in the workplace?)	720	Le mot « Dieu » — Membres agnostiques et athées chez les AA (The "God" Word — Agnostic and Atheist Members in A.A.)	5,807
Le membre des A.A. face aux médicaments et la drogue (The A.A. Member — Medications & Other Drugs)	1,345	Les alcooliques LGBTQ des AA (LGBTQ Alcoholics in A.A.)	1,102
Les A.A. — Article du Saturday Evening Post (The Jack Alexander Article)	272	Les AA pour les alcooliques atteints de maladie mentale (A.A. for Alcoholics with Mental Health Issues — and their sponsors)	3,747
Collaborons avec nos amis (Let's Be Friendly With Our Friends)	72	Voici les AA (This is A.A. large print)	359
Questions et reponses sur le parrainage (Questions and Answers on Sponsorship)	1,099	Foire aux questions sur les AA (Frequently Asked Questions about A.A. large print)	375
Les A.A.: Une ressource pour les medecins (A.A. as a Resource for the Health Care Professional)	660	Lignes de conduite A.A. (Guidelines)	694
Les A.A. dans les centres de traitement (A.A. in Treatment Facilities)	96	Total	68,964
La Tradition des A.A. et son developpement (A.A. Tradition/How It Developed)	233	Divers	
Vous vous occupez prof. d'alcoolisme? (If You Are a Professional)	748	12 & 12 (cassette album)	16
L'Histoire de Nicole (It Happened to Alice)	85	12 & 12 (CD album)	170
Jean face a son probleme d'alcool (What Happened to Joe)	75	Les Alcooliques Anonymes (CD album)	212
Les A.A. dans votre milieu (A.A. in Your Community)	501	Carte 12 Etapes/12 Traditions (Wallet card 12 Steps & 12 Traditions)	1,611
Problemes autres que l'alcoolisme (Problems Other Than Alcohol)	767	Carte anonymat (Francais/anglais) (Anonymity wallet card)	210
Point de vue d'un membre sur les A.A. (A Member's-Eye View of A.A.)	197	Carte Je Suis Responsable (I Am Responsible wallet card)	30
Les Douze Traditions illustrees (The Twelve Traditions Illustrated)	988	DVDS	5
Les A.A. dans les etablissements correctionnels (A.A. in Correctional Facilities)	398	Notre Methode (How It Works)	12,765
Ca vaut mieux que de languir en prison (It Sure Beats Sitting in a Cell)	108	Manuel de Groupe	20
Petit guide pratique sur les A.A. (A Brief Guide to A.A.)	504	Pochette de l'Information Publique	2
Les membres du clerge se renseignent (Members of the Clergy Ask About A.A.)	188	Pochette des Centres de Detention	5
		Pochette de la CMP	4
		Prière de la Sérénité (12x16) (Parchment Serenity Prayer)	30
		Pochette des Centres de Traitement	3
		Dossier d'Information sur les A.A. (Fact File)	36
		Total	15,119
		Somme final	103,285

■ AA Grapevine Literature Distributed — 2019

Books

Best Of Bill — hard cover (discontinued)	525
Best Of Bill (soft cover)	4,791
Best Of Bill (large print)	973
Best Of Bill — French (soft cover)	713
The Home Group — French (soft cover)	166
Le Langage Du Coeur	319
La Sobriété Émotive	4,233
Happy, Joyous & Free — French	612
Tête à Tête	94
The Language Of The Heart (hard cover)	2,810
El Lenguaje Del Corazón	2,303
The Language Of The Heart (soft cover)	3,518
Thank You For Sharing (soft cover)	489
Spiritual Awakenings (soft cover)	2,494
The Home Group Revised (soft cover)	1,269
I Am Responsible: The Hand Of AA (soft cover)	917
Emotional Sobriety (soft cover)	6,180
Language Of The Heart (large print)	728
In Our Own Words	663
Beginners Book	3,525
Voices Of Long-Term Sobriety	1,616
A Rabbit Walks Into A Bar	2,154
Spiritual Awakenings Vol II	1,135
Step By Step (soft cover)	1,637
Emotional Sobriety II (soft cover)	3,138
Young & Sober	1,376
Into Action	1,951
Happy, Joyous & Free	1,909
One On One	2,039
No Matter What	2,165
Grapevine Daily Quote Book	2,287
Sober & Out	850
Forming True Partnerships	1,298
Our Twelve Traditions	1,827
Making Amends	1,985
Voices Of Women In AA	6,090
AA In The Military	989
One Big Tent	4,859
Take Me To Your Sponsor	7,860
Best Of Bill — Spanish (soft cover)	2,440
Lo Mejor De La Viña	876
Un Dia A La Vez	1,194
Frente A Frente	2,081
El Grupo Base	1,062
Happy, Joyous & Free — Spanish	1,028
Bajo El Mismo Techo	1,088
Total Books	94,256

E-books (showing only annual sales of 50 or more)

Beginners' Book	54
Best of Bill	229
Emotional Sobriety I	602
Emotional Sobriety II	185
Daily Quote Book	77
Language of the Heart	1,003
Spiritual Awakenings I	104
The Best of Grapevine	60
Voices of Women in AA	166
One Big Tent	314
Take Me To Your Sponsor	89
Miscellaneous titles	531
Total E-Books	3,454

CDs – English

CDs – Spanish

Miscellaneous

Total:	1,636
	13,907
Grand Total	113,253

GRAPEVINE SUBSCRIPTIONS* — Geographical Breakdown

	APRIL 2020	APRIL 2019	INCREASE/ DECREASE
UNITED STATES*			
Alabama	427	420	7
Alaska	274	315	(41)
Arizona	1,411	1,379	32
Arkansas	327	334	(7)
California	5,821	5,991	(170)
Colorado	1,131	1,132	(1)
Connecticut	863	888	(25)
Delaware	236	267	(31)
District of Columbia	68	96	(28)
Florida	3,628	3,547	81
Georgia	1,561	1,571	(10)
Hawaii	339	395	(56)
Idaho	431	468	(37)
Illinois	1,885	1,886	(1)
Indiana	935	981	(46)
Iowa	646	684	(38)
Kansas	600	586	14
Kentucky	444	478	(34)
Louisiana	419	443	(24)
Maine	351	354	(3)
Maryland	895	857	38
Massachusetts	1,276	1,310	(34)
Michigan	1,907	1,870	37
Minnesota	1,590	1,619	(29)
Mississippi	177	180	(3)
Missouri	1,045	984	61
Montana	424	435	(11)
Nebraska	521	526	(5)
Nevada	672	629	43
New Hampshire	427	455	(28)
New Jersey	1,703	1,846	(143)
New Mexico	401	424	(23)
New York	3,545	3,592	(47)
North Carolina	1,503	1,508	(5)
North Dakota	281	274	7
Ohio	1,366	1,372	(6)
Oklahoma	420	442	(22)
Oregon	1,159	1,094	65
Pennsylvania	3,529	3,489	40
Rhode Island	225	226	(1)
South Carolina	630	607	23
South Dakota	188	190	(2)
Tennessee	734	672	62
Texas	2,404	2,224	180
Utah	374	385	(11)
Vermont	215	220	(5)
Virginia	1,459	1,493	(34)
Washington	1,877	1,883	(6)
West Virginia	213	212	1
Wisconsin	1,600	1,685	(85)
Wyoming	169	166	3
Puerto Rico	15	10	5
U.S. Possessions/APO	24	33	(9)
Virgin Islands	18	15	3
Subtotal US	54,783	55,142	(359)
CANADA*			
Alberta/NWT	515	528	(13)
British Columbia/YKN	757	764	(7)
Manitoba	192	215	(23)
New Brunswick/PEI	195	202	(7)
Nova Scotia/ Newfoundland/Labrador	200	229	(29)
Ontario	2,253	2,288	(35)
Quebec	220	221	(1)
Saskatchewan	242	277	(35)
Subtotal CANADA	4,574	4,724	(150)
FOREIGN*			
	481	509	(28)
Grand Total	59,838	60,375	(537)
LA VIÑA SUBSCRIPTIONS*			
	Mar./Apr. '20	Mar./Apr. '19	Diff.
Total	7,475	7,345	130

(*does not include monthly orders)

■ 2020 Conference Committees

Agenda

PANEL 69

Coleen A. — Area 17, Hawaii
Bobby D.** — Area 21, Southern Illinois
Lorraine P. — Area 85, Northwest Ontario
Steve S.* — Area 57, Oklahoma
Susan V. — Area 73, West Virginia

PANEL 70

Hank K. — Area 50, Western New York
Gary P. — Area 92, Washington East
Jim S. — Area 35, Northern Minnesota
Secretary: Patrick C.

Cooperation with the Professional Community

PANEL 69

Cynthia B.** — Area 33, Southeast Michigan
Barb D. — Area 71, Virginia
Alan F.* — Area 72, Western Washington
Brad M. — Area 4, Arkansas
Gail P. — Area 79, BC/Yukon

PANEL 70

Jamey N. — Area 63, South Dakota
Jim S. — Area 55, Northwest Ohio
J.J. S. — Area 81, New Brunswick/PEI
Secretary: Diana L.

Corrections

PANEL 69

Brad A.* — Area 22, Northern Indiana
Ken D.** — Area 59, E. Pennsylvania
Jeff G. — Area 93, Central California

PANEL 70

Ramona B. — Area 76, Wyoming
Terry H. — Area 12, Delaware
Debi K. — Area 16, Georgia
Michael P. — Area 68, Southwest Texas
Cheri S. — Area 2, Alaska
Secretary: Brenda B.

Finance

PANEL 69

Troy B.-DiD.** — Area 67, Southeast Texas
Missy P.* — Area 36, Southern Minnesota
Margie S. — Area 60, W. Pennsylvania

PANEL 70

Tom A. — Area 7, Northern Interior CA
France F. — Area 90, Northwest Québec
Donny M. — Area 80, Manitoba
Randy S. — Area 62, South Carolina
Pete V. — Area 43, New Hampshire
Secretary: Zenny Medina

Grapevine

PANEL 69

Jeff B.* — Area 44, Northern New Jersey
Jenny D. — Area 39, Western Missouri
Rhonda F.** — Area 42, Nevada
Stephen S. — Area 53, Central SE Ohio

PANEL 70

Johnny C. — Area 37, Mississippi
Ruth L. — Area 87, Southwest Québec
Jess N. — Area 41, Nebraska
Nikki O. — Area 28, Maine
Jerry S. — Area 8, San Diego/Imp. CA
Secretary: Jon W.

Literature

PANEL 69

Shyrl B. — Area 54, Northeast Ohio
Matt D.** — Area 69, Utah
Katy P.* — Area 51, North Carolina
Serge V. — Area 88, Southeast Québec

PANEL 70

Brad F. — Area 78, Alberta/NWT
Tad J. — Area 48, H/M/B New York
Ed LaR. — Area 9, Mid-Southern CA
Sheri P. — Area 25, Kansas
Char V.D. — Area 74, N. WI/Upper Pen. MI
Secretary: Steve S.

Policy and Admissions

PANEL 69

Barb C.* — Area 47, Central New York
Lori C. — Area 32, Central Michigan
Alain G. — Area 89, Northeast Québec
Kevin H.** — Area 1, Alabama/NW Florida
Ray McC. — Area 91, Saskatchewan

PANEL 70

Kevin F. — Area 3, Arizona
Ray O. — Area 66, Northwest Texas
Ron S. — Area 23, Southern Indiana
Linda V. — Area 70, Vermont
Secretary: Mary C.

Public Information

PANEL 69

Michelle G.* — Area 13, Washington, D.C.
Tina P. — Area 65, Northeast Texas
Shirley P.** — Area 15, S. Florida/
Bahamas/Virgin Islands/Antigua
Kirk S. — Area 82, Nova Scotia/NL
Curt W. — Area 52, North Dakota

PANEL 70

Linda B. — Area 34, Western Michigan
Jim F. — Area 58, Oregon
Rich H. — Area 45, Southern New Jersey
Shane S. — Area 64, Tennessee
Secretary: Racy J.

Report and Charter

PANEL 69

Annette D. — Area 14, North Florida
Dan G.* — Area 24, Iowa
Jean K. — Area 30, E. Massachusetts
Gene M. — Area 38, Eastern Missouri
Brian T.** — Area 19, Chicago, Illinois

PANEL 70

Mary F. — Area 26, Kentucky
Paul G. — Area 84, Northeast Ontario
Steve L. — Area 61, Rhode Island
Secretary: Jeff W.

Treatment and Accessibilities

PANEL 69

Teddy B.W.* —
Area 6, Northern Coastal CA
Jane E. — Area 49, Southeast New York
Rob McA.** — Area 83, Eastern Ontario
Sue T. — Area 27, Louisiana

PANEL 70

Marilyn F. — Area 20, Northern Illinois
Paul H. — Area 31, W. Massachusetts
Bill L. — Area 46, New Mexico
Thad N. — Area 18, Idaho
Secretary: Irene D.

Trustees

PANEL 69

John D.* — Area 11, Connecticut
Kris K. — Area 75, Southern Wisconsin
Paul L. — Area 40, Montana
Scott M.** — Area 10, Colorado
Thomas S. — Area 5, Southern California

PANEL 70

Nancy F. — Area 56, Southwest Ohio
Carlos L. — Area 77, Puerto Rico
Cynthia T. — Area 29, Maryland
Sandi W. — Area 86, Western Ontario
Secretary: Rick W.

Archives¹

PANEL 69

John D. — Area 11, Connecticut
Kris K.** — Area 75, Southern Wisconsin
Gail P.* — Area 79, BC/Yukon
Missy P. — Area 36, Southern Minnesota

PANEL 70

Mary F. — Area 26, Kentucky
Sheri P. — Area 25, Kansas
Jerry S. — Area 8, San Diego/Imp. CA
J.J. S. — Area 81, New Brunswick/PEI
Secretary: Michelle Mirza

International Conventions/ Regional Forums¹

PANEL 69

Teddy B.W. —
Area 6, Northern Coastal
Lori C.** — Area 32, Central Michigan
Jane E.* — Area 49, Southeast New York
Rob McA. — Area 83, Eastern Ontario

PANEL 70

Carlos L. — Area 77, Puerto Rico
Donny M. — Area 80, Manitoba
Jess N. — Area 41, Nebraska
Ray O. — Area 66, Northwest Texas
Secretary: Julio E., Sandra W.

*Chair
**Alternate Chair

¹Members of this committee serve on this as a secondary committee assignment.

2021 CONFERENCE CHAIRPERSONS AND ALTERNATE CHAIRPERSONS

Committee	Chairperson	Alternate
Agenda	Gary P., Washington East	Hank K., Western New York
¹ Archives	J.J. S., New Brunswick/PEI	Jerry S., San Diego/Imperial
Cooperation with the Professional Community	Jamey N., South Dakota	Jim S., Northwest Ohio
Corrections	Debi K., Georgia	Cheri S., Alaska
Finance	Randy S., South Carolina	Tom A., Northern Interior California
Grapevine	Ruth L., Southwest Quebec	Jerry S., San Diego/Imperial California
¹ International Conventions/Regional Forums	Jess N., Nebraska	Donny M., Manitoba
Literature	Sheri P., Kansas	Tad J., Hudson/Mohawk/Berkshire New York
Policy/Admissions	Kevin F., Arizona	Ron S., Southern Indiana
Public Information	Shane S., Tennessee	Rich H., Southern New Jersey
Report and Charter	Mary F., Kentucky	Steve L., Rhode Island
Treatment and Accessibilities	Bill L., New Mexico	Marilyn F., Illinois
Trustees	Sandi W., Western Ontario	Cynthia T., Maryland

¹Members of this committee serve on this as a secondary committee assignment.

■ 2020 Trustees' Committees**

Archives

Nancy McCarthy, *chair*
James D.
Tommi H.
Sister Judith Ann Karam
Homer M.
Cate W.
Michelle Mirza, *secretary*

Audit

Leslie Backus, *chair*
Cathy B.
Mark E.
David N.
Ginger R.B.
Bob Slotterback, *secretary*

Compensation

Tom A., *chair*
Leslie Backus
Beau B.
Nancy McCarthy
Olga Mesonjnik, *secretary*

Conference

Cate W., *chair*
Carole B.
James D.
Josh E.
Mark E.
Deborah K.
Peter Luongo
David N.
Patrick C., *secretary*

Cooperation with the Professional Community/ Treatment and Accessibilities

Peter Luongo, *chair*
Ino F.
Francis G.
Deborah K.
Jan L.
Nancy McCarthy
Al Mooney
David N.
*George W.
Diana L., *secretary*

Corrections

Christine Carpenter, *chair*
Leslie Backus
Ino F.
Francis G.
Patricia LaN.
Al Mooney
Carolyn W.
Brenda B., *secretary*

Finance & Budgetary

Leslie Backus, *chair*
Tom A.
Cathy B.
Beau B.
Josh E.
Mark E.
Kathi F.
Sister Judith Ann Karam
Ginger R.B.
Carolyn W.
Bob Slotterback, *secretary*

International

Newton P., *chair*
Christine Carpenter
Kathi F.
Francis G.
Patricia LaN.
Al Mooney
Eva S., *secretary*

International Conventions/ Regional Forums

Tom A., *chair*
Leslie Backus
Beau B.
Mark E.
Jan L.
Nancy McCarthy
Ginger R.B.
Carolyn W.
Julio E., *secretary*
—*International Conventions*
Sandra W., *secretary*
—*Regional Forums*

Literature

Beau B., *chair*
Cathy B.
James D.
Ino F.
Tommi H.
Deborah K.
Jan L.
Homer M.
*Amalia C.
*Katie H.
Steve S., *secretary*

Nominating

David N., *chair*
Tom A.
Carole B.
Christine Carpenter
Kathi F.
Newton P.
Cate W.
Rick W., *secretary*

Public Information

Carole B., *chair*
Josh E.
Tommi H.
Sister Judith Karam
Patricia LaN.
Peter Luongo
Homer M.
*Allison C.
*Shari M.
Racy J., *secretary*

G.S.B. Sharing Session

Jan L., *chair*
Jeff W., *secretary*

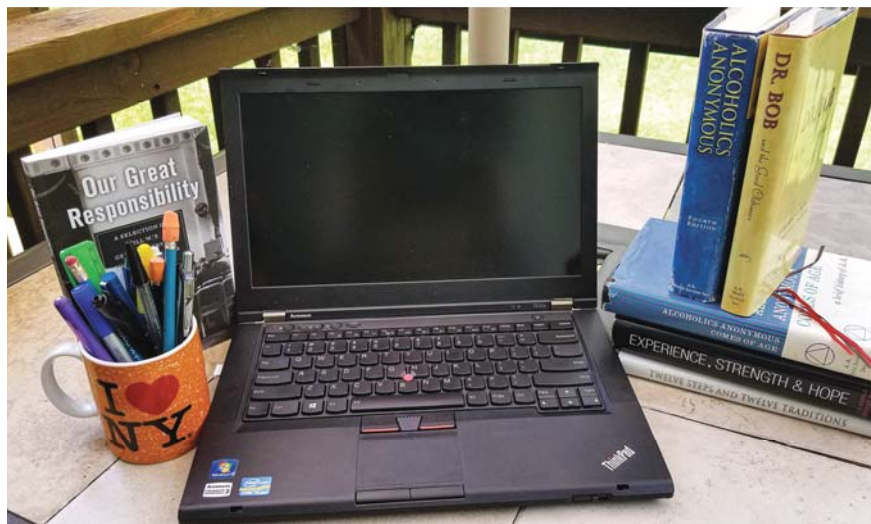
Officers of the General Service Board

Chair, Michele Grinberg
First vice-chair, Nancy McCarthy
Second vice-chair, Newton P.
Treasurer, Leslie S. Backus
Secretary, Ginger R.B.
Assistant treasurer, Bob Slotterback
Assistant secretary, Mary C.

*Appointed Committee Member

**Michele Grinberg is an ex officio member on all committees; Greg T. is an ex officio member on all committees except the Audit Committee, Compensation Committee and the Nominating Committee

■ 2020 Conference Members



CLASS A (NONALCOHOLIC) TRUSTEES

Leslie Sanders Backus (Savannah, GA) was elected Class A trustee in April 2015. Leslie's professional background is in volunteer leadership and fund development. She is currently chief executive officer in an outpatient substance abuse treatment facility. Leslie is currently chair of the Finance and Audit Committees and serves on the International Conventions/Regional Forums, Corrections, Compensation and Retirement Committees.

Christine Carpenter (Columbia, MO) was elected Class A trustee in April 2016. Judge Carpenter retired from the bench in 2017 and is now a Senior Judge for the 13th Judicial Circuit Court of Missouri. She is continuing to accept trial assignments and also works as a consultant and lecturer for the National Drug Court Institute. She is chair of the Corrections Committee and serves on the Nominating and International Committees.

Michele Grinberg (Charleston, WV) was selected as chair of the General Service Board following the 67th General Service Conference. Michele, an attorney who focuses on health care compliance as well as nonprofit governance, joined the General Service Board following the 60th General Service Conference in April 2010. Michele is an ex-officio member of all trustees' committees.

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 healthcare career has included working as a clinical pharmacist as well as numerous executive positions and leadership roles in healthcare administration, among them serving as board chair of the Catholic Health Association of the United States. She has won many awards and distinctions along the way and is a Fellow of the American College of Healthcare Executives. She serves on the Public Information, Archives and Finance Committees.

Peter F. Luongo, PhD (Germantown, MD) was elected Class A trustee in April 2015. Pete's professional background is in public health services at state and local levels. He is currently executive director, Institute for Research, Education and Training in Addictions (IRETA). Pete chairs the C.P.C./Treatment and Accessibilities Committee and serves on the Public Information and Conference Committees.

Nancy McCarthy (St. Louis, MO) was approved by Conference for the position of Class A trustee in 2016. Nancy retired from the Missouri Department of Corrections, Board of Probation and Parole in 2017 after 33 years of service. She started as a probation and parole officer and was promoted into a number of supervisory

roles working primarily with individuals with substance use disorders. In 2004, Nancy was promoted to the position of regional administrator for the St. Louis area. As a Class A trustee, Nancy currently chairs the Archives Committee, and serves on the International Conventions/Regional Forums, C.P.C./Treatment and Accessibilities, and Compensation Committees and is a member of the Grapevine board.

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 C.P.C./Treatment and Accessibilities, Corrections and International Committees.

ALCOHOLIC (CLASS B) TRUSTEES

***Thomas L. A.** (Waite Park, MN) was elected West Central regional trustee in April 2016. Tom was a Panel 50 delegate. Prior to his election, he served on a number of nonprofit boards. Together with his wife, Susie, Tom launched and sold three technology businesses over the past 30 years. He is still involved in real estate, and does product testing and evaluation for an international marine technology firm. Tom chairs the International Conventions/Regional Forums and the Compensation Committees, and serves on the Nominating and Finance Committees.

Cathy B. (Morgantown, WV) was elected Southeast regional trustee in April 2017. A Panel 63 delegate, Cathy

is actively involved in sponsorship and her homegroup, as well as the area's website committee. Cathy retired last year in September after a career in IT and the transit industry. She is chair of the A.A.W.S. board and also serves on the Finance, Literature, Audit and Retirement Committees.

Ginger R.B. (Mesa, AZ) was elected general service trustee in April 2017. A Panel 48 delegate from Area 92, Ginger served as a nontrustee director on the Grapevine board from 2007 to 2011. Her professional experience is in the finance field. She serves on the International Conventions/Regional Forums, Finance, Audit and Retirement Committees. She is chair of the Grapevine board.

***Carole B.** (Billings, MT) was elected general service trustee in April 2016. A Panel 59 delegate, Carole served on the A.A.W.S. board as a nontrustee director. With a background in engineering and organization development, she is currently a consultant. Additionally, she is a wildlife photographer. She is a member of the Grapevine board, chairs the Public Information Committee and also serves on the Conference and Nominating Committees.

Beau B. (Neptune, NJ) was elected general service trustee in April 2018. Beau served as a nontrustee director on A.A.W.S. from 2014 to 2018. In his area, Beau served as the section coordinator and as a D.C.M. He currently manages a consulting service company focused on strategy development, data management and financial analytics. A member of the A.A.W.S. board, Beau chairs the Literature Committee and serves on the International Conventions/Regional Forums, Finance and Compensation Committees.

James (Jimmy) D. (Dallas, TX) was elected Southwest regional trustee in May 2019. A Panel 59 delegate, Jimmy



is actively involved in sponsorship as well as many group commitments. Currently senior vice president of support services of a corporation that markets proprietary software, Jimmy has extensive experience in business operations and financial planning. He has also served a range of local nonprofits in various capacities. He serves on the Conference, Literature and Archives Committees.

Mark E. (Chesapeake, OH) was elected East Central regional trustee in April 2017. A Panel 62 delegate, Mark is actively involved in regional activities and in his home group. Now retired, Mark had an extensive career in technical television work. He is a member of the Grapevine board and serves on the Conference, International Conventions/Regional Forums, Finance and Audit Committees.

Kathryn F. (Tucson, AZ) was elected Pacific regional trustee in April 2018. "Kathi" has held numerous service positions from GSR to area delegate (Panel 64). She has played a central role in many Navajo A.A. activities, including chairing the Navajo Big Book Committee from 2014 to 2018. She is currently vice president and manager of a title company. She serves on the Nominating, International and Finance Committees and is a member of the Grapevine board.

Francis H. G. (Chelmsford, MA) was elected Northeast regional trustee in May 2019. As a Panel 57 delegate, he served on both the Finance and Archives Committees. Francis remains active in his Area's young people's activities as a perennial member-at-large. Now retired, Francis has extensive experience as a CPA, having performed field audits for major defense corporations throughout the northeastern U.S. In his spare time, he volunteers for several community organizations. He serves on the Corrections, International and C.P.C./Treatment and Accessibilities Committees.

Patricia (Trish) LaN. (Vancouver, BC) was elected trustee-at-large/Canada in May 2019. A Panel 57 delegate, Trish is active in her district and area, facilitating workshops and inventories. Now retired, she was executive director of a nonprofit charitable organization and has extensive experience in communication and other leadership positions. Trish currently serves on several advisory boards in her community. She serves on the Corrections, Public Information and International Committees.

Jan L. (Plympton-Wyoming, ON) was elected Eastern Canada regional trustee in April 2018. A Panel 54 delegate, she has served at the district and area level, and has chaired many roundups, workshops and other A.A. events. She is retired from a 28-year career as an executive assistant in local county government. She currently chairs the G.S.B. Sharing Session and serves on the Literature, International Conventions/Regional Forums and C.P.C./Treatment and Accessibilities Committees and is a member of the A.A.W.S. board.

David N. (Petaluma, CA) was elected general service trustee in April 2017. A Panel 59 delegate, David served

on the A.A.W.S. board as nontrustee director from 2013-2017. Now retired, he has extensive experience in the health care information technology field, with a focus on financial and business applications. David is a member of the A.A.W.S. board and chairs the Nominating Committee; he also serves on the Conference, C.P.C./Treatment and Accessibilities, and Audit Committees.

Newton P. (Cary, NC) was elected trustee-at-large/U.S. in April 2017. A Panel 57 delegate, Newton remains involved in his area's young people's activities. Now retired, Newton was an Assistant Attorney General of North Carolina in the Revenue and Labor Sections. He currently chairs the International Committee and serves on the trustees' Nominating Committee.

***Cate W.** (Winnipeg, MB) was elected Western Canada regional trustee in April 2016. A Panel 60 delegate, Cate is active in her home group and area. Professionally, she is retired from the telecommunications industry. She chairs the Conference Committee and also serves on the Nominating and Archives Committees.

NONTRUSTEE DIRECTORS

Inocencio F. (Miami Beach, FL) was elected AA Grapevine director in April 2018. A Panel 60 delegate, "Ino" has taken on numerous leadership service roles at the Area level, many of them involving Spanish-language translation/interpretation. Now retired from his position as CEO of a family business, Ino is also highly skilled in web/mobile design and animation technologies. He serves on the Corrections, Literature and C.P.C./Treatment and Accessibilities Committees.

***Josh E.** (Durham, NC) was elected AA Grapevine director in April 2016. Josh served as an appointed committee member from 2013 to 2015 on the trustees' Committee on Public Information. He remains active in his home group and area. Josh is currently a vice president and executive producer for a global advertising agency. He serves on the trustees' Conference, Public Information and Finance Committees.

Tommi H. (Kelowna, BC) was elected AA Grapevine director in April 2017. Tommi is active both in her home group and her district with institutional meetings. She has extensive employment experience as an editor and writer, and has owned and operated a communications company as well as an event management company. She serves on the Literature, Public Information and Archives Committees.

Deborah K. (Durham, NC) was elected A.A.W.S. director in April 2017. A Panel 59 delegate, Deborah remains active in her area. She is a clinical neuropsychologist and associate professor at a major university medical center. She serves on the trustees' Conference, Literature and C.P.C./Treatment and Accessibilities Committees.

***Homer M.** (Winston-Salem, NC) was elected A.A.W.S. board director in April 2016. A Panel 63 delegate, Homer

is active in his home group and in his Area. Homer is now retired from a long career in manufacturing and operations management. Homer serves on the Public Information, Literature and Retirement Committees.

Carolyn W. (Surrey, BC) was elected A.A.W.S. director in April 2018. A Panel 63 delegate, Carolyn remains active in her Area. As regional administrator for a large health care organization, she is responsible for operations and financial performance and is the privacy officer for the organization's 50-plus locations in British Columbia. From 1988 to 1996, Carolyn was in the Canadian Armed Forces. She serves on the International Conventions/Regional Forums, Finance and Corrections Committees.

Class B Trustees elected by the General Service Board following 2020 Conference

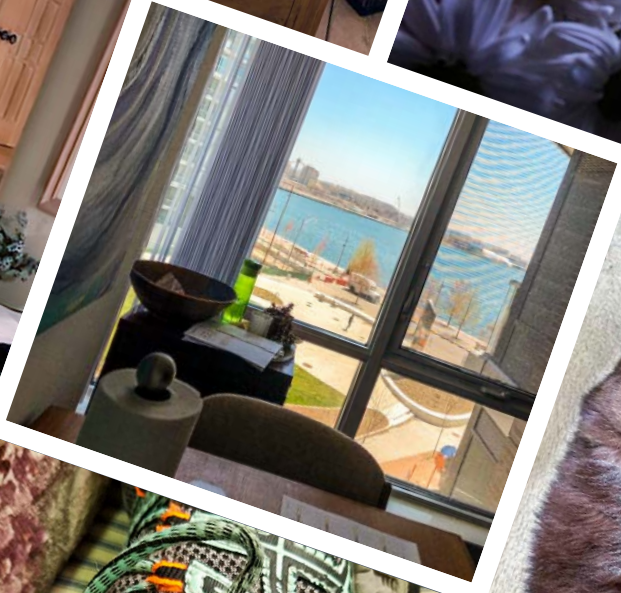
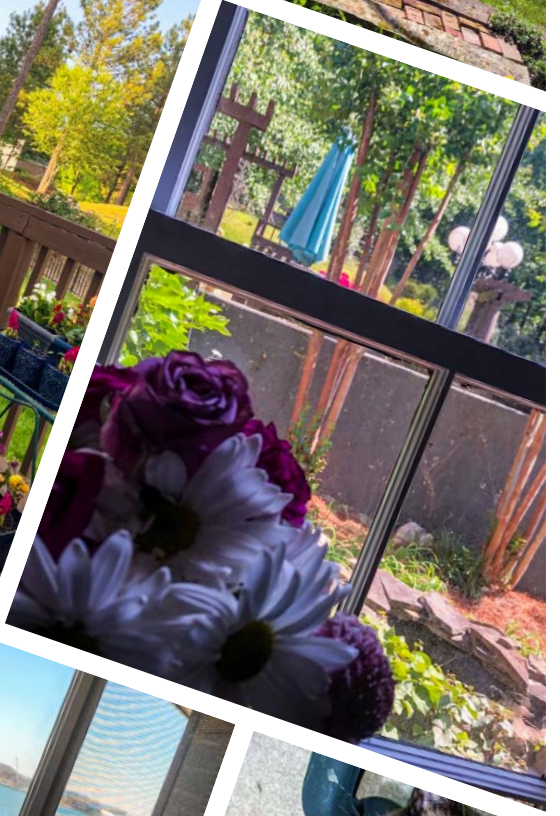
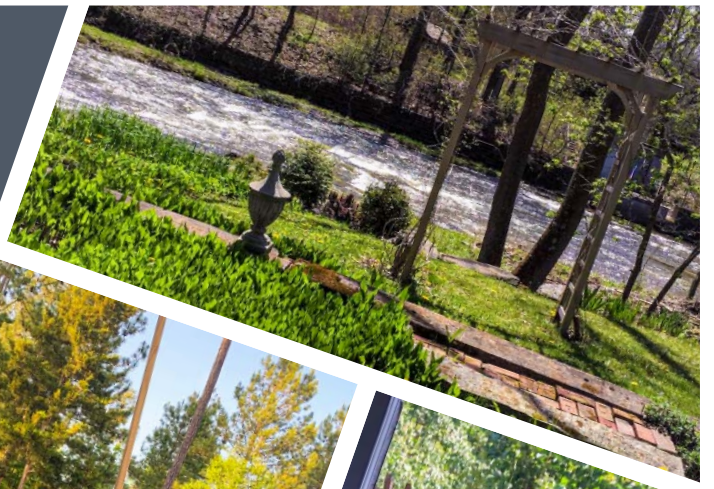
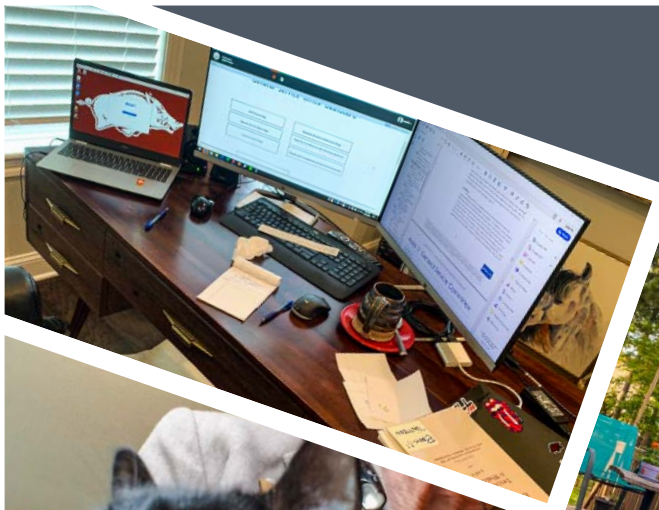
Josh E. (see above) Elected general service trustee in May 2020.

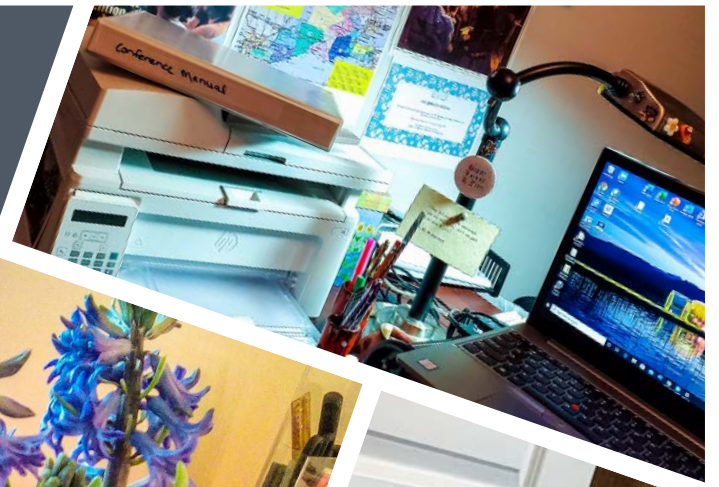
Mike L. (Omaha, NE) was elected West Central regional trustee in May 2020. A Panel 53 delegate from Area 24, Mike has held numerous service positions at the district and Area level, actively participating in corrections service work, workshops and other A.A. events. Mike is operations manager of a truck company and has extensive experience in management and operations. Additionally, he is a member of several local community boards and historical societies.

Irma V. de B-N (Esterhazy, SK) was elected Western Canada regional trustee in May 2020. Irma served as a Panel 59 delegate from Area 91 and has actively served on several local committees, including Bridging the Gap, Grapevine and remote communities. She has participated at many Regional Forums and other A.A. events, and is an active member of her home group. Irma is executive director of a not-for-profit organization and has experience in business management, including strategic planning and marketing. Irma currently serves on various local clubs in her community and enjoys spending time outdoors.

Nontrustee directors elected by the General Service Board following 2020 Conference

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 Area and local level and also as a Panel 61 delegate. She also served as an appointed committee member of the Trustees' Literature Committee from 2015 through 2019. Cindy has extensive professional experience in the fields of finance, information technology, operations and quality management. She is currently the director of quality for a large government contractor, where she is responsible for planning, implementing and managing systems to gain operational efficiency. Cindy enjoys outdoor activities including kayaking and golfing.





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 70th Conference includes Panel 69 (delegates now serving for their second year) and Panel 70 (new delegates).

1. **ALABAMA/
NORTHWEST FLORIDA** (Panel 69)

Kevin H., Anniston, AL

2. **ALASKA** (Panel 70)

Cheryl (Cheri) S., Anchorage, AK

3. **ARIZONA** (Panel 70)

Kevin F., Tucson, AZ

4. **ARKANSAS** (Panel 69)

Brad M., Tontitown, AR

5. **SOUTHERN CALIFORNIA** (Panel 69)

Thomas S., Inglewood, CA

6. **NORTHERN COASTAL
CALIFORNIA** (Panel 69)

Teddy B.-W., Oakland, CA

7. **NORTHERN INTERIOR
CALIFORNIA** (Panel 70)

Tom A., Placerville, CA

8. **SAN DIEGO/IMPERIAL
CALIFORNIA** (Panel 70)

Gerardo (Jerry) S., San Diego, CA

9. **MID-SOUTHERN
CALIFORNIA** (Panel 70)

Edward (Ed) LaR., Wrightwood, CA

10. **COLORADO** (Panel 69)

Scott M., Golden, CO

11. **CONNECTICUT** (Panel 69)

John D., Farmington, CT

12. **DELAWARE** (Panel 70)

Terry H., Millsboro, DE

13. **DISTRICT OF COLUMBIA** (Panel 69)

Michelle G., Beltsville, MD

14. **NORTH FLORIDA** (Panel 69)

Annette D., Melbourne, FL

15. **SOUTH FLORIDA/BAHAMAS/
VIRGIN ISLAND/ANTIGUA** (Panel 69)

Shirley P., Bradenton, FL

16. **GEORGIA** (Panel 70)

Debi K., Atlanta, GA

17. **HAWAII** (Panel 69)

Coleen A., Makawao, HI

18. **IDAHO** (Panel 70)

Thad N., Ketchum, ID

19. **CHICAGO, ILLINOIS** (Panel 69)

Brian T., Evanston, IL

20. **NORTHERN ILLINOIS** (Panel 70)

Marilyn F., Streamwood, IL

21. **SOUTHERN ILLINOIS** (Panel 69)

Robert (Bobby) D.,
West Frankfort, IL

22. **NORTHERN INDIANA** (Panel 69)

Bradley (Brad) A., Muncie, IN

23. **SOUTHERN INDIANA** (Panel 70)

Ron S., Carmel, IN

24. **IOWA** (Panel 69)

Dan G., Gladbrook, IA

25. **KANSAS** (Panel 70)

Sheri P., Topeka, KS

26. **KENTUCKY** (Panel 70)

Mary F., Floyds Knob, IN

27. **LOUISIANA** (Panel 69)

Sue T., New Orleans, LA

28. **MAINE** (Panel 70)

Nicole (Nikki) O.,
Freeport, ME

29. **MARYLAND** (Panel 70)

Cynthia T., Frederick, MD

30. **EASTERN
MASSACHUSETTS** (Panel 69)

Jean K., Weymouth, MA

31. **WESTERN
MASSACHUSETTS** (Panel 70)

Paul H., Chicopee, MA

32. **CENTRAL MICHIGAN** (Panel 69)

Lori C., Michigan Center, MI

33. **SOUTHEAST MICHIGAN** (Panel 69)

Cynthia B., Milford, MI

34. **WESTERN MICHIGAN** (Panel 70)

Linda B., Kalamazoo, MI

35. **NORTHERN MINNESOTA** (Panel 70)

Jim S., Fargo, ND

36. **SOUTHERN MINNESOTA** (Panel 69)

Melissa (Missy) R.,
Burnsville, MN

37. **MISSISSIPPI** (Panel 70)

Johnny C., Southaven, MS

38. **EASTERN MISSOURI** (Panel 69)

Eugene (Gene) M.,
Chesterfield, MO

39. **WESTERN MISSOURI** (Panel 69)

Jennifer (Jenny) D.,
Lebanon, MO

40. **MONTANA** (Panel 69)

Paul L., Whitefish, MT

41. **NEBRASKA** (Panel 70)

Jessica (Jess) N., Lincoln, NE

42. **NEVADA** (Panel 69)

Rhonda F., Las Vegas, NV

43. **NEW HAMPSHIRE** (Panel 70)

Pete V., New Boston, NH

44. **NORTHERN NEW JERSEY** (Panel 69)
Jeff B., South Bound Brook, NJ
45. **SOUTHERN NEW JERSEY** (Panel 70)
Richard (Rich) H., Riverton, NJ
46. **NEW MEXICO** (Panel 70)
Bill L., Placitas, NM
47. **CENTRAL NEW YORK** (Panel 69)
Barb C., Ithaca, NY
48. **HUDSON/MOHAWK/
BERKSHIRE NEW YORK** (Panel 70)
Tad J., Castleton, NY
49. **SOUTHEAST NEW YORK** (Panel 69)
Jane E., Kings Park, NY
50. **WESTERN NEW YORK** (Panel 70)
Henry (Hank) K., Angola, NY
51. **NORTH CAROLINA** (Panel 69)
Katy P., Oak Island, NC
52. **NORTH DAKOTA** (Panel 69)
Curtis (Curt) W., Fargo, ND
53. **CENTRAL &
SOUTHEAST OHIO** (Panel 69)
Stephen S., Columbus, OH
54. **NORTHEAST OHIO** (Panel 69)
Shyrl B., Euclid, OH
55. **NORTHWEST OHIO** (Panel 70)
James (Jim) S., Curtice, OH
56. **SOUTHWEST OHIO** (Panel 70)
Nancy F., Troy, OH
57. **OKLAHOMA** (Panel 69)
Steve S., Guthrie, OK
58. **OREGON** (Panel 70)
James (Jim) F., Tillamook, OR
59. **EASTERN PENNSYLVANIA** (Panel 69)
Kenneth (Ken) D.,
Kennett Square, PA
60. **WESTERN PENNSYLVANIA** (Panel 69)
Marjorie (Margie) S.,
Jeannette, PA
61. **RHODE ISLAND** (Panel 70)
Steven (Steve) L., Warwick, RI
62. **SOUTH CAROLINA** (Panel 70)
Randy S., Charleston, SC
63. **SOUTH DAKOTA** (Panel 70)
Jamey N., Sturgis, SD
64. **TENNESSEE** (Panel 70)
Merlin (Shane) S.,
Chattanooga, TN
65. **NORTHEAST TEXAS** (Panel 69)
Tina P., Allen, TX
66. **NORTHWEST TEXAS** (Panel 70)
Ray O., Odessa, TX
67. **SOUTHEAST TEXAS** (Panel 69)
William (Troy) B.-DiD.,
Rosharon, TX
68. **SOUTHWEST TEXAS** (Panel 70)
Michael P., San Antonio, TX
69. **UTAH** (Panel 69)
Matt D., Clearfield, UT
70. **VERMONT** (Panel 70)
Linda V., Montpelier, VT
71. **VIRGINIA** (Panel 69)
Barbara (Barb) D., Front Royal, VA
72. **WESTERN WASHINGTON** (Panel 69)
Alan F., Seattle, WA
73. **WEST VIRGINIA** (Panel 69)
Susan V., Lewisburg, WV
74. **N. WISCONSIN/
UPPER PENN. MICHIGAN** (Panel 70)
Charlene (Char) V.D.,
Appleton, WI
75. **SOUTHERN WISCONSIN** (Panel 69)
Kristi (Kris) K., Montello, WI
76. **WYOMING** (Panel 70)
Ramona B., Rock Springs, WY
77. **PUERTO RICO** (Panel 70)
Carlos L., Canovanas, PR
78. **ALBERTA/NWT** (Panel 70)
Bradford (Brad) F.,
Sherwood Park, AB
79. **BRITISH COLUMBIA/
YUKON** (Panel 69)
Gail P., Victoria, BC
80. **MANITOBA** (Panel 70)
Donald (Donny) M.,
Winnipeg, MB
81. **NEW BRUNSWICK/
PRINCE EDWARD ISLAND** (Panel 70)
Gerald (J.J.) S., St. John, NB
82. **NOVA SCOTIA/NEWFOUNDLAND/
LABRADOR** (Panel 69)
Kirk S., St. Peters, NS
83. **EASTERN ONTARIO** (Panel 69)
Robert (Rob) McA., Whitby, ON
84. **NORTHEAST ONTARIO** (Panel 70)
Paul G., Sault Ste Marie, ON
85. **NORTHWEST ONTARIO** (Panel 69)
Lorraine P., Schreiber, ON
86. **WESTERN ONTARIO** (Panel 70)
Sandi W., Oakville, ON
87. **SOUTHWEST QUÉBEC** (Panel 70)
Ruth L., Beaconsfield, QC
88. **SOUTHEAST QUÉBEC** (Panel 69)
Serge V., Pohenegamook, QC
89. **NORTHEAST QUÉBEC** (Panel 69)
Alain G., Shawinigan, QC
90. **NORTHWEST QUÉBEC** (Panel 70)
France F., Saint Isidore, ON
91. **SASKATCHEWAN** (Panel 69)
Raymond (Ray) McC.,
Prince Albert, SK
92. **WASHINGTON EAST** (Panel 70)
Gary P., Wenatchee, WA
93. **CENTRAL CALIFORNIA** (Panel 69)
Jeffrey (Jeff) G., Santa Clarita, CA

A.A. WORLD SERVICES DIRECTORS

Cathy B., *chairperson, regional trustee*
Beau B., *general service trustee*
Mary C., *G.S.O. staff member*
Deborah K., *director*
Jan L., *regional trustee*

Homer M., *director*
David N., *general service trustee*
Gregory T., *G.S.O. general manager*
Carolyn W., *director*

AA GRAPEVINE DIRECTORS

Ginger R.B., *chairperson, general service trustee*
Carole B., *general service trustee*
Josh E., *director*
Mark E., *regional trustee*
Ino F., *director*

Kathi F., *regional trustee*
Tommi H., *director*
Nancy McCarthy, *Class A trustee*
Albin Z., *AA Grapevine publisher*

GENERAL SERVICE OFFICE STAFF

Greg T., *general manager*
Brenda B.
Patrick C.
Mary C.
Irene D.
Julio E.
Racy J.

Diana L.
Eva S.
Steve S.
Rick W.
Sandra W.
Jeff W.

GRAPEVINE STAFF

Albin Z., *publisher*
Jon W., *senior editor*

Personnel Assisting with the 70th General Service Conference (Nonvoting)

Administration Department

Stephanie L., *Senior Director of Administration and Strategy*

Administrative Services

Nuris Cevallos, *Group Services Staff Assistant*
Jacob Diaz, *Public Information Staff Assistant*
Zoraida Figueroa, *International Convention Staff Assistant*
Danielle Issacs, *Literature Staff Assistant*
Karen Hale, *Assistant Director of Administrative Services*
Pamela Lewis, *Nominating, Staff Assistant*
Ana Mejia-Andrade, *Correction Staff Assistant*
Jocelyn Pena, *Regional Forums Staff Assistant*
Linda Samuels, *Staff Coordinator Staff Assistant*
Nathalia Sande, *CPC/Treatment Staff Assistant*
Rocio Taveras, *Access Staff Assistant*
Nay Williams, *Conference Staff Assistant*

Archives Department

Stephanie Gellis, *Digital Archivist*
April Hegner, *Senior Archivist*
Michelle Mirza, *Archives Director*

Communications Services Department

Daniel Brown, *Digital Media Manager*
Clement C., *Senior Manager*
Julie Gonzalez, *Digital Communications Analyst*
Kalilah Prendergast, *Communications Project Coordinator*

Finance Department

Zenaida Medina, *Assistant Director of Finance*
Frankie Segui, *Finance Assistant*
Bob W., *acting Chief Financial Officer*

METS Department

Maria Morales-Lamm, *Coordinator*
Ivy Rivera, *Assistant Manager*
Attallah Sophas, *Administrative Assistant*

Publishing Department

Brittinae Brasfield, *Editorial Assistant*
Jasmine Delarosa, *Order Entry/Spanish*
Julia D., *Editor*
Margaret Matos, *Order Entry/Customer Service Team Lead*
Raquel Mejia, *Order Entry/Spanish*
Ed Nyland, *Senior Production Manager/Print*
Rosa Rodriguez, *Licensing Administrator*
David R., *Publishing Director*
Malini Singh, *Assistant Director/Fulfillment*
Darlene Smith, *IP Administrator*
Julisa Soriano, *Production Manager/Digital*
Ames S., *Executive Editor*

Technology Services Department

Militza Alma-Noyola, *IT Assistant*
Lorna Graham, *Director Technology Services*

AA Grapevine

Janet Bryan, *Director of Operations*
Karina C., *Associate La Viña Editor*

ACMs

Allison C., *Public Information*
Amalia C., *Literature*
Katie H., *Literature*
Shari M., *Public Information*
George W., *CPC/Treatment and Accessibilities*

Interpreters

Andrée Lanoix, *French Language Interpreter*
Olivier Lepage, *French Language Interpreter*

Trustees Emeriti

Terry Bedient
Ward Ewing
Gary Glynn
Elaine McDowell

Zoom Operators

Matthew C., *Technical Lead*
Arisa B.
Kyle H.
Shannon H.
Kimberly M.
James O'D., *English/French Speaking*
Paul T.
Mike W., *Technical Director*
RC W., *English/French Speaking*



GSC Test Poll in Progress

00:00:27

Attendees are now viewing questions 133 of 140 (95%) voted

1. Are you ready for the Virtual DJ Dance Party?

Yes (101) 76%



No (32) 24%



