

2022 FINAL REPORT

ANONYMITY-PROTECTED DIGITAL EDITION



“A.A. Comes of Age 2.0: Unified in Love and Service”

The 72nd Annual Meeting of the General Service Conference of
ALCOHOLICS ANONYMOUS

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

“A.A. Comes of Age 2.0: Unified in Love and Service”

2022 Final Report

New York Marriott at the Brooklyn Bridge,
Brooklyn NY, April 24-30

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Anonymity-Protected Digital Edition

This edition of the 2022 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 accessible to the Fellowship. Our many nonalcoholic friends, trustees and employees are noted by their full names.

On the front cover: Cherry blossoms and tulips signal spring just outside the hotel during the 72nd General Service Conference. On the back cover: A Brooklyn-themed mural in the hotel lobby.



■ The 72nd General Service Conference Convenes

To borrow a famous phrase from English literature, “It was the best of times, it was the worst of times.” In many ways, this phrase may best capture the mood and tone of the 72nd General Service Conference, held in Brooklyn, New York, April 24–30, 2022.

The idea of “Coming of Age” — noted in the Conference theme — implies overcoming a series of challenges, and, having crossed the threshold of adversity, being in position on the other side to face the many difficulties, no doubt, gathering just beyond the horizon.

In that sense, the Conference represented the best of times — having met and transcended the many challenges of the past few years, gathering in person for the first time as a Conference since 2019 — and yet, still under the influence of an unrelenting pandemic, the Covid-19 virus left an indelible mark on Conference members — before, during and after the Conference itself.

As noted by Kathi F., the rotating Pacific regional trustee, as she delivered the Keynote Address to the Conference on Sunday, April 24 (see page 6), “Much has changed in our world and in the way A.A. communicates our message of hope. From our Meeting Guide app, virtual meeting rooms, outside literature sales, podcasts, websites, Instagram, and our use of search engine optimization, we hope to be everywhere that alcoholics are looking for a solution. Since we ‘came of age’ and accepted our Conference structure as the link between the little-known boards and the rest of A.A., we have truly done what we were tasked to do so many years ago. The

Conference continues to be that link, and with today’s technologies each level of our structure is connected at a greater speed and depth.”

Nevertheless, as Kathi noted, there is still plenty of work to do — and Covid is not done forcing us to adapt our planning and to monitor our progress. Said Kathi, “We are here to have vigorous, loving, and informed discussions on matters affecting A.A. today. We are here to listen to our board reports and to ask questions and make suggestions. We are here to roll up our sleeves, be fully present and do our best, to think deeply, to bring the consciousness of the U.S. and Canada together, to debate in loving discussions and ultimately to hear our Higher Power express itself through our group conscience. It is important for all of us to take a good hard look at challenges and opportunities that are affecting A.A. today, of which there are many, and to carry these discussions back to those we serve.”

The imprint, however, of Covid on this 72nd General Service Conference began early, with two sitting delegates having to withdraw from the Conference due to Covid concerns, their alternates stepping in at virtually the last minute. Additionally, some G.S.O. employees who had been working on Conference preparations had to go into quarantine after contracting the virus. And, as the Conference continued, Conference members as well as guests and G.S.O. employees began to get sick, with at least 25 people infected by the end of the week and closer to 50 in the days following the Conference. With

no established protocols or plans in place to address the expanding infection rate, a series of ad hoc procedures were adopted to keep Conference members in the loop of the Conference itself. Recognizing Concept IV and the need to develop a means of communication for those Conference members quarantined in the hotel or who had chosen to leave the Conference over Covid concerns, an audio link was established to provide access to the deliberations of the Conference, though the full participation of these Conference members for discussion, voting and minority opinion was not possible.

Further complicating matters was the fact that the hotel had no room service capabilities. A volunteer system had to be set up to shuttle food to Conference members, employees and guests who were quarantined, some of whom had to stay on at the hotel for extra days and nights until they were cleared to return home.

The work of the Conference, however, continued despite the complications and the clear challenges of Covid. Additional rapid tests were procured; a growing number of Conference members donned masks and adhered to basic social distancing protocols; and extra chairs and tables were added to the main meeting room, allowing members to spread out more equitably. Discussion of agenda items continued, and debate changed the course of deliberations as unanimity was sought on the multitude of topics brought before the Conference.

Made up of 93 delegates, 26 trustees and corporate directors from A.A.W.S. and Grapevine, along with 14 General Service Office, Grapevine and La Viña staff members, the Conference worked its way through an agenda filled with items — some remaining from the 71st Conference — along with many new items submitted by the Fellowship over the past year. As an added wrinkle, in an effort to redistribute agenda items originally directed to specific committees, for the first time the Equitable Distribution of Workload (EDW) plan was implemented through the trustees' Conference Committee, reallocating a number of agenda items to committees other than the one they were submitted to. An Advisory Action of the 71st General Service Conference, the EDW plan is in the first year of a three-year trial to balance the work of different committees and to provide a full hearing for all agenda items accepted for the Conference agenda.

With multiple opportunities for general sharing in a series of "What's on Your Mind?" sessions, delegates brought issues to the Conference floor for questions and further discussion. One issue mentioned throughout the general sharing was the translation of Conference agenda background material and the desire voiced by many delegates to have the material available in English, French and Spanish at the same time. The difficulties of timing between the deliberations of various trustees' committees, the finalization of background material by staff secretaries and a limited time for translation, and, ultimately, discussion of the material equally throughout the Fellowship were raised, with information and perspective supplied by GSO, employees and others. The question ultimately resulted in an advisory action approved by the full

Conference, recognizing the importance of equal participation in the Conference process regardless of language and serving as a harbinger for continued improvement.

Another issue of growing concern throughout the Fellowship, especially as brought to the fore by the pandemic, is the growth, importance and representation of online groups and meetings. In a presentation titled "Participation of Online Groups in the U.S./Canada Service Structure" (see page 119), Trish L., trustee-at-large/Canada, offered this perspective: "The sudden onset of the pandemic in 2020, as we all well know, created a brand new (for most) environment for Alcoholics Anonymous groups around the world — the virtual one. No longer able to meet in a face-to-face setting, the quick pivot to available, inexpensive meeting platforms using Internet technology by many groups has led to interesting new challenges and pointed up the need for new ways of thinking regarding the incorporation of this new platform into A.A. life in a manner that respects our Steps, Traditions and Concepts."

A number of delegate presentations examined elements of the Conference theme (see page 113), covering the topics "How Do A.A.s Go to Any Lengths to Recover, Unify and Serve?" and "Going Beyond Fear," as well as "How to Reach Anyone, Anywhere." Always interesting, the agenda also included a report on international matters, with the trustees-at-large for both the U.S. and Canada sharing their experiences in their talks, "A.A. Around the World" (see page 116).

A two-part workshop on the topic "The Warranties — Our Promise to the Fellowship and the World" (see page 93) emphasized the importance of communication as the key to inclusiveness and utilizing the six Warranties in Concept XII as a jumping-off point for matters ranging from the Seventh Tradition and its relation to literature sales, to transparency of the various A.A. bodies and communication between them, to speaking and acting with compassion rather than authority, both at Conference and beyond. Focused on innovations in attraction, inclusion and accessibility, a special update on publishing highlights (see page 122) was the final presentation of the Conference.

Spanning the final three days of Conference business, discussion, debate and voting on the many committee recommendations and considerations that had been developed over the first three days took precedence on the Conference floor and, with substantial unanimity, 35 Advisory Actions were passed (see page 77).

With the final business ultimately accomplished, the 72nd General Service Conference came to a close on Friday evening with a heartfelt round of goodbyes from rotating Panel 71 delegates. Expressions of gratitude were many, with comments heard such as, "I will never forget our journey. You changed me," "You've made me a better person," and "This experience started out with the language of the head and ended up with the language of the heart." One delegate, in quarantine — sharing his thoughts over a cellphone held up to the microphone by another delegate for all to hear — added, "It's been

a very interesting Conference: we got this done, that done... and then I got Covid.”

The last item on the Conference agenda was the closing brunch on Saturday morning featuring talks from this year’s group of rotating trustees. (Five new trustees were selected on Wednesday afternoon.) Representing many years of dedication and many, many miles of travel, Beau B., general service trustee; Jan L., Eastern Canada regional trustee; and Christine Carpenter and Nancy McCarthy, Class A trustees, all spoke graciously and gratefully of their time in service to the Fellowship. Kathi F., Pacific regional trustee, was unable to attend the brunch. Likening the service structure to “a quilt of dented cans,” Beau expressed the importance of “carrying the message to people we’ll never meet.” Sharing some of her experience as a drug court judge, Christine Carpenter related how she used to suggest the Fellowship to some of the people who were remanded to her court. “Try A.A.,” she would say. “Maybe it’ll help. It certainly can’t hurt ... or else you’ll go to jail.” Decked out in a Toronto Blue Jays cap and jersey, Jan L. reflected on the journey she has taken in sobriety: “When I think back to that woman standing in front of the dresser ... I was trying to pour a drink and I couldn’t pour the drink, and the vodka was pouring down the front of me. And I look at myself now and think, wow. And I know that my mom and dad are up there smiling down.” In closing, Nancy McCarthy may have spoken for all Conference members with the words, “Acts of kindness without regard for oneself...guide our steps and help shape who we are today.”

As noted in the quote from Charles Dickens, the 72nd GSC reflected both the best of times and the worst of times. And, following a group visit on Saturday afternoon to the General Service Office by delegates and their guests (the visit greatly reduced from its original plan due to Covid concerns), with many questions and uncertainties remaining about the pandemic, the thoughts of Conference members began to turn to next year’s General Service Conference, with its 2023 theme focused on our basic principles — “A.A.’s Three Legacies — Our Common Solution.” And, while it’s hard to predict what the future will bring, the security of our past and the strength of our primary purpose provide hope for the inevitable challenges that lie ahead.

Greetings

Welcome, Welcome, Welcome to the 72nd annual General Service Conference! It is so good to see all of you here — our first in-person Conference since the start of Covid! I offer a special greeting to the Panel 72 delegates — hang on for the ride of your life. You might be wondering HOW this thing works. Well, just like elsewhere in this Fellowship, we need to be honest, open-minded and willing to listen and learn. I learn from my mistakes, so I offer a suggestion to the Panel 72 delegates: One of you will be offering this greeting as delegate chair next year, so I encourage you to pay attention. I heard that advice last year and figured, “There are 93 of

us here, it won’t be me.” God does have a sense of humor!

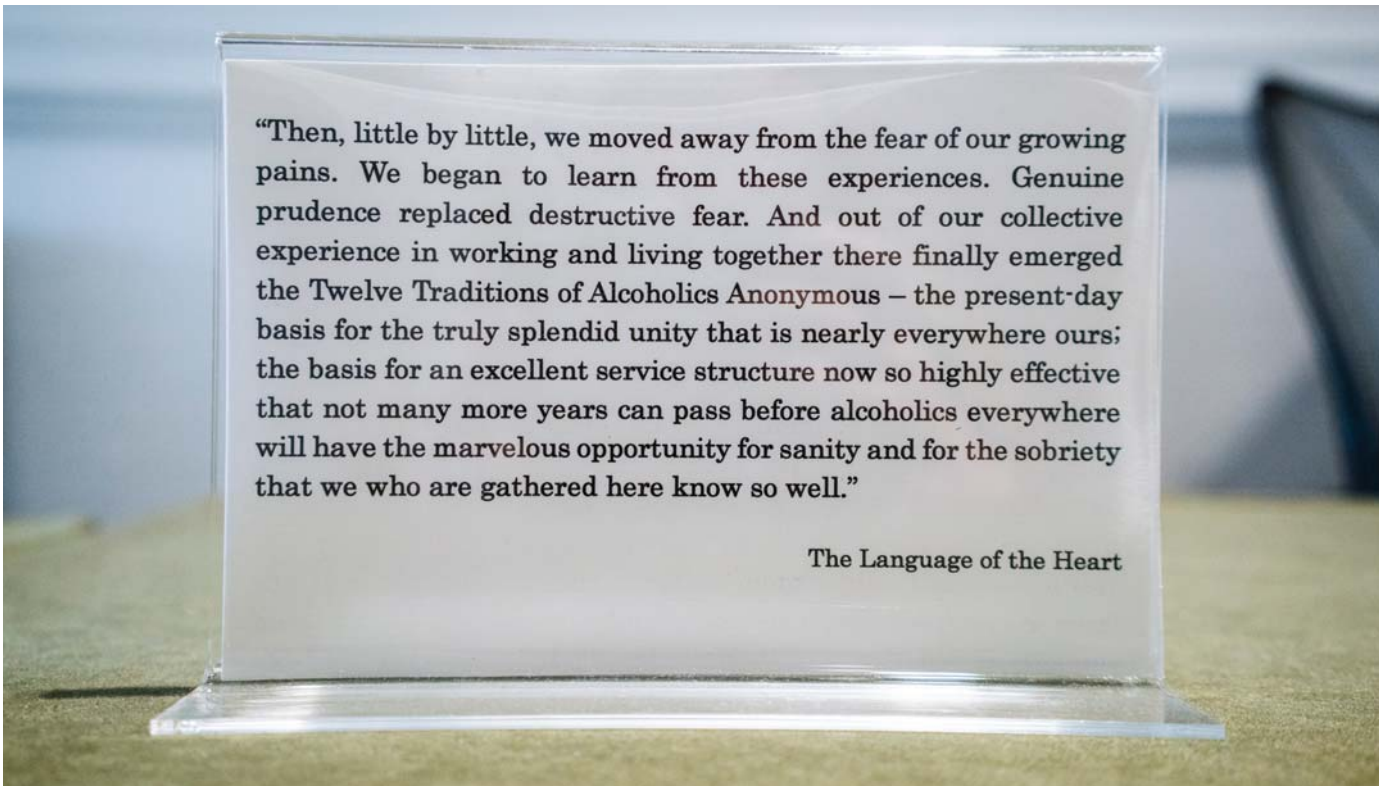
I’d also like to extend a warm welcome to the Panel 71 delegates, board members, directors, staff and trustees. It is so nice to see you all in person instead of on the virtual screens. I would be remiss if I did not also say welcome to our visitors from other conferences. Thank you for your interest and attendance at the United States and Canada General Service Conference.

You will find that we all come from different service cultures and throughout this Conference process, through give and take, with love and tolerance for our different backgrounds and opinions, we will somehow find substantial unanimity for the good of A.A. as a whole. We might not always get our way, we might not always be able to sway the Conference to our area’s way of thinking, but instead, we find we need to cheerfully compromise for the unity of A.A. and then carry the Conference conscience back to our groups with the assurance that the best decision was made for the whole Fellowship.

Our theme this year is “A.A. Comes of Age 2.0: Unified in Love and Service.” Although we have been coming together physically and spiritually since 1951, the way our Fellowship works is changing. Service work is changing: Just look at the online meetings — newcomers are staying sober who have never attended an in-person meeting, we have had virtual forums, virtual service workshops, virtual area assemblies. My goodness, we are sending literature into jails via tablets! We communicate more by email and text than by phone calls and postal mail. I’ve heard some areas carrying the message into treatment facilities via Zoom or recorded meetings. Our Conference committees can now meet to get to know each other before the Conference even starts! The changes are enormous. A.A. Comes of Age 2.0 — indeed! But some things have not changed: Our love of A.A. and of each other, our love and deep desire to be of service, to want to help the still-suffering alcoholic remains our primary aim. In the midst of all these changes, our basic principles regarding service have not changed... love, patience and tolerance. To paraphrase Bill W.’s comments at the 1956 General Service Conference, “These principles can help [prevent] friction, indecision, and power-driving.” These are the principles we must practice this week. And to everyone, I hope we all keep in mind Rule 62 as the week progresses. I also hope we can all keep the sentiments of St. Francis in mind during our deliberations and conversations. (And if I may be so bold, I would like to add, “God, grant that I may be tolerant rather than be tolerated.”)

Finally, in all of Dr. Bob’s wisdom, let us remember the words of his farewell talk, “Our Twelve Steps...resolve themselves into the words ‘love’ and ‘service.’ We understand what love is, and we understand what service is. So, let’s bear those two things in mind. Let us also remember to guard that erring member the tongue... let’s use it with kindness and consideration and tolerance.” (*Dr. Bob and the Good Oldtimers*, pg. 338)

Pam K., Western Missouri, Delegate Chair



Keynote Address

Good morning Conference Members and welcome to the 72nd General Service Conference! My name is Kathi, and I am an alcoholic. My sobriety date is October 15, 1990 and my home group is Free at Last in Tucson, Arizona. I am in my final few days of service as the Pacific Regional Trustee and I remember that day when the Pacific Region Delegates called me from the 68th General Service Conference to let me know that I had been elected. I cried for days ... well, actually weeks in joy that I would get to serve Alcoholics Anonymous in this capacity. Thank you for your trust in me over these past four years. It has truly been amazing; an experience that will stay with me for the rest of my life!

I would like to take a moment to thank Steve, our Conference Coordinator, for the loving invitation to give the 72nd GSC keynote address. The theme for this year's Conference is "A.A. Comes of Age 2.0: Unified in Love and Service." This is very appropriate for where we stand, as much has changed in our world and in the way A.A. communicates our message of hope. From our Meeting Guide app, virtual meeting rooms, outside literature sales, podcasts, websites, Instagram, and our use of search engine optimization we hope to be everywhere that alcoholics are looking for a solution. Since "we came of age" and accepted our Conference structure as the link between the little-known boards and the rest of A.A., we have truly done what we were tasked to do so many years ago. The Conference continues to be that link and with today's technologies each level of our structure is connected at a greater speed and depth.

This year there are 133 of us blessed to serve at the Conference. Each one of us chosen to be here by various methods and each one of us here as servant leaders with a great responsibility. We are here to have vigorous, loving, and informed discussions on matters affecting A.A. today. We are here to listen to our Board reports and to ask questions and make suggestions. We are here to roll up our sleeves, be fully present and do our best, to think deeply, to bring the consciousness of the U.S. and Canada together, to debate in loving discussions and ultimately to hear our Higher Power express itself through our group conscience. It is important for all of us to take a good hard look at challenges and opportunities that are affecting A.A. today, of which there are many, and to carry these discussions back to those we serve.

So, what are some of the challenges and opportunities we face? Well, I only have time to mention a few items that are on my mind as we go into this week. We have learned through our time in Alcoholics Anonymous, there are opportunities in every challenge.

I would like to begin with the question, does our A.A. membership reflect the population?

In past surveys, we have seen that the answer is no. There are still millions who suffer from alcoholism that don't know about A.A. or feel that A.A. is not a place for them. A couple of quotes from the Big Book chapter, "Working with Others," that can help us focus on those still suffering: 1) "To be helpful is our only aim," 2) "When you discover a prospect for Alcoholics Anonymous, find out all you can about him," 3) "Get an idea of his behavior, his problems, his background, the seriousness of his condition, and his religious leanings. You need this information

to put yourself in his place, to see how you would like him to approach you if tables were turned,” and a quote from “Into Action,” “Our real purpose is to fit ourselves to be of maximum service to God and the people about us.”

We are inclusive in our hearts and minds, but are we doing our best to find out all we can about these suffering alcoholics? We ask ourselves: “If we were in their shoes, how would we like to be approached?” An experience I recall was asking a Vietnamese American woman if she knew about A.A. and she had never heard of it. She expressed during our conversation that alcoholism is a huge problem in her community and when I asked what is done about it, she said there is no hope and that most die. This is an example that there are still millions who do not know about us or don’t know that they are welcome in A.A. and that we are available to all. We have much work to do and the following is a great example of a grassroots effort: the Hispanic Women’s Workshop. Several years ago, a couple of women began this effort and then through the GSC asked for a La Viña book and pamphlet for Hispanic women in A.A. — tools to help one alcoholic carry the message to another. In December I attended the annual workshop and asked how many had gotten sober after these workshops began and more than two-thirds raised their hands. This focused cooperation between all levels of our upside-down structure has helped to save many lives.

I also ask, do our delegates, areas and boards reflect the population?

I ask myself when part of a body choosing our servant leaders: “Am I choosing those like me or am I choosing those who will do a good job and bring a diverse voice to the table, possibly a different view, religious or cultural perspective?” Those who are young, have a different point of view, are from a different culture, race or way of thinking are so important for the health and growth of Alcoholics Anonymous. Without diverse perspectives we will become stagnant. It is a natural tendency to choose those who are like us and it requires an open mind to bring other viewpoints to our servant leadership.

Another challenge is our Seventh Tradition and literature sales.

For years now we have been talking about our dependence on literature sales to pay for our services and that this may not be sustainable moving into the future. Print literature and magazine subscriptions are trending down. The last two years in a pandemic has truly shown us that we cannot count on literature income and that we need to continue moving toward self-support through voluntary group contributions. A.A. does not live in a bubble, and therefore supply chain issues and inflation are also affecting us and our costs. Literature is not always available due to paper shortages and is more expensive. Employee turnover and Covid issues are affecting our vendors being able to meet deadlines. There are also several trends that have affected our Seventh Tradition contributions. Although we have had record contributions, a

smaller percentage of groups contribute, individual contributions are rising, and during this pandemic, very large contributions from districts, areas and intergroups have come in because many have found themselves with an excess of money due to being in lockdown mode. Service participation is down and local committee work to carry the message has waned, which is another form of being self-supporting. With the uncertainty in literature sales and group contributions going down will we be able to afford the number of staff needed to carry out all the services that we have asked them for? Even now they are stretched very thin. There are opportunities in all of this, and it is up to us as a self-supporting movement to have vision and plan for our future.

And finally, the opportunities in virtual/online groups.

As a result of our worldwide pandemic, A.A. has truly stepped up to carry the message through virtual technologies. Although this is not really new, many meetings and groups have come about exponentially in the last two years. It is so important that we find paths for these members to participate in the decisions of Alcoholics Anonymous, but there are so many questions that need to be answered before we can truly make informed decisions. Some of these questions are: How do we deal with the international nature of so many of these groups? Where should their voice and vote be? If we have a U.S./Canada online Area will this affect other structures’ Seventh Tradition or participation? When the pandemic is not such an overwhelming concern, will many groups meet in person? Will the membership of the virtual groups begin to fade? How many meetings or groups that are virtual want to be groups within a geographical structure or an online structure of some sort? Are we talking about 50, 100, or thousands? I trust that Alcoholics Anonymous will find a path as a result of being fully informed over the next couple of years.

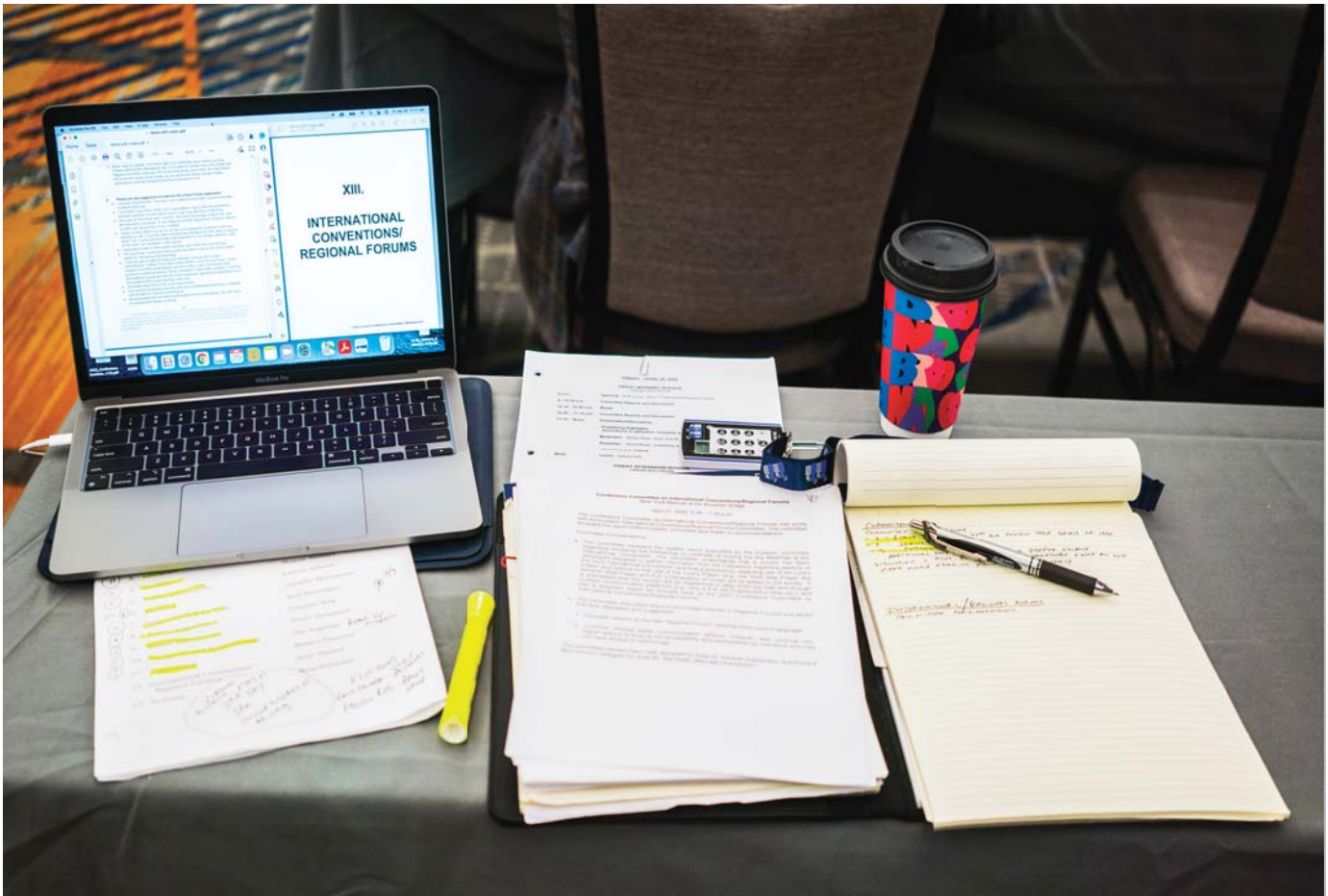
In closing, Alcoholics Anonymous has come such a long way since 1935, 87 years ago! A.A. is still the solution for this alcoholic and for so many others, so we all must remember that what saves our lives is the altruistic nature of our program. We need empathy and vision so that all who need help with their alcoholism know that there is a solution and that we find ways to make sure they feel welcome here. Let’s keep an open mind when choosing our servant leaders and make sure that we have a diverse voice at all levels. To be sustainable in the future, our participation in service and Seventh Tradition contributions requires the whole of A.A. to participate in the discussions and solutions; and let’s always remember to be as informed as we can be before making decisions that will affect A.A. for years to come.

I am grateful beyond words for all of you. Let’s do our best work for those entrusting us! We all need to roll up our sleeves and get to work for those who have not yet found the hope that we have.

With deep love and gratitude.

Kathi F.

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



General Service Board Annual Report

For coming to the General Service Conference and serving as a member of the 72nd General Service Conference, thank you! If you take away nothing else from the speechifying this week, please know that your presence and your work are essential and appreciated. You are creating history by your diligence in attending the first “in-person” General Service Conference since 2019. Covid-19 has caused great damage to the connectedness of our communities as a whole and, specifically, to beloved A.A. groups and meetings. I have read the latest statistics which are confirming the observation that there are troubling increases in the number of people who have a problem with alcohol. More than ever, the hand of A.A. is needed to help anyone, anywhere who wants help with a drinking problem. Let me say it again! Thank you! You are the brave ones who deny the world of woe and doomsayers. You stand tall as you suit up and show up.

It feels a bit strange to write this report weeks before we stand together. This will be my first General Service Conference since I rotated in 2003. I am glad to be back.

And I hold in my heart Bill’s recollection of Dr. Bob saying as Bill left him, “Remember, Bill, let’s not louse this thing up. Let’s keep it simple.” It is a wonderful reminder to not overthink problems. As the planning was underway for this Conference, I was not sure what was going to happen. “Simple” certainly was not the word that came to mind. And the other words are not printable. But there is comfort in the archives, and I would read letters written by Bill. I was reminded of how much discussion and effort it took to even have that first General Service Conference. I cannot begin to describe the efforts that have allowed for all of us to be in person at the 2022 General Service Conference. It has been neither a simple nor a foregone conclusion that we would meet again. The important part is that you pulled out the stops and the message was clear. We need to be working and meeting together.

At Conference this year, I encourage you to take into account the harmful impact of Covid. Please carefully consider your recommendations. I hope that your advisory actions will set priorities that are frugal and achievable. Committee meetings are not necessarily cheap nor effective.

In the years that I was a friend from the sidelines of A.A., I remained grateful for what I have learned from A.A. You know, there are no bosses in A.A. even in very difficult times. Coming back, elected as chair of the GSB on May 1, 2021, has been a very humbling and troubling experience. When I am visiting A.A. events and having a cup of coffee in quiet conversations, I have been struck by the dedication of the members of A.A. who I see at work in the districts and areas. I am sad and troubled when I am told about the meetings that will not happen and groups that have disbanded. I am saddened by some of the disagreeable attitudes and resentments. From 1997 to 2003, I was so very privileged to see A.A. in action where people did disagree without being disagreeable. (Well, most of the time!)

Technology and online are points of risk for disunity. I do not say this lightly because I have been an early lover and adopter of technology. I won't bore you with the battle I fought to get computers in the court. I will share with you about my teaching experience. I taught my first "distance learning class" in 2008. This semester, I am teaching a "virtual class." Some students do well in virtual classes. Other students do better with "in-person" classes. I learned from A.A. that when someone shares their experience, it is a good suggestion to take what you need and leave the rest. I ask my students to talk about what is working for them and what does not work for them. By talking about what works for them, we are more likely to find the right path for each one of them. Maybe, at the general service level, we can recognize that when it comes to the important things in life, like recovery, one size doesn't have to fit all.

Some of you may be wondering what the General Service Board is doing to better serve the Fellowship. Are we providing the right kind of support and the right amount of support so that the message of recovery is being carried? Are we helping the Fellowship find ways to attract newcomers without resorting to evangelism and promotion? My jury is still out. I am not sure what answer to these questions is a good answer. For sure, the General Service Board is not a group of old men hiding in the hills until the battle is over and then riding down to kill the survivors. In fact, the majority of GSB trustees are women. But more importantly, in August 2021, the Board approved an ad hoc committee to address the need for more people participating in service work. That committee, "Increasing Participation in the General Service Structure Through the Lens of the 3rd and 5th Traditions," will report back with ideas on how to attract more people of all descriptions into general service work which will, in turn, make the hand of A.A. more visible and available to anyone, anywhere, who needs help.

To be blunt, maybe we need to rethink how we use the resource so freely offered by those who do general service work. Those servants of A.A. bring their time, talent, and treasure to be used to help carry the message. Do we misuse that most precious resource of all — time — by having meaningless meetings? Is that committee meeting necessary? Is it efficient and time appropriate? Are the meetings more social and recreational than we want

to admit? We make a grave mistake if we are misusing time and discouraging people we need and want from participating in general service.

The board undertook to form two more new ad hoc committees for special issues and concerns. The new committees that were approved are:

1. Process for Development of Criteria, Design, and Initiation of the next GSO Location Study (Location Plus);
2. Trustees' Committee on Participation of Online Groups in the General Service Structure (in response to the Advisory Action of the 71st General Service Conference).

The General Service Board is working on the needs of the future. Yes, we are thinking about policy and practices going forward in the brave new Covid world. You may be asking *why?* In *Our Great Responsibility* in his talk to the 1959 Conference as reported on page 142, Bill W. predicted that "Our problem of the future won't be the problem of re-creating Alcoholics Anonymous, or taking those great long chances and heavy risks. Our problem will be primarily the presentation — or the preservation, the protection and the slow perfecting — of what we have."

In the Keynote Address to the 55th General Service Conference in 2005, John K., a trustee, elaborated on the clear and continuing concern:

The challenge of the next decade is to revitalize all parts of our service structure in order to better serve our groups. If each Conference exhausts itself on the minutiae of internal business, the shape and color of the ornaments we hang on each tree, rather than the overall growth and health of the forest, the work of A.A. will suffer, as will the spiritual basis of our Fellowship.

John K.'s remarks, in regard to the 55th Conference are even more applicable to the 72nd General Service Conference and the General Service Board. The Covid Comeback presents many challenges to all of us. I hope that "in-person" meetings of the General Service Board will help the board to avoid hanging ornaments on a tree. The board will be seeking ways to better address some of the more difficult and divisive questions in the coming year. The General Service Board, Alcoholics Anonymous World Services, Alcoholics Anonymous Grapevine, even the General Service Office should not be islands unto themselves. This recognition makes it obvious that more diligent attention and work on our communications will be required.

Speaking of communications, we get letters and emails. The board appreciates hearing from the Fellowship. Secretary Francis G. reports on the communications received at each meeting and distributes them to the board members for review.

Also, the board receives reports from the operating corporations, Alcoholics Anonymous World Services, Inc. (AAWS) and Alcoholics Anonymous Grapevine, Inc. (AAGV) each meeting. Jimmy D., chair of AAWS, and Josh E., chair of Grapevine, and their boards have served the

Fellowship well through some difficult times this year. Their reports contain valuable information and can foster increased cooperation.

Another aspect in thinking about improved communications is how to engage the Fellowship in constructive ways. There are actually three communications for every communication. There is the report I wrote. There is the report I thought I wrote. And there is the report you are reading. The challenge of communication is to create a message that is the same in actuality as it is perceived by the sender and the recipient.

During the Conference week we will be working together to better support the carrying of the message to the still-suffering alcoholic. I will not be giving this report verbatim. You can email a request for the verbal version of this report to me at Linda.Chezem@Gmail.com. As we celebrate the theme of this 72nd General Service Conference — “A.A. Comes of Age 2.0: Unified in Love and Service” — we recognize that many do not have internet access. Others may have illnesses such as mental health issues or other disabilities that prevent them from attending “in-person” meetings. Our Job One is to support making the hand of A.A. visible and available to anyone, anywhere.

Finally, in my first General Service Conference as board chair, I want to quote from the report given by the chair of the General Service Board at the 55th General Service Conference in 2005. One of my heroines, Elaine McDowell, PhD. (Class A trustee), was the first female and the first lady of color to serve as chair of the General Service Board. She was gracious and wise in her remarks as she shared her thoughts, set out below:

As I took time to reflect on our last year together, I was struck by the many gifts that trustees of the General Service Board receive from A.A. trusted servants. We are given the privilege of observing dedicated service on the front lines here at home in the United States and Canada, and in the far-flung areas of the world. We are able to observe the miracle of recovery in Alcoholics Anonymous demonstrated in the lives and service of so many A.A. members. On behalf of my fellow trustees, I thank you for your service, for your recoveries in A.A. and for your lives.

What she said! Thank you!

Linda Chezem, Chair

Alcoholics Anonymous World Services, Inc.

Alcoholics Anonymous World Services, Inc. (AAWS) is a New York not-for-profit corporation whose board is comprised of nine directors. The members of AAWS are the 21 trustees of the General Service Board who exercise their oversight role by electing all directors of the corporation. The mission of service of the AAWS board is guided by A.A.’s Twelve Concepts for World Service to ensure it fulfills its responsibility for oversight of the General Service Office (GSO). This year’s board was comprised of two general service trustees (Beau B. and Deb K.), two regional trustees (Irma V. and

Jimmy D.), three nontrustee directors (Carolyn W., Vera F., and John W.), and the GSO General Manager (Bob W.) and staff coordinator (Jeff W.). All of these trusted servants have worked together in serving the Fellowship as directors of this affiliate corporation, investing tremendous amounts of time and energy toward forming group consciences around matters related to the fiduciary and legal duties of the director role while keeping front of mind the “spiritual handshake” between Fellowship and trusted servant in areas of delegated authority and responsibility.

In reviewing the past Conference year we are able to note that some major projects have come to the point of successful implementation even as the ongoing pandemic continued to negatively impact deadlines and timelines and the full reopening of our General Service Office. Whether virtual, physical, or hybrid, AAWS has continued to endeavor to meet or exceed expectations in performing its four main functions:

- Services (to groups and members, professionals and the general public, and international structures and emerging A.A. efforts).
- Publishing (creating/editing/translating/distributing Conference-approved literature and service material communicating the message of A.A. and its purpose and mission within our U.S./Canada service structure and around the globe).
- Archives (maintaining for A.A.’s future the vast and rich repository of the collective experience of our past, responding to hundreds of annual requests for research/documentation/information, keeping permanent records of all board and committee meetings/GSC records, and constantly responding to internal requests from trustees, directors, and staff to help inform ongoing work in service to the Fellowship).
- Finance (ensuring that the Seventh Tradition contributions from the Fellowship to the General Service Board are prudently employed to support and advance A.A.’s service efforts through detailed budgeting/reporting and fiscal accountability to the membership).

We have continued to support the Fellowship’s firm resolve that when anyone, anywhere reaches out for the hand of A.A. we are responsible. It would be unconscionable to expect that A.A.’s “headquarters,” as Bill W. often called GSO, would not follow the lead of the movement in this, our very own flying-blind period. The employees of AAWS, directors of its corporate board, and members of the General Service Board have all found strength and solace in the steady forward pace exemplified by the membership. We are a society that formed from calamity and negative circumstance; we flourish in adverse situations; we participate more emphatically and with more enthusiasm when challenged. We have found without question that Alcoholics Anonymous is not an address or a time on a clock and that our spiritual principles can and will guide us through all manner of physical or material challenges.

Each year the directors serving on the AAWS board



GENERAL SERVICE OFFICE

A.A. WORLD SERVICES, INC.
AA GRAPEVINE, INC.

report to the General Service Conference on services provided by GSO, AAWS publishing activities, and other projects and actions undertaken by the board. It is the responsibility of AAWS and GSO to serve the Fellowship of Alcoholics Anonymous, to respond to and fulfill requests from our Fellowship and Conference, and to support the Twelfth Step efforts of members and groups to assist in reaching the still-suffering alcoholic. In keeping with that tradition it is my privilege on behalf of the board to offer to you some of the highlights of AAWS activities over the past year.

The AAWS board met seven times since the close of the 2021 General Service Conference, which included one special meeting called in February 2022. In each of these meetings the board receives reports from various GSO departments, managers, and staff; reviews updates on services and gives input and guidance on how best to respond to the Fellowship's requests; monitors progress and advises on implementation and development of Conference and board recommendations; establishes pricing on new and revised publications in the spirit of providing literature as a life-saving message and not as a profit center; and ensures the integrity of the A.A. message held in trust for the Fellowship by reviewing requests from those seeking permission to reprint A.A. materials and literature. Not a single one of these meetings ended anywhere close to the time scheduled — attributable in part to perhaps less than stellar chairmanship but certainly the vast amount of ongoing work in the office was a contributing factor as well. In addition, the board held strategic planning meetings in September 2021, December 2021, and March 2022 with the March

meeting coordinated by our own Class A trustee Sister Judith Ann Karam. The AAWS board extends its gratitude to Sister Judith for the time and effort she invested in helping us formulate a working plan to help inform future endeavors of the AAWS board and the General Service Office. AAWS employs the committee system in order to function effectively in overseeing the many business and service matters that come before the board. The standing committees of AAWS are:

- Internal Audit, which reviews all internal audit processes and documentation and sets parameters that keep the board and office in alignment with state and federal laws and guidelines governing non-profit corporations while always keeping in mind A.A.'s set of guiding spiritual principles.
- Finance, which oversees budgeting and financial results of GSO and our publishing activities; utilizing our NetSuite system to produce detailed financial statements and analyses governed by the spirit of the Seventh Tradition regarding both the expressed need of the service and the most prudent way to bring the service to fruition.
- Nominating, which reviews résumés, conducts interviews, and makes recommendations to the AAWS board and trustees' Nominating Committee to fill vacancies for AAWS nontrustee directors and general service trustees.
- Publishing, which analyzes proceeds from literature and makes pricing recommendations, reviews progress reports for literature revisions and new literature items received via Conference advisory actions and

committee considerations, ensures A.A. copyrights are respected and Intellectual Property concerns are addressed on behalf of the Fellowship, and is informed about and exercises oversight of international requests for licensing and translation.

- Technology/Communication/Services, which addresses the digital content needs of all service assignments, reviews reports and makes suggestions to further GSO's efforts in carrying the message on digital/virtual platforms including aa.org, Meeting Guide, AAWS YouTube channel, and Google for Non-Profits internal technology and communication efforts utilizing the ERP/NetSuite system and other software solutions within the oversight role of this committee to continue to improve communication within AAWS/GSO and with the Fellowship we serve.
- Self-Support Subcommittee, which suggests, creates, reviews self-support materials and methods of communication to engage the Fellowship in our Seventh Tradition on behalf of the General Service Board which is the recipient of all Seventh Tradition contributions with AAWS/GSO as the beneficiary.

As we travel through this "year in review" it is important to note that all of these benchmarks and accomplishments have been effected while dealing with the ramifications throughout all of A.A. in adjusting to life during the pandemic. The Fellowship has not curtailed nor suspended its collective efforts in carrying the A.A. message, thus their AAWS Board and General Service Office can and will continue to provide whatever is requested to support those efforts. Over 7,600 phone calls were received at the main number 212-870-3400 in the time period from July 2021 through March 2022.

Reduced Shipping Charges/Mixed-Title Discounts — One of innumerable positive outcomes of the utilization of A.A.'s committee system in AAWS this year was the permanent implementation of a reduced shipping charge for orders from the webstore. The AAWS Delta subcommittee worked for several years, concentrating on evaluating various pricing structures of A.A. literature with the goal of making sure our literature services carried equal costs across various formats and languages and worked to develop shipping charges that would not penalize the small purchaser (single book for example, or smaller orders from A.A. entities or A.A. Intergroup/Central Offices), and one that would respect the spiritual exchange of literature plus experience that the IGCOs and local A.A. service bodies offer. Reduced shipping charges have been successfully implemented after a five-month trial period and make our literature more financially accessible to those who seek our help. Delta's initial work was also the source for the mixed-title discount six-month test period which began on March 31 with the support of Intergroups and Central Offices across the U.S./Canada structure. This plan enables groups, districts, areas, and local service offices to provide a broad spectrum of A.A. literature at a palatable price point for the member or potential member.



New Website Release — The multi-year efforts toward release of a new look/new feel/improved functionality www.aa.org came to fruition with the website release in mid-December. This project was coordinated through our Communication Services department and Technology department but almost every employee at GSO has significant material and spiritual equity in the finished product, which presents our program in a simple and easy-to-follow virtual environment. Considering there are tens of millions of visits to our website each year from both A.A. members and thousands of non-A.A.s, our Internet presence plays a vitally important role in making the A.A. message available. Work continues on resolution of various initial release issues and enhancements which have been made infinitely easier to perform and maintain on the new platform. Online access to A.A. literature, service material, and information about A.A. via a web interface that allows the user to quickly access materials relevant to their need gives enormous positive momentum to our Twelfth Step efforts as a Fellowship. *Daily Reflections*, Find A.A. Near You, and the online Big Book remain the highest traffic features of the website. A significant capital investment by the Fellowship in furthering our ability to carry our message, ongoing maintenance and application support of www.aa.org will be handled by a contract webmaster for fiscally prudent administration of this crucial Fellowship asset.

Fellowship Connection — Not unlike our individual journeys that resulted in membership in A.A., the Fellowship Connection project started with low air speed and altitude and less than stellar communication. Implementing a plan involving the engagement of area trusted servants and the formation of both internal and external working groups has resulted in a cooperative effort that has seen multiple releases and enhancements over the past year. While there are ongoing problems being addressed with the member and group data that was converted from our legacy systems to NetSuite, it is readily apparent that providing a platform and training for area registrars and trusted servants to maintain their own data has had a tremendously positive impact in both the ability of local trusted servants to maintain their own records and the reduced administrative overhead at our General Service Office. Over 7,729 group, district, and area record updates were performed via Fellowship Connection in the nine-month period between July 2021 and March 2022.

Corrections Correspondence Service — Since Warden Duffy's efforts at San Quentin we as a society have been actively engaged in carrying the A.A. message to our fellows behind the walls. All A.A.s are therefore vested in the successful development and implementation of a brand-new CCS system this past year, maintained by the Corrections assignment at GSO. Once again multiple

departments and working groups within GSO collaborated in seeing this project through to its successful launch and implementation. The legacy system had flaws in multiple areas including the matching of sober A.A.s on the outside with those on the inside which of course is root and branch of these efforts.

Member Services — As part of the ongoing efforts in AAWS/GSO to achieve maximum service benefits from the ERP/NetSuite environment and to further efforts to identify and implement efficiencies of scale, a new Member Services department was unveiled on June 28, 2021. This "one-stop-shop" approach consolidates functions that formerly resided in silos across GSO in the areas of records, contributions, and general member inquiry. Currently, a department of six employees, five of whom are bilingual English/Spanish and/or English/French, this small group is assisted by the technology of the Front application which has helped the department handle 22,400 unique email requests from the Fellowship, 4,381 phone calls, 26,800 literature orders, 5,582 group/district/area updates in the period from end of June 2021 through the end of March 2022. One substantial benefit of this new centralized department is in enabling the office and board to collect and analyze data around the types of inquiries received, which will inform future developments in order to continue to enhance response-time to questions and problems from the Fellowship and also determine new approaches to providing information via technologies such as thread-based forums, informational videos, etc. which have been subjects of Conference committee discussions and committee considerations in prior years.

Virtual Regional Forums — The logistics and execution of the General Service Board's Regional Forums is the responsibility of our General Service Office. Our ability to engage with one another in the virtual environment, which was a learning experience in 2020 during the first few months of the pandemic, "came of age" in 2021 to the point at which all four Regional Forums in 2021 were hosted virtually and implemented full Forum schedules. The success of these events could be gauged by the number of first-time attendees registered at each of the Forums held in the Northeast, West Central, East Central, and Southwest Regions of the U.S./Canada service structure. Thousands of forum "newcomers" attended these regional events and for the first time experienced the true spirit of our Third Legacy of Service as exemplified by the inverted triangle. An unexpected plus as a byproduct of the virtual platform was the tremendous number of Ask-It-Basket chat questions posed and answered in real-time during the forum weekend so while we may have sacrificed in-person ice cream we experienced a level of real-time communication that all hope to emulate in our return to in-person Regional Forum events in 2022.

Intergroups & Central Offices — Members of the AAWS Board, the general manager, Group Services Staff Member, and employees of the Publishing and Member Services departments joined with their fellows from the A.A.



Grapevine board, Grapevine employees, and Intergroup and Central Office special workers in the 36th Annual Intergroup Seminar held virtually in October 2021. Our common welfare as service offices in Alcoholics Anonymous has come more and more to the forefront of discussions around self-support, literature as a service rather than a profit center, and the resolve to support our common primary purpose to help alcoholics achieve sobriety. The AAWS chair and treasurer, general manager, and Group Services staff member have actively participated in the IGCO Communications Committee quarterly meetings, a precedent that began in 2020 and continues unabated. Increased understanding of one another's distinct roles and responsibilities to the common constituency of A.A. has been a byproduct of this increased level of communication.

International — While all international travel was suspended in 2021, the International staff member continued to coordinate international communications and ongoing service efforts worldwide with active participation in these efforts by our trustees-at-large. Our zonal REDELA meeting in 2021 was a hybrid affair which required much coordination involving the U.S./Canada structure. Remote community international A.A. efforts in our REDELA service zone continue to be ably supported by utilizing virtual technologies to reach those otherwise isolated by distance and geography. The North/South Connections event coming in July 2022 will link the A.A. experience across tens of thousands of miles. Our participation in the 27th World Service Meeting hosted by Tokyo, Japan will also be in the virtual space in October 2022. In-person international trips on a very limited scale resumed only recently with the general manager and trustee-at-large/U.S. traveling to Cuba in March and our trustee-at-large/Canada and International staff member traveling to Portugal in early April. Prudence has been the guiding principle as we return to in-person gatherings to share our experience, strength and hope.

Meeting Guide/YouTube Channel/Google for Non-Profits — The Communication Services department along with the support vendor Foster Made have continued to enhance the Meeting Guide app. We continue to see the application reach a broader audience as a service tool with estimates of over 200,000 subscribers. Meeting Guide also employs the power of cooperation among local A.A. entities and the General Service Office in gathering and publishing accurate A.A. meeting information. Meeting Guide has begun to expand its capabilities as an important communication tool in our Fellowship.

Our YouTube channel continues to evolve as a public information tool with guidance from the trustees' and Conference Public Information committees and the support and direction of the Communication Services department. There have been various technical challenges during the YouTube evolution which have been resolved as they present themselves by the diligent efforts of Communication Services staff and their tenacious resolve to use YouTube as a vehicle for the A.A. message.

We continue to see the improved presence of our A.A. resources online via participation in the Google for Non-Profits (Google Ads) program. Our two initial campaigns built around "Need Help" and "Find A.A." help to give precedence to resources available via www.aa.org as opposed to non-A.A. sources. The total campaign spend for 2021 was \$13,010.64, which of course is far below the maximum allowable spend of \$10K per month, but with the efforts of Communication Services and input from trustee and Conference committees we continue to evaluate/expand our keywords and "ticklers" along with suggestions for new campaigns to implement in the near future as this resource continues to improve and grow.

Financial — A complete picture of our 2021 finances will of course be part of our General Service Board treasurer's report. However, as GSO is funded in large part by the Seventh Tradition contributions of the Fellowship to the General Service Board with the remaining inflows coming from sales of A.A. literature (assets of the Fellowship held in trust by AAWS), our Finance department has implemented a robust budgeting process which actively engages department managers at GSO and also includes budget justifications to assist the AAWS board and General Service Board in executing their oversight role and fiduciary responsibilities.

- Another record year for Seventh Tradition participation in the Fellowship with \$10,782,983 received from groups, members, and A.A. entities in 2021! 77% of these funds were received via postal mail (\$8.288 million) and 23% of contributions were made online (\$2.494 million). Partial implementation of the LockBox feature with Chase Bank starting in late 2020/early 2021 has helped our Finance department process postal mail contributions with much greater efficiencies of scale and certainly has benefited us during the pandemic. There were 30 "extraordinary" contributions from A.A. entities received during 2021 totaling \$570,413 (5.3% of the total amount contributed). We believe these contributions are a result of restricted local service activities during Covid which caused treasuries to exceed maximum prudent reserves.
- Literature sales in 2021 improved considerably from the dismal numbers in 2020. Gross sales net of discounts were \$11.352 million. Printing/shipping/warehousing expenses reflected a significant uptick from pre-pandemic levels and totaled \$5.054 million with net proceeds from literature in 2021 at \$6.297 million. While we saw a dramatic decrease in sales at the onset of the pandemic, with only marginal upward trends throughout 2020 followed by an encouraging positive trend over most of 2021, the month-to-month numbers have been unpredictable. The AAWS board and Publishing department have responded to this unpredictability with more conservative budget estimates for 2021 and 2022 and have also allowed these trends to help inform our discussions around our Seventh Tradition and being the best stewards possible of the A.A. dollar that is entrusted to GSO by the Fellowship through the General Service Board.

- Expenses of GSO in 2021 totaling \$15.679 million were kept at or below budgeted figures in almost all categories. Substantive cost containment and non-essential project deferrals that began in 2020 have continued unabated in 2021 and have been given priority when developing the 2022 budget. Utilizing NetSuite budgeting capabilities and actively engaging all departments in the budgeting process at GSO has enabled the office to acknowledge the spiritual participation and material sacrifice of the Fellowship via our Seventh Tradition by examining all our service efforts using the benchmark of “Is this service really necessary?”
- Operating surplus for AAWs/GSO, which includes GSB Seventh Tradition contributions, was \$1.697 million compared to a budgeted net surplus of \$1.197 million. While the Income Statement bottom line reflects the record-setting level of support from the Fellowship and reflects the diligent efforts of board and office to meet the unpredictable financial environment during Covid, the GSB Treasurer’s report will go into much greater detail on how this very encouraging result only positively impacts our cash position by \$53,000 in 2021 because of cash outlays for capitalized expenditures which are not reflected on the Income Statement.
- Our 2022 budget has conservatively estimated gross literature sales at \$11 million, Seventh Tradition contributions at \$10 million, cost of goods at \$4.35 million, and expenses of \$18 million for a net deficit of \$1.33 million. The budget deficit will be funded by the net surplus from 2021 while understanding that regular and transparent communication within the Fellowship and shared ownership of the expenses related to providing services to groups and members has historically resulted in Seventh Tradition responses from groups and members to meet our needs.
- The Finance department at GSO has an oversight and reporting responsibility for our Reserve Fund on behalf of the trustees’ Finance Committee and the General Service Board. The Reserve Fund balance (net of Grapevine subscription liability) at December 31, 2021 is \$12,822,286.
- Our Defined Benefit and Post-Retirement Health liabilities (including both AAWs and AAGV retirees and former employees) are conservatively invested and monitored by the trustees’ Retirement committees charged with their oversight. These funds have benefited from prudent investment and positive market trends. It has not been necessary to commit cash to these liabilities in either 2020 or 2021 nor is any cash commitment expected in 2022, keeping in mind that a significant downturn in economic conditions will impact the value of assets in these funds.



Publishing — The department has faced many crises it could not postpone nor evade in the past year related to paper shortages, supply chain disruptions, and other unforeseen circumstances that are now part and parcel of existing in the time of the pandemic. Entire printing operations have been shut down for periods when impacted by Covid-19. The publishing team has employed foresight and fortitude in their commitment to make sure that A.A.’s message of hope is available to anyone, anywhere through the service of producing and providing our A.A. literature. Priorities have been set to ensure that the book *Alcoholics Anonymous* is available in all formats when decisions have had to be made about the use of limited materials in print runs. A “digital first” approach has been adopted when thinking about delivery dates for Conference-approved literature and literature updates as requested by advisory action. Publishing has worked closely with our Finance department to stockpile paper, which is a treasured commodity in the pandemic world. In order to evaluate whether our efforts in the publishing area have been successful the Big Book phrase “let’s look at the record” is apropos.

The Big Book, *Alcoholics Anonymous*, is currently available in 73 languages. There are 28 Big Book translations pending in various stages of development or completion. This includes 20 new translations and 8 revisions/re-translations. *Twelve Steps and Twelve Traditions* is available in 51 translations with 3 new translations pending. *Daily Reflections* is available in 38 translations with 2 translations pending. *Living Sober* is available



in 37 languages with 5 translations pending. *Alcoholics Anonymous Comes of Age* is available in 20 languages with 3 translations pending.

Per the advisory actions of the 71st General Service Conference the newly designed A.A. Service Manual was completed and made available to the Fellowship. The “Hispanic Women in A.A.” and “Faith Leaders Ask About Alcoholics Anonymous” pamphlets were finalized and produced. Other pamphlet revisions were made in our three Conference languages as supplies exhausted and items came up for reprint, notably “Frequently Asked Questions About A.A.,” “Questions & Answers on Sponsorship,” “Self-Support: Where Money and Spirituality Mix,” and “The A.A. Group Treasurer.” A list has been compiled of all titles affected by the terminology changes in our Corrections-focused literature along with inventories of available stock in order to develop timelines for edits. Publishing has worked closely with trustees’ Literature and the TABB subcommittee in the ongoing work related to the publication of the plain and simple language translation of the book *Alcoholics Anonymous*.

A language translation working group has formed in order to address the deluge of internal translation requests and assure parity in the availability of materi-

als in all three Conference languages, working toward improving timelines and cultivating resources to address systemic issues.

Publishing is currently undergoing an audit of our international licensing and translation procedures to identify areas for improvement and to evaluate technological solutions which should address and resolve some weak points in the many processes involved in executing and maintaining our copyrights and licensing agreements with A.A. structures and entities worldwide. AAWS holds in trust for the Fellowship over 1,600 copyrights/trademarks which are monitored and maintained by the Publishing department and our Intellectual Property staff member. There were 50 translation reviews across 21 languages performed by our contracted translation-evaluation services in 2021 (2020 saw 27 reviews across 14 languages); 2021 saw 222 licenses across 14 countries executed to reproduce and distribute AAWS copyrighted items (2020 totals were 73 licenses across 6 countries). Various titles across the broad spectrum of A.A. literature exist in 111 languages worldwide. These licenses ensure that the life-giving message of Alcoholics Anonymous is made available around the globe and their spiritual value is incalculable. The AAWS board will receive reports from the audit, with management planning to take immediate action to employ whatever tools are necessary in order to establish checkpoints to ensure the streamlined execution of agreements and accurate maintenance of the records pertaining to these Fellowship assets.

The department continues its efforts to fulfill the Fellowship’s request to make A.A. literature available in digital formats. As of November 2021 our enhanced digital distribution efforts resulted in 36,422 units distributed of which 13,113 were for our *Big Book*, 8,633 for *Twelve Steps and Twelve Traditions*, 4,210 for *As Bill Sees It*, and 3,529 for *Daily Reflections*. The three largest digital retailers are Amazon Digital, Apple, and Google. The audiobook unit count totaled 15,301 units with Audible the primary retailer of these products and the *Big Book*, *Twelve Steps and Twelve Traditions*, and *Living Sober* the predominant titles. Contracts continue to be reviewed and executed with the myriad of vendors engaged by correctional facilities in the U.S./Canada structure in order to provide A.A. literature to our fellows behind the walls while ensuring that local CFC committees are informed about digital literature efforts and delivery.

Archives — While most members think of this department as a repository of all things germane to the history of our Fellowship, literally millions of pages of printed and handwritten material, photos, audio files, Conference and board records (and Bill’s couch), the Archives department also performs an integral role in the AAWS and GSB work performed at the direction of the Conference and Fellowship. Whereas we report “official” counts of responses to requests for various materials and research items from within the Fellowship and outside researchers/inquiring minds (which number in the hundreds approaching thousands per year) it is important to

note that whenever any committee or subcommittee of the boards works toward forming a conscience around a particular issue or area of concern, the Archives department is almost always engaged. The department oversees and maintains a voluminous amount of material on behalf of the membership. Archives continues to record and preserve the history of the Fellowship in real-time. A records management audit is currently in progress in the Archives department to ensure that our entire organization follows generally accepted guidelines related to the preservation of board and office records.

Communication Services — This department of the General Service Board plays a vital role in fulfilling Conference advisory actions and committee considerations as they relate to our internal communications and Public Information efforts. The absence of a director after long-time employee Clement C.'s retirement last fall did not diminish the department's ability to deliver the new www.aa.org, support ongoing enhancements to Meeting Guide, discuss ways to implement suggestions from the Conference and trustees' Public Information committees and AAWS. Technology and Communication Services (TCS) Committee related to LinkedIn and other public information efforts, publish new PSAs, adapt legacy-formatted materials for use on current platforms such as YouTube and the new website, and facilitate innumerable office and board requests for communication dissemination and distribution. New platforms are being implemented to collect analytics for the Conference, boards and management review of website visits, Google Ad saturation, and keyword implementation toward fulfilling the goal of making the A.A. message easily accessible in virtual environments. Communication Services has played a significant role in the development of the beta podcast produced by GSO for Conference evaluation this year. The department has also taken an active role in the ongoing discussions related to development of an A.A. service app and discussion around thread-based forums as board/office/Fellowship communication tools. A thorough search for a new director of the department resulted in Clorinda V.'s arrival at GSO in late February 2022. While not a requirement for the position, Clorinda's acceptance of the position ensures that a member of the Fellowship is guiding the ongoing efforts of this department and we look forward to her leadership and impact on our Communications department.

Technology Services — Vast strides have been made in the areas of technology at GSO in the past few years and 2021 has been no exception. It is certainly proof of concept and a compliment to this department's capabilities that when our office closed in March 2020 our ability to provide services to groups and members, albeit with some hiccups, continued unabated. Tech Services is actively engaged in the development of our business and continuity plan, utilizing real-time experiences during the pandemic to help inform this work. The department is leading the Board Communications Discovery Project to identify and evaluate a platform or platforms to replace or enhance internal tools such as our Dashboard to achieve more efficient and less repetitive communication efforts among

employees/staff, directors and trustees. Oversight and implementation of the ERP/NetSuite application and other task-specific application software across GSO are coordinated via Technology Services thus the department plays a significant role in implementing efficiencies of scale and improving our employees' work experience through technological advances. The ERP Roadmap effort is a typical example of careful planning and broad engagement of all those involved in software application and execution. By applying the methodical approach of using native application capabilities with minimal adaptation/modification has enabled this department to assist AAWS/GSO in reducing or eliminating the level of customizations and absence of end-user engagement that created a "do over" approach to software implementation. Over the past few weeks Technology Services and the general manager have collaborated with our consultants to develop the web portal that will receive submissions of members' stories for possible inclusion in the Fifth Edition of the book *Alcoholics Anonymous*. This web portal has been designed with the vision that it can be readily expanded to accommodate future submissions for new or revised A.A. literature such as the Fourth Edition of the Spanish Big Book, *Alcohólicos Anónimos*, and revisions to the "A.A. for the Black and African-American Alcoholic" and "A.A. for the Native North American."





General Manager/Staff — GSO welcomed former trustee-at-large U.S. Bob W. as our sole executive on June 1, 2021. Since that time Bob has assumed the new role with the overarching theme of practicing A.A.'s spiritual principles in all our office affairs. Amplifying these efforts includes the implementation of a GSO 1728 meeting to better inform our nonalcoholic employees about Alcoholics Anonymous and encourage their alignment with our mission to serve the Fellowship.

There have been some rotations among staff over the past year with various assignments needing additional coverage or assistance while the hiring processes for new staff members is executed. Some of our past GSO staff have returned as contract employees to assist newer staff with executing their roles and responsibilities on service desks that are unfamiliar to them, rebuilding the long legacy of experience after the retirements of 2020. It is a tribute to the spiritual construct of our General Service Office that these former employees continue their willingness to assist when asked or when needed. It is with gratitude that the AAWS board recognizes the extraordinary commitment exhibited by our Tradition Eight special workers. Circumstances related to the pandemic have created complexities out of the most mundane of tasks — writing a letter or making a telephone call has sometimes been almost impossible if any source material was required that could not be accessed electronically. All of the assignments have endeavored to continue to support our efforts in carrying the A.A. message in both old and new ways, which has required a level of adaptability and intuition that would not have been imagined two years ago.

METS/Office Services/Mail Room — “METS” is A.A.'s events team — Meetings Events and Travel Services — a powerhouse of two employees, both nonalcoholic, who coordinate

all virtual and in-person board meetings, Regional Forums, and our General Service Conference. Their first in-person event for A.A. occurred with the October/November GSB weekend last fall and they have certainly proved their mettle in executing these events, which involve significant cost to the Fellowship, with prudence and efficiency. Office services has played a part in the important role of identifying possible cost containment within the office, an example of which is the renegotiation of our copier lease contracts which saved the Fellowship approximately \$25,000 this past year. The mail and shipping team is an integral part of A.A. and our office, ensuring that all requests, contributions, and submissions to GSO and AAWS find their proper destination. We are all aware that the adoption of the new P.O. Box to use for Seventh Tradition contributions to the General Service Board is not an overnight matter. The mailroom sorted and distributed almost 8,800 pieces of incoming mail and handled 4,700 pieces of outgoing mail in just the first two months of 2022.

Human Resources — Sareen Pearl (nonalcoholic) left GSO earlier this year and we have engaged an outside consultant to locate her replacement as Director of Human Services. Members of the AAWS and AAGV corporate boards who bring professional experience have been invited by management to participate in the interview process — an excellent example of those with different roles and responsibilities working together toward a common solution. This same process was followed by engaging the corporate board treasurers in the fall of 2020 when our now-not-new CFO was hired. The HR department has continued to serve our employees well in this interim leadership period. As of March 31 there are 81 full-time and 3 part-time employees at GSO, 45 of whom are exempt and 39 hourly. Ensuring that GSO and our office environment mirror the enthusiastic and energetic feelings within A.A.

has always been of primary importance, even when it was only Ruth Hock being paid in Works Publishing stock on Vesey Street in the tenuous beginnings of our movement. Parts of the GSO work experience over the past two years have mimicked that earliest of times in our history with all the attendant trials and tribulations. As in prior decades, we have worked to resolve challenges while supported by the boards and the Fellowship. The initial hybrid reopening of our office was impeded by yet another variant of the virus at the beginning of this year. These obstacles have been successfully addressed in large measure by the Return to Work task force and members of Human Resources. [As of this writing, our all-employee “huddles” and continuing open and frank discussions are helping support our movement toward a full reopening of the General Service Office.]

AAWS Board — It is fitting to conclude this report to you by addressing various topics that have come through our board agendas in the last Conference year as all these efforts have been supported by the various employees and departments within AAWS and GSO described above.

- Safety and Service Material (SMF-209). The publication of the service pieces last year related to safety in A.A., specifically the SMF-209 material, resulted in a significant amount of discussion and expressed concern within the Fellowship. The board engaged in lengthy discussions around this topic and determined at its December 2021 meeting that a review and revision of the material was in order, taking into account sharing from the Fellowship and members of the board. A working group of staff members was formed to execute the revision which was delivered in early January and sent for legal review. After receipt from the attorneys, the final copy was reviewed and approved by both the AAWS board and the internal working group in a special AAWS board meeting called in February 2022. The culmination of these efforts by board and office resulted in distribution of the revised SMF-209 and ancillary materials to all Conference members in early April 2022. Due to the lack of clarity among those parties engaged in the creation of service material, a subcommittee of AAWS was constituted and charged with review of the history of service material and how that has informed current processes, identifying how the collective experience of A.A. is gathered to warrant production of service material and asked to suggest possible improvements to that process, and determining what defines service material and what determines whether a broader conscience is sought prior to publication. This subcommittee will report to the AAWS board the results of its work in a future meeting.
- Alcoholicsanonymous.com. Discussions within the AAWS board related to this non-A.A. website have occurred periodically during the last year in an effort to determine the best approach forward to distinguish www.aa.org and the Fellowship of Alcoholics Anonymous from this for-profit entity. All discussions have included A.A. Traditions and Concepts as gov-

erning principles and these conversations continue as more is revealed with the AAWS board making sure to regularly report the nature and substance of these discussions to the General Service Board.

- Discussion and support of a letter to Defined Benefit Plan participants. A recommendation from the Retirement Committee of the General Service Board was drafted to all Defined Benefit Plan participants stating that the current position of all three boards (GSB, AAWS, AAGV) would be to cease further consideration of selling/annuitizing the old retirement plan, and commit to engaging our retiree population if circumstances warranted having these types of discussion in the future. AAWS held multiple discussions around this topic to ensure the board’s position reconciled with our fiduciary duties and our commitment to our retirees and endorsed the letter by vote in the February 2022 special meeting.
- With the support and direction of the General Service Board and the AAWS board, AAWS/GSO has developed a viable path forward for the employment of Canadian citizens that does not involve establishing a business presence in Canada.
- The AAWS board and the AAWS Self-Support subcommittee requested sharing from the Fellowship around “virtual” baskets from the lens of our Traditions, in response to a Conference proposed agenda item forwarded to the board for consideration. This sharing was communicated to the trustees’ Finance Committee for consideration in updating related pieces of A.A. literature and service material reflecting this shared experience.
- The AAWS board, as a result of the work of the Internal Audit Committee, modified our internal budget policy for those items not considered part of the ordinary course of business to set a cap of \$50,000 on expenditures not requiring board approval in support of the board’s fiscal responsibility to the Fellowship.
- The board engaged in a thorough discussion around the Conference proposed agenda item regarding the pricing arrangement between AAWS and local Intergroups and Central Offices. Our ongoing communication with the IGCO Communications Committee and the active engagement of the Group Services assignment helped to inform the discussion. While no action was taken on the suggested item at the December 2021 AAWS meeting, a future IGCO Communications Committee meeting solidified our common purpose approach as service offices of A.A., and retired any ongoing discussion about unique pricing models. Our efforts in the areas of making reduced shipping fees permanent and implementing the mixed-title discount experiment supported our commitment to continued cooperation and support among local A.A. structures and AAWS.
- AAWS Nominating reviewed and discussed 36 résumés submitted for the 2022 nontrustee director position and conducted nine virtual interviews to select a nom-

inee to put forward to the AAWS board and trustees' Nominating Committee.

On behalf of your AAWS board, I want to thank each and every one of you for your support of our efforts in service to the Fellowship. Leadership, Bill said, is ever a vital need.

Jimmy D. — Chairperson

AA Grapevine, Inc.

In 1946 Bill W. wrote:

...The Trustees are the Conscience of A.A., the Central Office is the Heart of A.A., and the Grapevine is the Voice of A.A. When these functions are bound together into a working unit, we shall be able to relegate the founders of A.A. to the sidelines, where probably they long since should have been sitting...

At that point in the mid-forties Bill W. was in the process of the bringing the Grapevine newsletter into the formal structure of Alcoholics Anonymous while simultaneously planning the service structure we all now serve. That service structure and this Conference have taken their appropriate places together with your trustees as the Conscience of A.A. Our service office and its dedicated staff are wonderful examples of the heart of A.A. And Grapevine continues to grow in its mission to be your voice.

That was a time of great growth and prosperity for our Fellowship. The older members of A.A., and Bill in particular, were seeking the best possible organizational structure to protect the movement they had created, nurtured and grown. It would be years later, when the actual proposal to form the very Conference we all participate in this year was sent to the groups of Alcoholics Anonymous all around the country and the world in the pages of its magazine, Grapevine, in the December 1950 issue. The article began with this statement:

WE, who are the older members of A.A., bequeath to you who are younger, these three legacies — the "12 Steps of Recovery," the "12 Traditions" and now the "General Services of Alcoholics Anonymous." Two of these legacies have long been in your keeping. By the 12 Steps we have recovered from alcoholism; by the 12 Traditions we are achieving a fine unity.

Being someday perishable, Dr. Bob and I now wish to deliver to the members of A.A. their third legacy. Since 1938 we and our friends have been holding it in trust. This legacy is the General Headquarters Services of Alcoholics Anonymous — the Alcoholic Foundation, the A.A. Book, The A.A. Grapevine and the A.A. General Office. These are the principal Services which have enabled our Society to function and to grow.

In March of 1946 Bill was still trying to work out the healthiest relationship between these principal services and servants and he wrote a letter to a lawyer named Royal Shepard, who was drafting the articles of incorporation for Grapevine in an attempt to lay out that vision. It included 12 points summarizing the vision of the found-

ers, the trustees and the Grapevine editors at the time for what our magazine should be.

In trying to think the Grapevine matter through, I have asked myself what would be the ideal relationship of the paper to the A.A. groups as a whole, to the Board of Trustees of the Alcoholic Foundation, and to the general public. After consulting the Grapeviners and most of the Board of Trustees, our collective thinking about an ideal for the Grapevine has taken on a fairly definite shape.

This document introduced goals like:

"The Grapevine should become the Voice of A.A. as a whole."

"The Grapevine staff should be primarily responsive to A.A. Group opinion and tradition."

"The Grapevine Editor should be the ultimate judge of what is to be printed."

"...the Trustees should not have, under normal conditions, any power to dictate to the Grapevine staff so long as the paper conforms to the spirit of the 12 steps of Alcoholics Anonymous and keeps its financial house in order. Under ordinary conditions the Trustees should be able to suggest and advise — but not to command."

"The Grapevine should have freedom to print news articles relative to the whole field of alcoholism, excepting, however, those which might provoke needless dissension."

Many of the points from this letter are often quoted as a foundational source for Grapevine's editorial autonomy and its publishing mission, or the expression of why we publish articles from non-A.A. sources about the field of alcoholism. But the document as a whole contains so very much more about our founders', early servants', and trustees' vision and hope for the relationship between all of the principal services and servants of Alcoholics Anonymous. I think it is such an important piece of our history that, with permission from our friends at Stepping Stones, I am attaching it in its entirety as an appendix to this report for your information, inspiration and hopefully your pleasure. (See page 23)

Back in 1946 six overworked volunteer members collected, wrote and published the experience of founding groups from around the country. Bud T., Lois K., Priscilla P., Chase H., Marty M., and Felicia Z. created and published each issue. They printed letters from groups and servicemen with whom they actively corresponded. They got the word out about the latest news from the office in New York and articles about alcoholism in the public sector. They printed proposals explaining the origins of our traditions and their subsequent need. They printed shared experience from groups and members far and wide so that all could see what sobriety looked like. It took six people to craft all eight pages.

In 2022 nine overworked paid employees and a few part time assistants publish two 64-page magazines, one monthly in English, the other bi-monthly in Spanish, with two unique websites, one for each magazine and each entirely in their respective languages. They record and publish the audio of every issue on the website.



Repackage and redistribute that audio as content on YouTube while collecting any videos submitted by the membership to publish. They create content for, and manage, two social media pages on Instagram, one in English the other in Spanish, and one weekly English-language podcast. At the same time they also publish a library of over 40 books across three languages and average one or two new collections annually.

In many ways we have come such a long way. In many others we continue to grow and fine-tune that balance that Bill speaks about in his letter to Royal. While the mission continues, and expands into a variety of new territories, we continue to face the challenge of transition from a print-first magazine company to a digital-first media company. We continue to try to chart our place in the broad communications network of Alcoholics Anonymous and live into Bill's vision to serve as the voice of A.A. as a whole.

In 2017 Grapevine presented to the Conference a vision of what we might look like in the future. We asked the seated delegates to imagine if Grapevine:

1. Had a podcast;
2. Had a blog;
3. Had accounts at Instagram or Twitter;
4. Revamped aagrapevine.org;
5. Had more audio and video content;
6. Increased our share-ability.

Our goal was to make it easier to find and connect with the message of Alcoholics Anonymous through its magazine and primary media outlet; to try to meet those potential alcoholics out in the world of devices and connectivity, publish our message in ways that they wanted

to consume information and entertainment based on their experience, strength and hope. As a magazine we saw that we had to move toward digital platforms and mediums, expanding our publishing wider in multiple formats to be relevant. Based on a steady loss of print subscriptions averaging roughly 4% a year over the last 20 years it was, and is, clear that while we continue to need a print magazine for those who want it, and particularly for service, we need to focus attention on our website, our story archive and making digital media available for daily reading and regular consumption.

Our secondary goal was to make these improvements and bring them to life in time for the 2020 International Convention in Detroit, Michigan. There would be no better time to enlist the support of such a large collection of enthusiastic members. Having identified some critical issues with our offering we set out to make an improved digital experience. By 2019 we had completely redesigned and launched the English website with audio and video capabilities, we had built a unique Spanish website for La Viña, had revised a failing app to a digital subscription, tagged two archives, one in each language, and built out a YouTube page that was growing every day. We were given an opening slot at the main meeting on Saturday and were prepared to introduce an audience of 80,000 loving members of our Fellowship to the all-new Grapevine. Then the world locked down.

Rather than focus on the lost opportunity of the International Convention, our publisher focused on how we could put the new site to good use immediately and offered free access to all of aagrapevine.org for the hundreds of thousands of alcoholics who were just cut off from in-person meetings. What had been dwindling par-



ticipation below 40,000 visitors a month shot up to over 200K at its peak and our YouTube page posted videos on how to set up Zoom meetings.

Our updated website has continued to see steady activity. We continue to average about 100,000 sessions a month. We added Instagram accounts for both Grapevine and La Viña, July 7 of 2021, just a month and a half after the Conference gave us the green light. We are at over 6,900 followers and growing, and received over 125,000 impressions in their first months. The podcast debuted in October. In this brief time we've seen over 80,000 downloads, and each month is more than the last. We see a regular cadence of download spikes on Monday indicating a regular following. All of these new channels have added up to more activity and participation with Grapevine. We more than doubled the active participants at the website. We have added hundreds of thousands of impressions across Instagram, YouTube and the podcast. Each of those impressions is a current or potential member who is seeing the message of A.A.

Web traffic metrics continue to be up year over year. Over half of all users come to the site directly (55%), and another 32% from organic search. These two channels account for almost 90% of all traffic to the site. Surprisingly

we see little to no traffic to our site from aa.org.

Active use of aagrapevine.org is up across the board. Users are up +30% year over year, sessions are up +35% and page views +18%. The Grapevine store is also seeing year over year increases across the board. 16k users, +21%, 23k sessions +27%, and 266k pageviews +34.

E-Commerce Performance has continued to rise as we add channels and content, \$135k in revenue +68% and an astounding 12.3% Ecommerce Conversion Rate +23%.

While we are seeing record numbers of participants using the sites, and active and encouraging engagement with our free digital content and above average sales in books, we continue to see a disconnect between the Fellowship's interest in using Grapevine, and its willingness in supporting Grapevine financially through regular monthly subscriptions. We are slowly waking up to the point where this Conference and our Fellowship are going to have to make a decision. Do we want to have a Grapevine? If the answer is yes we do, are we willing to support it financially, and how? I put my contribution in the basket, and I contribute \$4.99 a month to Grapevine through my recurring monthly subscription. How many monthly subscriptions do you maintain for apps, and games, and media players? The number one question I get at events, forums and talks is "How can I contribute to Grapevine?", or "Why don't you accept voluntary contributions?" The answer is you *can* contribute. Each and every one of us can set up a recurring yearly or monthly subscription to ensure that Grapevine can continue to grow and once again thrive.

I would like to end with another example of imagination like we did back in 2017. I would like to see if we all might manifest something powerful together in the years to come. If you read through the history of advisory actions for Grapevine, you will find numerous actions that read like an instruction manual for door to door salesmen.

1954 — That each delegate contact those groups in his area which do not have the Grapevine available at meetings and draw their attention to the importance and advantages of obtaining copies for the group either through monthly or yearly bulk orders;

1960 — The "share" or "quota" plan requested by the N.E. Ohio Grapevine Representative Committee for increasing Grapevine circulation for the coming year, by a minimum of 5,000 new subscribers, be adopted.

1961 — The quota of 5,000 new subscriptions as a continuing goal for 1961 be re-adopted.

1962 — Retiring delegates will become Grapevine Representatives and recruit other G.V.R.s in their areas, with the objective that each A.A. group have a G.V.R.

1963 — All retiring delegates will act as Grapevine representatives be reaffirmed and notice of this be placed in the Grapevine and the General Service Office Bulletin.

1969 — All delegates consider it a part of their responsibility to make the Fellowship aware of the Grapevine as a tool of sobriety, either through their own efforts or by recruiting others.

1970 — Plans to act as Grapevine representatives in their areas, to request past Grapevines for use in institutions and to carry the Grapevine message as a vital tool when making reports to areas be reaffirmed.

These advisory actions making it the responsibility of the delegates to “sell” Grapevine continue into the late '80s. The addition of Grapevine Reps created a service role that can often feel like a traveling salesperson announcing subscriptions are available for sale, etc.

Perhaps we're doing it wrong. What if instead of selling Grapevine materials our area Grapevine chairs were tasked with collecting content from the local districts and groups? What if chairing my area's Grapevine committee meant I was supposed to build a committee of local reporters, videographers, photographers and content creators? What if I was expected to coordinate and cooperate with the publishing staff in New York to submit new material from my area or region weekly and monthly? What if we built out our editorial staff and aagrapevine.org to publish new material weekly? What if we published new material every single day? Can you imagine the potential good that could come of hosting a Grapevine writing workshop at an event for alcoholics who are Deaf, or an assembly of native peoples, and Grapevine was able to publish every story that was written within a week or two of the event? What if we could publish almost everything we received? All the diversity of experience and opinion, custom and recovery. The reality is we could. With a larger staff and some investment in technology we absolutely could. Imagine how attractive the voice of A.A. could become. Imagine how many more people that might reach. Imagine how many

more of us might want to subscribe to and engage with something that felt that new every time we connected with it.

I want to thank you for this gift that is sobriety. I want to thank you for allowing me to serve this Fellowship that I love. I want to thank you for taking a minute to imagine with me today. And I want to thank you in advance for the massive amount of effort and love you will all take out into our Fellowship on behalf of Grapevine when you leave this Conference and return home to where the real work begins.

I am at your service in love and gratitude.

Josh E., Chairperson

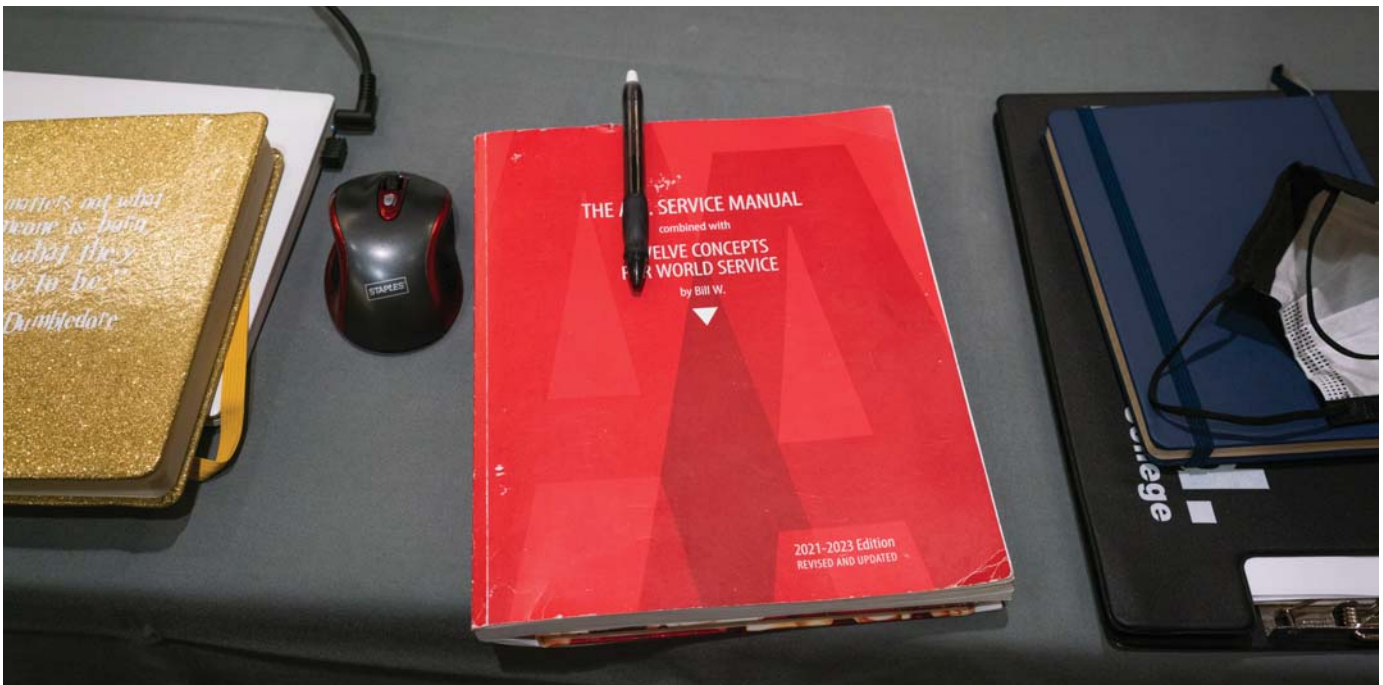
Bedford Hills, N.Y.
March 12, 1946

Mr. Royal Shepard
Naylon, Foster and Shepard
61 Broadway
New York 6, N.Y.

Dear Royal:

Thanks so much for your prompt and carefully considered response to my request that you draw the rough draft of a Certificate of Incorporation for the AA Grapevine. Though I haven't given it the intensive study it deserves, the first reading tells me that you have done a pretty fine job. While I agree heartily that we shall have to depend mainly on the quality of future Trustees and Grapeviners themselves, I still feel that the corporate structure within which they cooperate may prove vitally important should difficulties arise at some time in the future.

In trying to think the Grapevine matter through, I have asked myself what would be the ideal relationship of the paper to the AA groups as a whole, to the Board of Trustees of the Alcoholic Foundation, and to the general



public. After consulting the Grapeviners and most of the Board of Trustees, our collective thinking about an ideal for the Grapevine has taken on a fairly definite shape:

1. The Grapevine should become the Voice of AA as a whole.
2. The Grapevine staff should be primarily responsive to AA Group opinion and tradition.
3. The Grapevine Editor should be the ultimate judge of what is to be printed. In this respect he ought to enjoy greater freedom than the editor of a commercial newspaper whose owners commonly hire a man favorable to their own opinions and hold over him the power of the purse.
4. The Trustees of the Alcoholic Foundation are the final judges of national AA policy. As such, they should have power to intervene in the affairs of the Grapevine should the paper go wrong from a fiscal or National policy standpoint. But the Trustees should not have, under normal conditions, any power to dictate to the Grapevine staff so long as the paper conforms to the spirit of the 12 Steps of Alcoholics Anonymous and keeps its financial house in order. Under ordinary conditions the Trustees should be able to suggest and advise — but not to command. Such a relationship between the Trustees and the Grapevine would soon create a powerful AA tradition so that no individual or single group of individuals may ever dominate our National organ. The ultimate inspiration of the paper ought to arise from the AA Groups as a whole, the Grapevine staff with its country-wide correspondents being the mirror in which all Groups are reflected.
5. The Grapevine should feel free to print articles expressing the widest differences of opinion on all topics of a strictly AA nature. But it should be traditionally, perhaps legally, prohibited from printing anything of a controversial nature on topics having nothing to do with the primary aim of AA. Such, for example, as pieces touching reform, politics, social ideology, or sectarian religion.
6. Propaganda in aid of any person or cause, save AA itself, ought to be avoided. But the Grapevine ought never attempt to influence National or State legislation, even though the legislation might help Alcoholics Anonymous.
7. To further guarantee its integrity, the Grapevine should accept no paid advertising, nor seriously lend itself to any commercial venture however worthy.
8. The Grapevine should have freedom to print news articles relative to the whole field of alcoholism, excepting, however, those which might provoke needless dissension.
9. Though never to be operated for the profit of any individual, the Grapevine ought to be financially self-supporting. To insure its own continuity the Grapevine will need to maintain an office staff and eventually a paid editor. The Grapevine ought to be so priced that these expenses can normally be met without subsidies. In order that the Foundation may keep in close touch with Grapevine finances it is desirable that the Grapevine employ the same auditor as the Foundation.



10. The original Grapevine was wholly a volunteer effort. It is most strongly felt that an able volunteer staff should serve as editorial assistants. Volunteers serving in rotation would always insert new life blood into the Grapevine stream — they would tend to prevent over professionalization.
11. The managing directors of the Grapevine Corporation should be composed of two Trustees (or ex-Trustees) of the Alcoholic Foundation, two members of the volunteer Grapevine staff (or ex-volunteers), and the editor of the Grapevine — thus making a Board of five. The corporate stock of the Grapevine might consist of two classes, A and B. Class A would elect three managing directors. The Class B stock, electing two directors, would be donated to the Alcoholic Foundation. It should be stipulated that profit, if any, on the A shares should also go to the Foundation. Each Grapevine member of the Board would, upon his resignation, transfer his Class A share to his successor. His successor would be appointed by himself and his Grapevine associates on the Board. This arrangement should, under normal conditions, give the Grapevine staff managerial control of the paper. If there were ever any financial profit, the Alcoholic Foundation would receive it all. In case of difficulty it could be expected that at least one of the Grapevine staff on the Board would cast his vote with the Alcoholic Foundation Trustees, thus permitting the Trustees temporary management of the Grapevine if necessary.
12. To sum up: The Grapevine will be the Voice of the Alcoholics Anonymous movement. Its editors and staff will be primarily accountable to the AA movement as a whole. The Grapevine will be carried on by a paid editor and a volunteer editorial staff, three of whom would be managing directors of the AA Grapevine, Inc. Under ordinary conditions the Grapevine should be financially self-supporting. The Grapevine Headquarters organization will be assisted by volunteer outlying editors and correspondents representative of all sections of the country, later on of the world. The Alcoholic Foundation, owning 97% of the stock, will guarantee the integrity of the Grapevine but will exercise no managerial control except in time of difficulty. Within the bounds of friendliness and good taste, the Grapevine will enjoy perfect freedom of speech on all matters directly pertaining to Alcoholics Anonymous. But it will be traditionally, perhaps legally, prohibited from taking sides, directly or indirectly, on controversial issues which do not concern AA as a whole. It will take no advertising, it will engage in no propaganda for any cause, however good. While the Grapevine will never become a general newspaper its news columns may cover the whole field of alcoholism on a strictly noncontroversial basis. The Grapevine will be a newspaper written by AAs and friends of AA. Like the Alcoholics Anonymous movement it is to mirror, there will be but one central purpose, viz.:

“The Grapevine will try to carry the AA message to alcoholics and practice AA principles in all its affairs.”

While these observations could be better stated, I think they fairly well represent our feeling about the future of the Grapevine. And I'm sure the Certificate of Incorporation you submitted covers practically all the ground that such a Certificate should. Nobody is a prophet, so we surely shouldn't hamstring our Grapevine charter with too many “do's” and “don'ts.” Many of the principles set down above would be better confirmed in our general AA literature and in a statement of editorial policy printed in each issue of the Grapevine.

In your letter of transmittal, you raised an important question about the General Policy Committee of the Alcoholic Foundation. You asked whether it was advisable to have our National Secretary and the Grapevine Editor sit with that committee. You felt the National Secretaryship should be a simple administrative job having nothing to do with national or group policy. You thought that both our Central Office and the Grapevine ought to be directly administered by the Foundation. Your feeling is a very natural one. I know it stems from your own sound thinking in the spheres of law and business. Not long ago I would have agreed with you at once. I would have given the Foundation complete authority over the Central Office and the Grapevine. Such a set up would seem to make for good sense and good administration. It would center unqualified authority in one spot.

But I now question that conclusion seriously. In the case of the Grapevine it is already clear that its editor, staff and outlying correspondents should have the privilege of disagreeing with the Trustees if they choose.

Suppose, for example, someone gave the Alcoholic Foundation of the future a million dollars. Suppose the alcoholics then on the Board were of the “salesman promoter” type. Suppose they absolutely convinced the nonalcoholic Trustees that the Alcoholic Foundation should, for example, immediately subsidize research, alcohol education, or commence construction of a large AA hospital in New York City. As the Trustees of the Alcoholic Foundation nominate their own successors (because elections among thousands of AAs are impractical) you can easily see how we might someday have a Board which, if it had enough money, would start thinking just like that — and with the best intentions in the world. If some future Board of Trustees started to spend money in such a fashion there would surely be a great uproar throughout the country. An enormous amount of controversy would develop. Group after group could split wide open on this wholly unnecessary issue. Though the Trustees spent money very wisely with respect to the particular project involved, the loss of group confidence in the Board might nevertheless be so great that the groups would stop sending their contributions to the Foundation. The damage could be immense.

Suppose, under such conditions, that the Trustees were able to control the Grapevine Editor. Suppose they had the authority to make him print what they thought he ought to print. We would no longer be hearing the

Voice of AA. We would only be hearing a Board of Trustees trying to promote a project, a project which might encounter little effective resistance because group opposition to it would have no place to focus.

As a lawyer, you know better than anybody that situations like these do arise. The history of religion is full of controversy about authority, prestige and money. The present Board of Trustees are men of such high purpose and intelligence that nothing of the sort could happen now. Our present nonalcoholic Trustees are often a bulwark against doubtful schemes. They have frequently slowed us alcoholics down. But someday the AAs on a future Board might persuade their associates to undertake a well-meaning, yet ruinous venture. Especially if the Foundation gets very rich — which God forbid. If that ever happened the Grapevine should be free to speak its mind. Who else could?

Viewed in this light, the structure of our Headquarters setup becomes terribly important. Of course, a legal instrument cannot, of itself, avert future trouble. But publication, in AA literature, of the nature of our Headquarters structure would create such a powerful tradition as to ultimately bind the Board of Trustees, the National secretary, and the Grapevine Editor into a working unity, each with certain prerogatives. Beyond which, however, none of them would think of stepping.

With some embarrassment, I have drawn these possibilities to the attention of our present Board of Trustees. At first I feared they might feel as though their personal abilities were doubted. Happily that is not the case. All of us realize that we are not talking so much about the present. We are pondering a design for the future which will withstand the utmost strain if the need comes.

The position of the National Secretary is, I think, somewhat different than that of the Grapevine Editor. As the Foundation received the money from the groups by which the Central Office is maintained, the Trustees are entirely responsible for its conduct. Theoretically, the National Secretary should be a paid agent of the Foundation, pure and simple. But there are some practical reasons, arising out of the nature of the situation itself, why this can never be quite the case.

To begin with, the National Secretary lives very close to the leadership of our 700 groups. Many hundreds of these she has helped to form herself — sometimes by contact with new leaders as they come to New York, but more often through her huge personal correspondence transmitting scores of thousands of words of suggestion and encouragement. The National Secretary has, therefore, a personal relationship to our national situation which no one else has. In the minds of the groups — though she is linked to the Foundation and represents it — she does have a personal status very much her own. The National Secretary has a dual function. She not only represents the Foundation, she represents the groups also — she is their secretary, too.

Moreover, the National Secretary corresponds with the groups on policy matters all day long — AA policy, public relations policy. Half of her personal mail and conversation involves these subjects. In the nature of the case the

National Secretary will always know more (and do more) about our policy than anyone else. In less matters she sometimes has to make policy on the spot because the Board of Trustees meets infrequently and its members cannot be reached quickly. Besides, the secretary has to interpret policy — has to make many decisions in the matter of particular applications. It's in the nature of the situation. There is no other practical way, that I can see, of handling policy at the Central Office. I used to look after many of these policy matters myself. Of course that should not be continued because our national Headquarters ought presently to stand on its own feet.

The actual relations between the National Secretary and the Trustees is, or probably ought to be, about the same as that which exists between the president of a large active business and his Board of directors. While no president can run hog wild, and while the directors are the court of final decision on matters of policy, the president has, nevertheless, to be given some real scope of his own. Within fair limits his judgment has to be trusted. And his voice has to be heard in directors meetings. Otherwise his Board of directors would be operating too much in the dark, too remote from the business. The president of a corporation is much more than an employee. Then too, while decision on large policy matters always rests with the directors of the company, it is most often the president who suggests what new policies are needed. He not only administers old policy; he very often initiates new policy in the Board of directors. The directors of a business concern can never actually manage the business. If they try to do so, over the head of the president, they are bound to demoralize the undertaking.

Of course this parallel is not a perfect one. A real business organization works more on the principle of authority than does our national Headquarters set-up. The Trustees, the National Secretary and the Grapevine Editor serve the AA groups. In fact they could not, the alcoholic being what he is, do anything but serve. In the end they must respond to group sentiment and wishes. They could never dictate for long.

Yet I am sure that in considering a future structure we ought to take a good look at sound business practice when we try to determine the relationship that had better exist between the Foundation, the Grapevine, and the National Secretary. Where business principles fit the situation they ought to be adopted. And where business practices do not fit, they ought to be flatly rejected in favor of what will work best. Alcoholics Anonymous is unlike most forms of society. In some respects it operates on the soundest of business and religious tradition; in other respects it has thrown tradition and precedent out the window wholesale. Trial, error, experience — they tell us the final story. One can, however, sympathize with our baffled friends as they observe our paradoxical behavior!

We are still in a process of testing what our eventual Headquarters setup shall be. Take, for example, the proposed General Policy Committee of the Alcoholic Foundation. It is to be composed of three Trustees, the National Secretary and the Grapevine Editor. On the face of it, I confess it looks like nonsense. Yet there are

quite practical reasons for its existence. Our Board of Trustees meets quarterly. These dates are too far apart to secure quick decisions on matters which the National Secretary feels too important for her to handle alone. At Policy Committee meetings three of the Trustees will be regularly brought face to face with the Grapevine Editor and the National Secretary. These two know the national situation, they will actually administer most of the policy, and of all people in AA they will be most familiar with our needs for new policy.

At these meetings at least three of the Trustees are bound to get intimately acquainted with those two people who represent the Heart and Voice of our national organization. I feel this personal acquaintanceship to be most important, in fact absolutely indispensable. The personal contact between the Trustees, the National Secretary, and the Grapevine Editor has been, in the past, far too remote. This is because I have been acting as a go-between; meeting now with the Trustees, then with the National Secretary, and occasionally with the Grapevine Editor. An arrangement like this can be no part of our permanent structure.

Someday, perhaps rather soon, I may have to step out

of the national picture entirely. In fact the doctors have just taken me out of it for the next six months. Yet it's still a fact that half our Board of Trustees have never met the Grapevine Editor, nor has the Grapevine Editor ever discussed national policy with the National Secretary or the Trustees. It seems most evident that we badly need a common meeting ground for these key people where they will be bound together by mutual activity, acquaintance, and confidence. These important elements of our Headquarters organization cannot live too far apart. Else they will someday be at cross purposes. To my mind the General Policy Committee is the answer.

The General Policy Committee has another important function. All major issues of policy, too large for them to handle alone, will be carefully considered and submitted to the quarterly Trustees' meeting for decision. This should have the effect of presenting the full Board of Trustees with a clear picture of the really important matters at issue. It will eliminate from our Trustees' meetings a certain amount of less important matter which usually proves time consuming and diverts attention from the things of large importance which the full Board should carefully ponder and decide.

To my way of thinking, the full Board of Trustees is something like the Supreme Court of the United States. Theirs should be the final decision on the few but terribly vital problems which now and then come into our foreground. The Trustees are the Conscience of AA, the Central Office is the Heart of AA, and the Grapevine is the Voice of AA. When these functions are bound together into a working unit, we shall be able to relegate the founders of AA to the sidelines, where probably they long since should have been sitting — interesting antiques, a little ripped at the seams — reminders of a time when AA was very young. That is the place for Dr. Bob S. and myself. I am utterly convinced.

But I do hope we shall be able to leave behind us a National Headquarters so dedicated to service, so soundly conceived in its checks and balances, so well compounded of good sense and pure spirituality, that the AA movement may dispense with highly personalized national "leaders" forever.

Alcoholics Anonymous faces a coming trial, the trial of great prosperity and success. It will be the greatest test of all. Can we weather that, the ravages of time may never affect us. Our destiny will be secure!

As ever,
William G. W.



■ 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 our Archives.

The committee supports the GSO Archives' commitment to permit access to members of Alcoholics Anonymous and others for research purposes. The committee, since the 71st General Service Conference, granted permission to nine 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.

The committee engaged in extensive discussions regarding a request to consult archival correspondence held in the Classified Collection specified in the signed Research Agreement. After lengthy and informed discussions, the committee denied the researcher's request to access these materials. In considering the request, the committee thoroughly examined current guiding policies, including the Archives "Classified Records Policy,"

a standing 1966 General Service Board policy regarding related inquiries and precedents from similar requests considered in the past. The committee also noted that the request did not align with the Archives Mission and Purpose Statement and lastly, the subjects of interest are outside of the primary spiritual aim of Alcoholics Anonymous.

The report of the 2021 Conference Committee on Archives was reviewed at the committee's meeting in August. The committee noted the Conference Committee on Archives committee consideration regarding the suggestions to add new text in the section "Guidelines for Collecting Oral Histories" in the Archives Workbook on ways to conduct ASL sample interviews with members who are Deaf to offer a greater diversity of sharing; and add sample interview questions relating to "vision for the future" in the subsection "Sample Interview Questions." In discussing the "Guidelines for Collecting Oral Histories" in the Archives Workbook, the committee also suggested the GSO Archives Oral Histories Kit be reviewed and updated, where necessary. Given that the "Guidelines for Collecting Oral Histories" section of the Archives Workbook is summarized in the "Oral Histories Kit," the committee suggested that a review and update to the Oral Histories Kit be accomplished first. The revised text in the "Oral Histories Kit" can then be incorporated into the Archives Workbook. In January 2022, the committee reviewed a draft of the Archives "Oral Histories Kit," which included the proposed new title, "Guidelines for Conducting Oral Histories," a new section titled, "Conducting interviews of A.A. members in American Sign Language (ASL)," and a number of other updates and revised text. Following discussion, the

committee accepted the draft work with the new title, "Guidelines for Conducting Oral Histories," contingent upon editorial review by GSO's Publishing department, a review of the new section on conducting interviews in ASL by a professional ASL interpreter, incorporation of new questions regarding interviewing Friends of A.A. in the section "Sample Interview Questions," and other noted minor amendments.

The committee was kept apprised of the status of the updates to the Archives Workbook throughout the year. The senior archivist reviewed the Workbook for gender-specific language, updated resources, and made minor edits. In addition, the sharing submitted from local archivists, approved by the committee in January 2021, is currently being reviewed by GSO's Publishing department. The new sharing will replace the current sharing in the Archives Workbook section titled "Archives Committee Activities: Shared Experiences" in a future printing.

The committee discussed a proposed agenda item to "Develop a book on A.A. history from 1955 through 1965, with similar books covering 10-year spans to be published in the future." In considering the request, the committee noted that the Archives, in keeping with its Mission and Purpose, does not engage in writing history, but holds and preserves historical materials and provides these materials to those who may have an interest in writing such volumes. It was also shared that a similar agenda item was thoroughly discussed at the 71st General Service Conference, where the Conference Committee on Archives "took no action." The committee also examined sharing obtained from a meeting between the chair of the committee and members of the 2021 Conference Committee on Archives to obtain feedback on the proposed agenda item, where it was reported that no new background information to support the proposal was provided.

Finally, at each of the quarterly meetings, the committee was kept apprised of projects completed by the Archives staff, projected goals for the upcoming year, as well as tabulated research inquiries handled by the staff.

The committee wishes to acknowledge the contributions of the archives staff. The mission and duties of the Archives require high levels of commitment, professionalism, and skill under normal circumstances, but during these pandemic times, restrictions of visitation, onsite review of archival requests, and implementation of novel initiatives to overcome barriers have presented extraordinary challenges. The chair of the committee joins other members in extending highest appreciation to Archives' leadership and staff for continuing to function at such a high level of excellence throughout these hard times.

Al Mooney, 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.

Due to the Covid-19 pandemic, the GSO staff worked

remotely from March 2020 through October 1, 2021, when the office reopened for employees. As a result of this unfortunate and unforeseen circumstance, we were compelled to redirect our planned goals but despite the setbacks, the department has had a productive year. In July 2021 we welcomed a new employee, Assistant Archivist, Kyle Zaczek (nonalcoholic) to the team. None of the work detailed in this report would be possible without the help of a diligent team of archivists, working to ensure that we fulfill the mission and goals of the GSO Archives.

We continued to respond to inquiries from the worldwide Fellowship and other professionals interested in A.A.; in 2021, we responded to approximately 850 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.

Since transitioning to a fully telecommuting environment, we have naturally had to adapt to working in a paperless environment, which was by no means a simple feat. We implemented a new procedure for archiving A.A.'s corporate boards' vital records. Vital records are those "official" records, regardless of format, that are significant to the operation of a business, or continuation, should a disaster occur. The vital records for A.A. include all records generated by the three corporations (General Service Board, AAWS Inc. and AA Grapevine, Inc.). As a result of the Covid-19-related experiences and working off-site, we decided to modify how we archived these records in the past. We now maintain two digital copies in two disparate servers, and one paper copy onsite, as opposed to double sets of paper copies. This new procedure will result in efficiency, enhance retrieval, reduce off-site storage cost, and reduce processing time.

One significant project undertaken in early 2021 was the transference of approximately 392 cubic feet of audio and visual materials from off-site storage to a storage room onsite. The holdings include digitized audio and film on CDs, and DVDs; analog recordings; microfilm; and other media-type material. The projected annual financial reduction is approximately \$26,000. Future planning around extracting the digital content to a secure server is being explored.

Digital preservation of paper records is an ever-continuing project and there is no shortage of paper records in the Archives! The Archives staff have completed an incredible amount of digitizing work this past year. They have organized, scanned, and preserved, as appropriate, background documents from various trustees' and conference committees; documents from various ad hoc committees of the corporate boards; and approximately 50 cubic feet of materials from other departments. In line with our more pressing goals, we are primarily focused on processing the increasing backlog of boxes of papers. One project recently resumed since March 2020, when the office closed, is the digitization of Bill W.'s personal correspondence. We are a long way from completion as



it is indeed time-consuming, meticulous work, digitizing these fragile important documents.

Associate Archivist Steven D'Avria (nonalcoholic) continues to listen to and catalog audio recordings of past General Service Conferences. Since March 2020, when the project was first assigned to Steven, he has built a comprehensive catalog of recordings of this record series from 1971 to 1993, comprising over 650 audio recordings on compact discs.

In 2021 we proposed a plan to review and update the existing Records Management Retention Schedule (2018 version) for GSO and AA Grapevine, with a projected completion by spring 2022. This task involved holding workshops and training sessions with stakeholders (Staff, managers and supervisors) followed by a series of individual meetings with each department for the purpose of conducting an inventory of existing records schedules, recordkeeping requirements and practices. The updated schedule will reflect recent organizational changes, new departments, and/or new functions generated from these changes. We are consulting with a certified Records Manager to ensure that the Schedule conforms with recordkeeping requirements as directed by state and federal laws.

Upon our return to the office in October 2021, the Senior Archivist, April Hegner (nonalcoholic), immediately focused on curating a series of new exhibits for display in the Archives exhibit space. We had dismantled all the exhibits during the office closure, and it was a welcome pleasure to revivify the exhibit room once again. Some of

the exhibits on display now are, "Treasures from the GSO Archives," "A.A. Around the World," "A pictorial record of Covid-19 pandemic — GSO and AA Grapevine," "60 Years of A.A.'s Twelve Concepts," and "GSO Archives Celebrates 46 Years."

Throughout the year, the Archivist and Senior Archivist participated in several teleconferencing activities such as service workshops, groups' anniversary celebrations, Archives Workshops and other online service events.

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

Michelle Mirza, Archivist

AUDIT

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

The committee was created to assist the General Service Board in fulfilling its fiduciary obligation of prudent corporate governance. Under New York State Nonprofit Law, the committee has specific responsibilities that are set forth under the law, some of which are stated in this report.

The committee meets at least twice a year with the outside independent auditors and GSO and Grapevine management; separately with the auditor; and in executive session without the auditor. Typically, the committee meets in January to plan the financial statement audit and in April to review the audit report. In 2022, the committee met on January 19 to plan the audit and on April 18 to review the audit report.

The Audit Committee reports to the General Service Board and reviews such items as audit process, audit results, internal controls, best accounting practices, and management integrity. The Audit Committee also recommends appointment of the auditors to the General Service Board.

Kevin Prior, Chair

COMPENSATION

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

The Compensation Committee reports to the GSB, reviews and advises A.A. World Services, Inc. (AAWS) and AA Grapevine, Inc. (AAGV) on such items as overall compensation philosophies and policies, compensation best practices, etc. The Compensation Committee serves in an advisory capacity with no decision-making authority regarding any individual's total compensation.

Rather, by monitoring a set of compensation policies and reporting its observations to the operating corporations' boards and the GSB an informed group conscience can be reached — consistent with good corporate practices, compliance with federal and state laws, and application of our spiritual principles.

To this end, our consultant, SmithPilot Compensation Solutions for Nonprofits, conducted analyses of salary structures and overall compensation for our full-time positions at AAWS and determined them to be reasonable (i.e., compared to the market data evaluated, AAWS's compensation averages at 100% of the median). In addition, it is SmithPilot's formal opinion that the remuneration currently being provided to our general manager, and other top executives at AAWS, is necessary to carry out our exempt organization's purpose (i.e., within reasonable levels and does not represent excessive compensation). At this writing, AAGV has requested that SmithPilot similarly evaluate the salary structures and overall compensation for our full-time AAGV employees and publisher in 2022.

Francis G., Chair

GENERAL SERVICE CONFERENCE

Trustees' Report: Summary of 2021–22 trustees' General Service Conference Committee recommendations to the General Service Board:

- a) The trustees' General Service Conference Committee recommended and the General Service Board agreed to the following:

The two new Scope items, 9 and 10, be added to the

trustees' General Service Conference Committee's Composition, Scope and Procedure that read as follows:

1. The 71st GSC advisory action that the Equitable Distribution of Workload (EDW) process be implemented for the 72nd GSC on a three-year trial basis. The committee will provide a progress report to the Conference Committee on Policy/Admissions each year during the three-year trial period.
 2. Annually appointing a subcommittee on the GSC Committee Workload, on a three-year trial basis beginning July 2021. The subcommittee is tasked with performing analysis of the proposed agenda item scoring tools and creating an Equitable Distribution of Workload plan for the full trustees' committee to review and approve at the winter Board weekend.
- b) The requests for two persons from A.A. in Brazil, Maria Z. and Ana L., Board of Trustees "Class B," as well as for one person from A.A. in Argentina, a trustee, were approved to attend the 2022 U.S./Canada General Service Conference as observers.

The committee discussed the recommitted recommendation to invite Panel 70 delegates to attend a future in-person GSC. The committee noted the unusual circumstances resulting from the pandemic so that delegates participated in virtual versus in-person Conferences. It was discussed that the role and experience of participating as a non-voting attendee may not accomplish the delegate's



desired outcome. This action could cause inequity, if delegates pay their own way, as some delegates might not be able to pay these suggested out-of-pocket travel expenses.

The committee recommended a further review of the proposal: To extend an open invitation to all Panel 70 delegates to attend a future face-to-face General Service Conference as a non-voting observer with each delegate to cover their own expense for the trip. The General Service Board voted not to extend an open invitation to Panel 70 delegates to attend a future face-to-face GSC at their own expense.

- c) The committee discussed the 71st GSC advisory action regarding implementing the Equitable Distribution of Workload (EDW) process. The committee reviewed the general process outlined for this effort and noted the importance of ongoing evaluation of the process during the first-year implementation.

The chair appointed a subcommittee on the General Service Conference Committee Workload to include Beau B., chair; Cathi C., Jimmy D., and Carolyn W. The committee noted that the staff secretary will provide the subcommittee chair with regular updates as the implementation of the process unfolds and that the subcommittee will meet as needed to address any issues.

Per the committee's request the staff secretary worked with the chair to create and distribute a communication on behalf of the committee which supports Fellowship-wide notification of the new submission deadline of September 15 for 2022 GSC proposed agenda items.

- d) The committee reviewed the progress report of the 2021–2022 Subcommittee on EDW and recommended to the General Service Board that the 2021–2022 Equitable Distribution of Workload plan be implemented for the 2021–2022 General Service Conference.

The committee requested that the staff secretary forward the EDW progress report as background for the Conference Committee on Policy and Admissions' review of the EDW plan.

The committee discussed challenges related to the timing of proposed agenda items and the January Conference Call and noted that ongoing consideration is needed to sort out this topic in light of the EDW process. The committee noted that the timed estimations or recordings of agenda items in committee did not present value for the EDW approach as they developed the plan. The committee also discussed the possible arrangements for Joint Committee meetings during Conference in light of the complexities presented by the EDW and having agenda items from more than one trustee committee.

The committee looks forward to receiving sharing from meetings of the 72nd General Service Conference and agreed to continue discussions at the July 2022 meeting.

The committee recommended and the General Service Board agreed that the 2021–22 Equitable Distribution of Workload plan be implemented for the 72nd General Service Conference.

Activity related to 71st GSC advisory actions:

Process for polling the GSC between annual meetings that makes use of virtual meeting technologies: The committee discussed the 71st GSC advisory action for the trustees' General Service Conference Committee to develop a process for polling the GSC between annual meetings that makes use of virtual meeting technologies, in order to enable real-time discussion and debate, broad participation, and greater efficiency than the current process.

The committee noted that the "Process for Polling Conference Between Meetings" and any revisions to date have been Conference-approved. However, the current request to consider changes to the procedures is requested to be implemented during the current Conference cycle. The committee discussed the importance of the polling to support the complexities of the group conscience decision-making process as much as possible.

The committee agreed to move forward to explore developing and implementing a procedure that makes use of virtual meeting technologies, to improve the polling approach in a way that is compatible with the group conscience process. The committee agreed that background from a GSB ad hoc committee on bylaws would help inform this discussion.

The committee requested that the staff secretary develop a draft plan to include background on the bylaws for committee review. The committee noted that efforts for this undertaking are paused as a result of prioritization of workload, plus this year's single topic for polling could best be handled with the standard process.

The committee requested that the staff secretary provide an update on the designs for a process at the July 2022 meeting.

Trustee activity related to 71st GSC Simple Majority Items:

- The committee discussed the 71st GSC item, which did not become an advisory action but gained simple majority, for the General Service Conference to invite appointed committee members from trustees' committees to attend the 71st General Service Conference, except sessions designated for delegates or trustees only, on a one-year trial basis, as non-Conference members to share points of information and took no action.

The committee agreed that if the attendance of appointed committee members at the Conference on a trial basis is valued then the item may be proposed for a future Conference agenda.

- The committee discussed the 71st GSC item, which did not become an advisory action but gained simple majority, to revise the floor action process and took no action. The committee expressed appreciation for the Conference process and noted that the item received simple majority but not substantial unanimity.

Additional committee activity:

Timing of the January Conference Call: The committee reviewed and discussed a delegate’s suggestion to adjust the timing of the January Conference Call that provides Conference committee members a voice in evaluating the trustee and corporate board disposition decisions on proposed agenda items, including the idea to move the call to the fall board weekend instead of winter.

The committee noted that the current Equitable Distribution of Workload process is in a trial period and that, by board policy, the January Conference Call will take place. The committee noted that the Conference committee chair and trustee committee chair have ongoing communications between Board meetings which can support this suggestion.

Additionally, the committee discussed the possibility of background on proposed agenda items being provided members of each corresponding Conference committee for the January Conference Call. The committee noted that availability of the background provides for informed perspectives related to the possible disposition of proposed agenda items.

The committee also noted that the Equitable Distribution of Workload efforts shift the timing of review of proposed agenda items. The committee agreed that background on proposed agenda items be made available for an October conference call. The committee requested that the staff secretary work with the committee chair to send a memo to trustee committee chairs and staff secretaries with the request to schedule October calls with corresponding Conference committees and for background on proposed agenda items to be available to those on the call.

The committee agreed to forward this suggestion to the subcommittee on Equitable Distribution of Workload for their review. The committee requested an update from the subcommittee on the approach as part of their report at the October committee meeting.

The committee noted that the purpose and timing of the January Conference Call has been impacted by the September 15 deadline for proposed agenda items as part of the EDW process.

The committee noted that October conference calls were conducted this year to fulfill the purpose of receiving delegate perspectives on proposed agenda items for the 2022 General Service Conference. The committee noted that the January Conference Call will still take place especially with Panel 72 delegates being available through rotation.

The committee agreed to continue discussions on the conference calls for proposed agenda items at the January 2022 meeting.

The committee discussed that the EDW process changed the submission deadline and review timing for proposed agenda items. So the annual January Conference Call was held in October 2021 to provide area delegate members of Conference an opportunity to weigh in on whether to forward proposed agenda items to Conference. This adjustment was made with

the awareness that 2021 Conference committee members would weigh in on some newly proposed agenda items that were in response to outcomes of the 2021 Conference.

The January Conference Call was also conducted in 2022 with Conference committee members of the 72nd General Service Conference even though the decisions about the proposed agenda items were already made.

The committee noted the importance of participation in the first year of the three-year EDW trial period and acknowledged the need for the timing of the January Conference Call to be reviewed as part of the overall review of the EDW process.

The committee looks forward to receiving sharing from meetings of the 72nd General Service Conference and agreed to continue discussions at the July 2022 meeting.

Conference Evaluation: The committee requested that the appointed subcommittee on Conference Improvements review the 71st GSC Evaluations, the Post-Conference Sharing Session notes, and the draft 2022 Conference Week Schedule as part of their scope. The committee understands there is a significant amount of evaluation information to review and lessons to be learned that can enrich the General Service Conference experience and its schedule for next year. The subcommittee can use this information as they complete their work.

The committee reviewed the draft version of the 72nd General Service Conference evaluation form in light of the review of the form from the 71st GSC by the Subcommittee on Conference Improvements (SCI).

The committee discussed the suggestion to include a question on the evaluation form related to the Equitable Distribution of Workload. The committee agreed to revise the form as follows:

Equitable Distribution Workload

In what ways, pro and con, did the EDW pilot affect your experience of the Conference?

- Not valuable
- Somewhat valuable
- Very valuable

Comments:

The committee requested that the revised evaluation form be implemented for the 72nd General Service Conference.

Adding an open comment section to the General Service Conference evaluation form: The committee reviewed and discussed the Conference Committee on Agenda’s 2021 suggestion to consider adding an open comment section to the General Service Conference evaluation form.

Per the committee request, the staff secretary modified the 72nd GSC Evaluation Form template to include an open comment section for every question or request for information.

Draft 2022 Conference Week Schedule: The committee reviewed the draft 2022 Conference Week schedule. The committee expressed appreciation for the SCI's ongoing work related to this topic.

The committee discussed the proposal to include an additional workshop-like session. The committee agreed to include a workshop "Your Third Legacy" on Sunday during the Conference.

The committee discussed the format of the standing workshop schedule and expressed appreciation for diverse set of roles in the setting. The committee also considered a variety of settings and agreed to a fishbowl setting for the workshop session.

The committee also noted that the schedule's joint meetings would need to be adjusted to accommodate changes to support Conference committees receiving EDW items from the trustees' Literature Committee.

Per the committee request, the staff secretary, Irma V. and Kathi F. updated the Conference week schedule to include these changes for the 72nd General Service Conference.

Year-over-year statistical and comparative analysis of each evaluation category: The committee reviewed and discussed the Conference Agenda Committee's 2021 suggestion to consider a year-over-year statistical and comparative analysis of each evaluation category. The committee agreed to forward this suggestion to the subcommittee on Conference Improvement for their review.

The committee reviewed the request to consider a year-over-year statistical and comparative analysis of

each evaluation category in light of the SCI progress report. The committee agreed that current evaluation approaches are effective.

Yearlong Conference Process Calendar: The committee discussed a yearlong Conference process calendar as new business related to discussions about improvements and the Conference week calendar.

The chair formed a subcommittee on the Yearlong Conference Process Calendar and appointed Carolyn W., chair, and Beau B. and Jimmy D. as members. The subcommittee will review the yearlong calendar process for the Conference implementation to understand the cadence of activity in order to inform discussions on matters related to the General Service Conference.

The committee received a verbal report that the efforts continue related to the yearlong Conference process calendar. The committee agreed to continue discussions at the July 2022 meeting.

Consider including background material on all proposed agenda items for the January Conference Call: The committee reviewed and discussed the Conference Agenda Committee's 2021 suggestion to include more background material on all proposed agenda items discussed at this meeting.

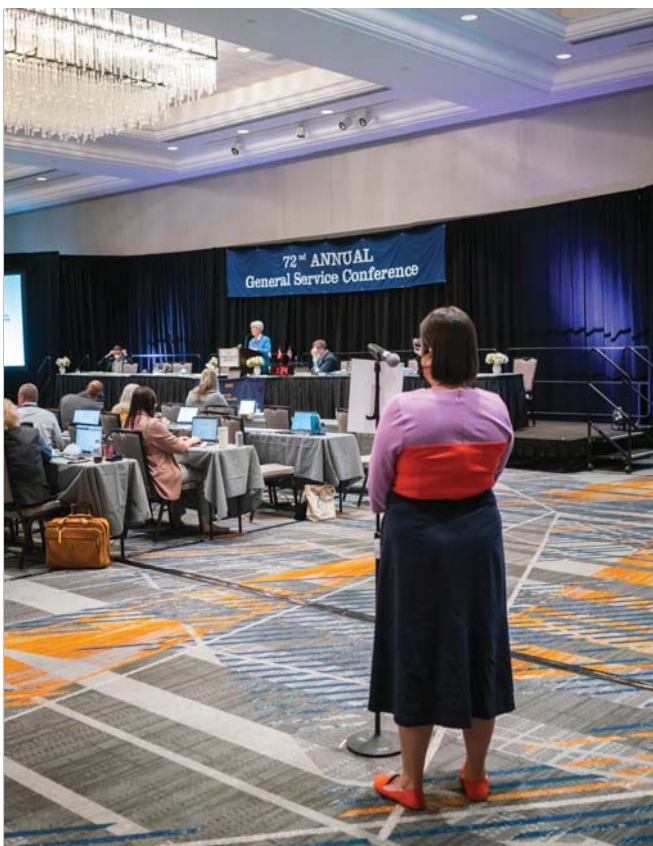
The committee discussed the possibility of background on proposed agenda items being provided to members of each corresponding Conference committee for the January Conference Call. The committee noted that availability of the background provides for informed perspectives related to the possible disposition of proposed agenda items.

The committee also noted that the Equitable Distribution of Workload efforts shift the timing of review of proposed agenda items. The committee agreed that background on proposed agenda items be made available for an October conference call. The committee requested that the staff secretary work with the committee chair to send a memo to trustee committee chairs and staff secretaries with the request to schedule October calls with corresponding Conference committees and for background on proposed agenda items to be available to those on the call.

The committee noted that the January Conference Call, per board policy will still take place.

The committee noted that the purpose and timing of the January Conference Call has been impacted by the September 15 deadline for proposed agenda items as part of the EDW process. It will be decided during the 2021 fourth quarter Board weekend which proposed agenda items are being forwarded to Conference. This change impacts the purpose of the January Conference Call. In the EDW's first year, an October Conference Call was held to receive delegate perspectives on proposed agenda items.

While the committee agreed to provide background for the October Conference Call, the chair noted that the decision was made in their August meeting which was not reviewed by the Board, so the background was not provided from those calls.





Considering the impacts of the EDW process, the committee agreed that the January Conference Call overall needs ongoing review.

The committee recognized its scope does not provide the authority to make the decision on this topic for all trustees' committees and the AA Grapevine Board. The committee agreed that ongoing discussions of this idea are needed especially in light of the changes and challenges presented by workload, as well as the trial period of the EDW.

The committee looks forward to receiving sharing from meetings of the 72nd General Service Conference. The committee requested that the staff secretary prepare information about the work required to meet this request for possible implementation in October 2022. The committee agreed to continue discussions at the July 2022 meeting.

Consider forwarding the sharing from January Conference Call: The committee reviewed and discussed the Conference Agenda committee's 2021 suggestion for survey results on the sharing from the January Conference Call to be gathered annually and forwarded to the Conference Committee on Agenda.

The committee noted that the January Conference Call provides committee members a voice in evaluating the trustee and corporate board disposition decisions on proposed agenda items.

The committee also noted that a 2021 survey like the one completed in 2019 is scheduled to be provided as background to the Conference Committee on Agenda. The committee noted that during the more structured implementation phase a more frequent surveying was warranted. For ongoing purposes, the committee agreed that surveys about the January Conference Call will be conducted as needed rather than annually.

Creating a Conference committee chair workbook or guideline: The committee reviewed and discussed the Conference Committee on Agenda's 2021 suggestion to consider creating a workbook or guideline about the role of a Conference committee chair, including a forwarded list of suggestions.

Per the committee's request the staff secretary consolidated material that supports the Conference committee chair efforts and utilizes the Conference dashboard with a folder for committee chairs.

Producing videos of board chair reports on a quarterly basis: The committee reviewed and discussed the Conference Committee on Agenda's 2021 suggestion to explore the feasibility of the three chairs of the corporate boards creating snapshot anonymity-protected videos after each quarterly board weekend and took no action.

The committee considered that the videos could be like the prerecorded board videos completed for the recent virtual General Service Conferences and that these videos could include current project updates and provide details that are synchronized with and enhance the quarterly reporting that is distributed and reported out by regional trustees to delegates. The committee also noted that regional trustees and delegates could share such videos locally providing enhanced communication up and down the service structure.

The committee agreed that improved communication between board meetings could be helpful and that perhaps existing report items could be leveraged while various formats for presentation are considered, including video and podcasts. Per the committee's request the staff secretary worked with the committee chair to forward a memo to the three board chairs expressing this consideration. The committee expressed appreciation for the follow-up on this communication.

Consider new ways to present “How the Conference Operates”: The committee reviewed and discussed the Conference Agenda committee’s 2021 suggestion to consider new ways, such as creating short videos, demonstrations, or visual workflows, to communicate the information in the opening session that describes how the Conference operates and the process for floor actions so that all Conference members may understand them and effectively participate in the annual meeting and took no action.

The committee noted that the Conference presentation of “How the Conference Operates” needs to be voted on, will be delivered live at an in-person Conference and will continue to be supported by print material pre-Conference.

Explore feasibility of providing translated Conference background sooner: The committee reviewed and discussed the Conference Agenda committee’s 2021 suggestion to explore the feasibility of the translated Conference background being completed sooner than the current advisory action deadline of the first week of March (French and Spanish).

The committee noted that process improvements have been taken, and continue to be considered, for the Conference “background” material to be made available in all three Conference languages as expediently as possible. The committee also noted that a GSO survey is scheduled to be undertaken to gather sharing from the Fellowship on this topic which will inform later discussions starting with the subcommittee on Conference Improvements.

Explore a process for a Conference committee to review, discuss and act on a proposed agenda item: The committee reviewed the Conference Committee on Policy and Admission’s 2021 suggestion to explore a process for a Conference committee to review, discuss, and act on a proposed agenda item. The committee noted the concern that the Equitable Distribution of Workload process may result in the lost opportunity during the January Conference Call for Conference committee members to review, discuss and act on proposed agenda items.

The committee noted that the current Equitable Distribution of Workload process is in a trial period and that, by board policy, the January Conference Call will take place. The committee noted that the Conference committee chair and trustee committee chair have ongoing communications between Board meetings which can support this suggestion.

Additionally, the committee discussed the possibility of background on proposed agenda items being provided to members of each corresponding Conference committee for the January Conference Call. The committee noted that availability of the background provides for informed perspectives related to the possible disposition of proposed agenda items.

The committee also noted that the Equitable Distribution of Workload efforts shift the timing of review of proposed agenda items. The committee agreed that background on proposed agenda items be made available for an October

conference call. The committee requested that the staff secretary work with the committee chair to send a memo to trustee committee chairs and staff secretaries with the request to schedule October calls with corresponding Conference committees and for background on proposed agenda items to be available to those on the call.

The committee agreed to forward this consideration to the subcommittee on Equitable Distribution of Workload for their review. The committee noted that chairs of trustee committees and the Grapevine Board met with their corresponding Conference committees’ members in October. Area delegate members on these calls weighed in on whether or not proposed agenda items might be forwarded to the 2022 General Service Conference.

Consider revising the “Process for Approving Observers to the Conference”: The committee reviewed and discussed the Conference Policy and Admission Committee’s 2021 suggestion to revise the “Process for Approving Observers to the Conference” and took no action.

The committee noted that the revision aims to enable the Conference Committee on Policy and Admissions to approve routine requests for admission from general service structures outside the U.S. and Canada without requiring a Conference advisory action.

The committee agreed that this item is under the purview of the General Service Conference.

Discuss the report on the Conference Committee Assignment Application: The committee reviewed the Conference Committee on Policy and Admission’s 2021 suggestion and noted agreement that the app provided absolute randomization while saving time and reducing human error and also looks forward to the app’s continued evolution.

The committee noted that the staff secretary is planning the work on a Phase II application project with the main goals of determining the best place to host the application and development of key improvements. Ongoing updates are included in the staff secretary reports to the committee. The app was successfully updated and utilized for the 2022 General Service Conference committee selection.

Consider gathering sharing from the Fellowship related to the “Report on Translation and Interpretation of the General Service Conference Material”: The committee reviewed and discussed the Conference Committee on Policy and Admission’s 2021 suggestion to gathering sharing from the Fellowship related to the “Report on Translation and Interpretation of the General Service Conference Material.” The committee noted agreement with progress being made and the idea to make full use of the budget if it affords translated background being made available earlier.

The committee noted that process improvements have been taken, and continue to be considered, for the Conference “background” material to be made available in all three Conference languages as expediently as possible.

The committee requested that the staff secretary conduct a survey including the five questions provided in the

Conference Committee on Policy and Admission's 2021 suggestion and forward the results to the subcommittee on Conference Improvements for their review.

The committee noted that the SCI is discussing this topic and looks forward to a progress report at the January 2022 meeting.

The committee noted the importance and the ongoing efforts to get Conference background posted in all three languages as soon as possible and as close to simultaneously as possible.

The committee noted that the effort to gather sharing on this undertaking is paused as a result of prioritization of workload and anticipation of impact on translation efforts from the EDW process. The undertaking is slated for consideration again for some time between January and July.

The committee looks forward to receiving sharing from meetings of the 72nd General Service Conference and agreed to continue discussions at the July 2022 meeting.

Consider an annual survey on Conference improvements: The committee reviewed and discussed the Conference Committee on Agenda's 2021 suggestion to consider an annual survey on Conference improvements and noted the goal of obtaining delegate input to the Conference week schedule and the sessions planned.

The committee requested that the staff secretary forward a copy of the September 2020 Conference Improvements survey as background for the 2021 subcommittee on Conference Improvements for their review and consideration of an annual improvements survey.

The committee noted that progress was not made on a 2021 survey. Prioritization of workload which extends beyond resources and results in not every undertaking being completed as well as the consideration of impacts by the first year of the Equitable Distribution of Workload were cited as factors in the circumstances.

Consider wider use of the digital, anonymity-protected version of the Conference Final Report: The committee reviewed the Conference Committee on Report and Charter's 2021 suggestion encouraging the use of the digital anonymity-protected version of the Conference *Final Report*. The committee reviewed the noted decline in the distribution of print copies, the need to make the print version accessible and the suggestion that the Conference coordinator note these points in pre-Conference documents.

The committee noted that the staff secretary annually reviews Conference *Final Report* ordering documentation to determine if

improved language can support Conference delegates' efforts to accurately assess their area's print version needs at the time of submitting an order for Conference *Final Reports*.

Discuss the availability of "Central Offices, Intergroups and Answering Services for the United States and Canada": The committee reviewed the Conference Report and Charter Committee's 2021 suggestion that noted the value of "A.A. Near You" on GSO's website, aa.org.

The committee discussed the importance of continuing to make available the print and digital versions of "Central Offices, Intergroups and Answering Services for the United States and Canada" along with the request that this item be added to the GSR and DCM kits, and the A.A. Group Handbook while noting the value of "A.A. Near You." The committee noted that this request will be considered by GSO's Group Services assignment.

Delegate voter selection for the 2022 regional trustee elections: The committee conducted delegate voter selection for the 2022 regional trustee elections. A random process resulted in the selection of Pam K., Delegate Area 39 Western Missouri, Southwest Region.

Per the committee's request the staff secretary provided a memo with the selected voter to the Nominating coordinator.

Consider request to notify Conference members of 75th General Service Conference when dates are finalized: The committee reviewed and discussed the Conference Committee on Policy and Admission's 2021 suggestion for all Conference members to be notified of the final dates for the 75th General Service Conference as soon as the dates are finalized by GSO management.

The committee noted with appreciation the additional flexibility provided to the General Service Office



management in contracting the most cost effective and appropriate venues for the General Service Conference, with the following selected dates in order of preference: May 4 – May 10, 2025; April 27 – May 3, 2025; May 11 – May 17, 2025. The committee noted that these proposed Conference dates are the best choices and do not conflict with any significant holidays.

The committee also noted that the secretary of the Conference Committee on Policy and Admissions sent a memorandum to the general manager, Conference coordinator, and the Meetings, Events and Travel Services department to share the selection of date choices for the 2025 (75th) General Service Conference. The staff secretary will notify Conference members of the final dates for the 75th (2025) once contracted by GSO management.

Consider including more details on possible General Service Conference sites: The committee reviewed and discussed the Conference Committee on Policy and Admission's 2021 suggestion that future General Service Conference site selection reports include more details on the specific sites being considered. The committee noted agreement with the overall goal of reduction or containment of total Conference costs, the suitability of sleeping and meeting rooms, and an improvement in the convenience and cost of transportation to and from airports.

The committee noted that the secretary of the Conference Committee on Policy and Admissions sent a memorandum to the general manager and Conference coordinator that the committee requested that future site selection reports include more details on specific sites considered.

Discuss 2024 General Service Conference (GSC) Site Selection report: The committee received a verbal report from the general manager regarding the 2024 GSC site selection report. The committee expressed appreciation for the efforts to date. The committee requested that the general manager continue development of the site selection report and forward it as background for the Conference Committee on Policy and Admissions.

Proposed Agenda Items for the 72nd General Service Conference considered by the trustees General Service Conference committee:

Discuss approval process for visitors to the Conference from other General Service Structures: The committee reviewed the proposed agenda item and agreed to forward it to the 2022 General Service Conference.

The committee forwarded the proposed agenda item, including the Scoring Tool, to the trustees' General Service Conference Committee for review by its Subcommittee on Equitable Distribution of Workload. The process resulted in this item being on the Conference Committee on Policy and Admissions.

Consider providing "background" material in our three official languages at the same time: The committee discussed a proposed agenda item to "consider providing all its Conference members, the General Service Conference 'background' material in our three official languages at

the same time, allowing for all its Conference members equal opportunity and time to be prepared, and therefore well informed."

The committee noted that process improvements have been taken, and continue to be considered, for the Conference "background" material to be made available in all three Conference languages as expediently as possible. The committee also noted that a GSO survey is scheduled to be undertaken to gather sharing from the Fellowship on this topic which will inform later discussions.

The committee continued the discussion at the October 2021 meeting and took no action.

The committee noted that a forthcoming survey on the translation of Conference material may provide better perspective on the topic going forward, especially considering that timing versus the exact replicating of material might be worth a careful review of the process as a whole. The committee also noted that discussions need to continue on this topic along with various related committee considerations while noting that more time is needed to gather information and see the impact of the EDW plan on the translation of background process.

Consider request for all Conference member communications and information to be provided in all three languages year round: The committee discussed a proposed agenda item to "consider that when communicating with all its Conference members, before and after, as well as throughout the year, all information, shared documents, presentations and other forms of written communications (emails, for example) be sent to Conference members in our three official languages, eliminating the need for Conference members to request a French or Spanish translation for any of the above material" and took no action.

The committee noted that there used to be a lag time between the availability of assignment material in English compared to in Spanish and French. However, starting in 2021, the translations of these Conference "assignment" materials are being distributed simultaneously with a focus on equity for all Conference members. GSO management implemented the new procedure with a focus on equity for all Conference members.

Consider alternating GSC between a virtual and face-to-face format: The committee discussed a proposed agenda item to "consider the request to alternate the GSC between virtual and face-to-face formats." The chair appointed a subcommittee on Conference Improvements to include Irma V., chair; Christine C. and Carolyn W.

The committee requested that the staff secretary forward this proposed agenda item for consideration by the subcommittee as part of its scope. The committee discussed the subcommittee progress report at the October 2021 meeting and took no action.

The committee noted the importance of cost-saving approaches and supports ongoing ways to do so by using virtual technology wherever effective in the context of in-person Conferences which are topics being considered by the subcommittee on Conference Improvement.

Discuss online meetings and whether they are upholding or violating our Traditions: The committee discussed the proposed agenda item and took no action.

The committee noted that there is no central authority, whether groups meet in-person or online, to review their practices to see whether or not they are violating any Traditions.

Discuss request to explore using virtual technology to improve the Conference process: The committee discussed the proposed agenda item and took no action.

The committee noted that the SCI is exploring this topic and requested that the staff secretary forward the submitter's background to the subcommittee to inform their ongoing discussions. The committee looks forward to the SCI progress report at the January 2022 meeting.

Consider accommodating for an increased number of service entities participating in the Conference process: The committee discussed the proposed agenda item and took no action.

The committee noted that this topic is within the scope of areas to decide whether or not it's best if they split into additional areas.

Discuss request for worldwide participation for considerations related to Bill W.'s writings: The committee discussed the proposed agenda item and took no action.

The committee acknowledged that the U.S./Canada General Service Conference advisory actions may have impact on worldwide efforts to carry the message through A.A. literature. The committee also noted there is not delegated authority for the U.S./Canada General Service Board to make decisions affecting groups on an international level.

The committee also noted that numerous requested changes to Bill W.'s writings in A.A. literature would undo a number of past advisory actions and contradict the recent acknowledgement and acceptance on the AAWS print policy.

Discuss suggestion for a General Service Conference Long Range Planning Committee: The committee discussed the proposed agenda item and took no action.

The committee noted that there are numerous mechanisms in place addressing the need expressed, including the trustees' General Service Conference Committee and the three corporate Boards which conduct strategic planning.

Consider discontinuing including the A.A. Preamble in AAWS, Inc. literature: The committee discussed the proposed agenda item and took no action.

The committee noted that this action would be contrary to numerous advisory actions approving AAWS literature items that include the A.A. Preamble. The committee also noted that the Preamble serves as a great introduction to A.A. and is helpful to have included in the pamphlets.

Discuss request for changes to the "A.A. Service Manual and Twelve Concepts for World Service" be Conference-

approved and tracked: The committee discussed the proposed agenda item and took no action.

The committee noted that the current process of Conference approval for these items and the approach to tracking changes are effective and are the result of previous advisory actions of the General Service Conference.

Consider request for group level review and vote on the final draft of the plain language version of the book Alcoholics Anonymous: The committee discussed the proposed agenda item and took no action.

The committee noted that such an undertaking would not be prudent to implement. The committee also noted that the current Conference process includes the opportunity for groups and members to participate with a voice and a vote on agenda items through their groups, districts, areas and various service gatherings.

Consider request for changes to all literature be reviewed through the Twelve Concepts and Twelve Traditions: The committee discussed the proposed agenda item and took no action.

The committee noted that the current Conference process includes applying the principles reflected in the Traditions and Concepts to considerations for literature changes.

Consider Third Legacy procedure for Conference Committee Chair elections: The committee discussed the proposed agenda item and took no action.

The committee noted that the delegates already have the option to elect chairs by Third Legacy procedure.

Discuss request to send proposed literature changes to individual groups: The committee discussed the proposed agenda item and took no action.

The committee noted that the current Conference process includes the opportunity for groups and members to participate with a voice and a vote on agenda items through their groups, districts, areas and various service gatherings.

Discuss request to rescind the Equitable Distribution of Workload Process: The committee discussed the proposed agenda item and took no action.

The committee noted that the EDW is in its initial phases of a three-year trial period as a result of a 2021 advisory action of the General Service Conference.

Discuss request to rescind the discontinuation of A.A. Directories: The committee discussed the proposed agenda item and took no action.

The committee noted that full debate occurred and the A.A. Directories were discontinued as a result of a 2021 advisory action of the General Service Conference.

Consider a change in the Floor Action procedures at Conference: The committee discussed the proposed agenda item and took no action.

The committee noted that the request is similar to the current practice of Floor Actions.



Consider providing Conference area delegate consciences as background to Conference committee: The committee discussed the proposed agenda item and took no action.

The committee noted that mechanisms are already in place for collective sharing.

Consider change to 80% for a passing vote: The committee discussed the proposed agenda item to consider changing to an 80% majority for a passing vote, especially with respect to Floor Actions, and took no action.

The committee noted that the policy for voting which is in place is effective and includes the opportunity for minority voice. Additionally, 80% for a passing vote would unduly limit the rights of the majority.

Consider creating a virtual area for virtual groups in the United States/Canada service structure: The committee discussed the proposed agenda item and took no action.

The committee agreed to forward the background to the General Service Board to inform discussions of its ad hoc committee exploring additional ways for virtual groups to participate in the U.S./Canada general service structure. This Board's ad hoc committee was formed as a result of an advisory action of the 2021 General Service Conference.

Discuss establishing and testing virtual area(s) for the United States/Canada online groups utilizing time zones rather than geographical locations: The committee discussed the proposed agenda item and took no action.

The committee agreed to forward the background to the General Service Board to inform discussions of its ad hoc committee exploring additional ways for virtual groups to participate in the U.S./Canada general service structure. This Board's ad hoc committee was formed as a result of an advisory action of the 2021 General Service Conference.

Consider adding a new area to the service structure as a virtual-only area: The committee discussed the proposed agenda item and took no action.

The committee agreed to forward the background to the General Service Board to inform discussions of its ad hoc committee exploring additional ways for virtual groups to participate in the U.S./Canada general service structure. This Board's ad hoc committee was formed as a result of an advisory action of the 2021 General Service Conference.

Consider proposal for including online international groups (OIGs) into the United States/Canada general service structure: The committee discussed the proposed agenda item and took no action.

The committee noted that there is not a process to accept proposed agenda items from outside of the U.S./Canada service structure. The committee also noted there is not delegated authority for the U.S./Canada General Service Board to make decisions affecting groups on an international level.

The committee agreed to forward the background to the General Service Board to inform discussions of its ad hoc committee exploring additional ways for virtual groups to participate in the U.S./Canada general service structure. This Board's ad hoc committee was formed as a result of an Advisory Action of the 2021 General Service Conference.

Consider request to rescind advisory action to explore participation of online groups in the service structure: The committee discussed the proposed agenda item and took no action.

The committee agreed to forward the background to the General Service Board to inform discussions of its ad hoc committee exploring additional ways for virtual groups to participate in the U.S./Canada general service structure. This Board's ad hoc committee was formed as a result of an Advisory Action of the 2021 General Service Conference.

Discuss request to create two non-geographic areas — one in the United States and one in Canada — for virtual meetings or groups to elect delegates: The committee discussed the proposed agenda item and took no action.

The committee agreed to forward the background to the General Service Board to inform discussions of its ad hoc committee exploring additional ways for virtual groups to participate in the U.S./Canada general service structure. This Board's ad hoc committee was formed as a result of an Advisory Action of the 2021 General Service Conference.

Kathi F., Chair

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

A.A. members are encouraged to submit topics through their area structures for consideration by the Conference. Suggested topics may be forwarded to a trustees' committee for consideration and, where appropriate, referred directly to a Conference committee. Occasionally topics are submitted that are more appropriately under the purview of either the General Service Board, AAWS or Grapevine Boards. These items are accordingly forwarded to those boards for their attention.

The Conference coordinator is responsible for:

- Serving as secretary to the Conference Agenda Committee and the trustees' Committee on the General Service Conference;
- Assembling suggestions for the Conference theme, presentation/discussion and workshop topics that are reviewed by the Conference Agenda Committee, which makes selections that are recommended to the Conference for approval;



- Working with the GSO staff and general manager on planning and coordinating each phase of the Conference program, agenda and scheduling;
- Working with the Publishing department to schedule, assemble and coordinate translation of Conference material;
- Working with the Publishing department on the summer edition of *Box 4-5-9* and the print and anonymity-protected digital copies of the Conference *Final Report*;
- Cooperating with the Technology Services department to develop and maintain necessary digital platforms for transmission of Conference material to Conference members.
- In recent years, the planning and execution of the General Service Conference has been completed entirely with a remote GSO workforce and via video-conferencing technology. Ideas continue to be considered for how the Conference members can complete all Conference business as the 2022 Conference is scheduled to be fully in-person.

Steve S.

COOPERATION WITH THE PROFESSIONAL COMMUNITY/TREATMENT AND ACCESSIBILITIES

Trustees' Report: The trustees' committees on Cooperation with the Professional Community and Treatment Facilities were combined by action of the General Service Board in April 1998. In August of 2009, the trustees' committee expanded its scope to include service to Special Needs-Accessibilities Committee and oversight of Special Needs literature. The title of the committee was changed to Cooperation with the Professional Community/Treatment/Special Needs-Accessibilities in 2009. In November 2015 "Special Needs" was removed from the committee's name and throughout the committee's Composition, Scope and Procedure.

The trustees' Committee on Cooperation with the Professional Community/Treatment and Accessibilities met three times since the 2021 General Service Conference, in addition to numerous teleconferences involving subcommittees throughout that period. The committee undertook the following tasks this past year:

COOPERATION WITH THE PROFESSIONAL COMMUNITY (CPC)

The committee reviewed the list of 2021 Conference Committee on Cooperation with the Professional Community advisory actions and committee considerations pertaining to the committee.

Pamphlet for mental health professionals: The committee discussed the 2021 CPC advisory action "That the trustees' Cooperation with the Professional Community/Treatment and Accessibilities Committee develop a pamphlet directed to mental health professionals..." The committee discussed the request to develop a new outward facing pamphlet geared toward the mental health

professional and suggested that the first action would be to explore assembling a focus group of past/present Class A trustees' and other mental health professionals who may be members of the Fellowship for the purpose of asking what their needs are when addressing the suffering alcoholic.

The committee reviewed a report of the focus group and requested that the staff secretary work with Publishing on the development of language and potential formats, with a progress report on the development of the pamphlet to be forwarded to the 2022 Conference Committee on Cooperation with the Professional Community.

"Members of the Clergy Ask About Alcoholics Anonymous": The committee discussed the 2021 CPC advisory action "that the updated draft pamphlet 'Members of the Clergy Ask About Alcoholics Anonymous' be approved with minor editorial changes and retitled 'Faith Leaders Ask About Alcoholic Anonymous.'" The committee discussed the pamphlet "Faith Leaders Ask About Alcoholics Anonymous" and found the pamphlet to be relevant and useful.

CPC Workbook: The committee reviewed the 2021 CPC consideration to review the CPC workbook and requested that the staff secretary survey the local CPC committees for shared experience on creative ways to carry the A.A. message to professionals, including but not limited to, during the Covid-19 pandemic.

The committee reviewed the shared experience from local CPC committees and other trusted servants for updated content to be included in the CPC Kit and Workbook. The committee agreed to forward draft language and format to the 2022 Conference Committee on Cooperation with the Professional Community for their annual review of the CPC Kit and Workbook.

LinkedIn progress report: The committee discussed the 2021 CPC advisory action "the goals expressed in the 2018 advisory action establishing a dynamic AAWS LinkedIn page be implemented by GSO, to provide current and relevant content about A.A. to professionals in accordance with A.A. principles and Traditions..." The committee reviewed and discussed the LinkedIn progress report and requested the staff secretary to research and report findings to the committee on the following items:

- How Class A trustees could cultivate awareness with professionals about the LinkedIn profile.
- Guideline and tutorial for Class As on how to create a LinkedIn profile.
- The use of "hashtags" in LinkedIn and requested samples of how they can be used on our LinkedIn page.
- That currently when Class A vacancies are closed the postings are removed. The committee requested development of language for ways to keep information about Class A service positions on LinkedIn.

The committee reviewed the AAWS LinkedIn page progress report. The committee noted that the current images are not correspondent to the links and requested

that the senior digital communications analyst remove and repost with images with corrected content. The committee discussed potential options for the multiple features of the LinkedIn platform. The committee agreed to forward a progress report on the AAWS LinkedIn page to the 2022 Conference Committee on Cooperation with the Professional Community. The committee requested that the PI Comprehensive Media Plan also be included in the background to the Conference committee.

Memo to ad hoc working group on "Does Alcoholics Anonymous Work?": The committee reviewed the memo and requested that the staff secretary send the link to the video "Does Alcoholics Anonymous Work?" to committee members, and that committee members be prepared for a discussion at the October 2021 meeting on how it can be shared (in keeping with the A.A. Traditions).

The committee viewed the video and suggested that the CPC staff coordinator work with Publishing to develop an article for the "About A.A." newsletter.

"A.A. in Your Community": The committee reviewed a progress report on "A.A. in Your Community" submitted by GSO's executive editor that provided clarification about the target audience for the pamphlet. Subsequently, the committee reviewed the draft pamphlet and asked staff to send a memo to GSO Publishing with edits from the committee. The committee agreed to forward the suggested revisions to the 2022 Conference Committee on Cooperation with the Professional Community.

Discuss using Health Care Media distribution: The committee discussed using Health Care Media distribution and reviewed the information from the Mesmerize information packet. The committee requested that information be shared with the PI staff coordinator to facilitate work in collaboration with PI.

The committee discussed a demonstration video on how to distribute PSAs on digital TV screens in offices, pharmacies and community-based organizations with relevant messaging to viewers. The committee requested that the staff secretary continue efforts to develop a draft plan on PSA utilization in cooperation with the Public Information desk. The committee looks forward to reviewing the draft plan at the July 2022 meeting.

CPC exhibits: The committee recognized that due to Covid-19, most face-to-face exhibits were canceled for the year 2020 and most of 2021. The staff secretary reported facilitating Alcoholics Anonymous attendance along with participation by the local CPC committee at the American Probation and Parole Association Conference, August 23-25, 2021. The staff secretary reviewed scheduling of exhibits for September through December 2021 for participation and developed a progress report detailing CPC exhibit opportunities in 2022. For the July meeting, the committee also requested a review of the evaluation form in order to help determine which events to attend.

TREATMENT

The committee reviewed advisory actions and committee considerations pertinent to the committee from the Conference Committee on Treatment and Accessibilities.

Treatment Committee Kit and Workbook: The committee reviewed suggestions for the contents of the Treatment Committee Kit and forwarded selected changes to the secretary. The committee requested that suggestions made by the 2021 Conference Committee on Treatment and Accessibilities be forwarded to Publishing for implementation. The committee will continue to review the Kit/Workbook and make additional suggestions at the July 2022 meeting.

“Bridging the Gap” pamphlet: The committee reviewed a progress report from the executive editor on the pamphlet “Bridging the Gap” and reviewed the draft pamphlet “For Professionals: How A.A. ‘Bridges the Gap’ to Help Alcoholics.” The committee requested that the staff secretary provide edit suggestions to Publishing for the next iteration of a draft pamphlet at the July 2022 meeting.

Bridging the Gap Service Materials: The committee reviewed a progress report from the executive editor on the Bridging the Gap service materials and reviewed drafts of the service materials titled, “Bridging the Gap Workbook” and “Bridging the Gap/Temporary Contact Guidelines.” The committee discussed and approved the service materials and requested the staff secretary to forward the drafts to Publishing for development. The committee looks forward to a progress report at the July 2022 meeting.

ACCESSIBILITIES AND REMOTE COMMUNITIES

Review progress report on pamphlet “A.A. for the Older Alcoholic”: The committee chair assigned committee members to review the compiled stories and identify the top four submissions for the pamphlet “A.A. for the Older Alcoholic.” The committee requested that the staff secretary make a compilation of stories to include: the seven stories selected from the most recent submissions, the stories submitted for the update in 2019, stories from the September 2014/August 2021 issue of the AA Grapevine magazine, and the stories that are in the existing version of the pamphlet “A.A. for the Older Alcoholic — Never Too Late.”

The committee performed the first-round review of 84 stories and selected 23 stories to be part of a second-round review. The goal of the second round is to select the top 12 stories. The committee agreed to forward to the 2022 Conference Committee on Treatment and Accessibilities the 12 stories to review and identify any gaps in the targeted categories of the older alcoholic experience. The committee looks forward to the Conference committee’s feedback.

Military audio interviews: The chair appointed a subcommittee on creating audio interviews of A.A. members

who are in the Armed Forces. The committee agreed to the following scope for the subcommittee:

- Identify a consultant to serve on the committee with a target date.
- Develop a questionnaire for audio-military interviews.
- Request to a broad cross-section of A.A. members.

In order to support this effort, the committee agreed to identify consultants from Canada and the U.S. with relevant military experience, who can continue the work on the project. The committee consulted with the chair of the trustees’ Nominating Committee, regarding procedure (#13 Procedures for selecting consultants for General Service Board Committees) and two candidates were selected by the committee, one from Canada and one from U.S. The selections were submitted to the Nominating Committee for their review and were forwarded to the General Service Board for approval.

The committee affirmed that the two consultants (U.S. and Canada) brought on to participate in the military audio interviews project are members of the CPC-Treatment/Accessibilities committee with a voice and no vote. The committee also noted that the consultants’ term is for one year from January 2022 to January 2023 with the option to renew for one additional year.

The subcommittee chair welcomed both consultants and shared about the subcommittee’s plans for the project:

- Standard roadmap between U.S. and Canada having a unified plan;
- Not only seeking interviews but, also seeking contacts from various military branches;
- The subcommittee chair is developing a project plan that will include reporting to the entire committee.

The committee discussed the three audio interviews currently on aa.org. In two of the audio clips, the interviewees identified their service rank. A request has been made to add their rank to the third audio clip. Publishing provided an estimated cost of \$600 to edit the clip. The staff secretary will work with the committee chair to facilitate this request. Additionally, the trustees’ Cooperation with the Professional Committee-Treatment and Accessibilities Subcommittee on the Military Audio Interviews met in February 2022 to review CPC Workbook guide letters and the concept of a call for A.A. members to volunteer as interviewees.

Remote Communities Guidelines: The committee reviewed a progress report from the executive editor on “A.A. Guidelines on Remote Communities” and requested that the staff secretary continue to work with Publishing to develop a draft of the guidelines. The committee suggested several edits and requested that the edits be captured in a memorandum to Publishing. The committee agreed to forward the memorandum and the draft “A.A. Guidelines on Remote Communities” to the 2022 Conference Committee on Treatment/Accessibilities for review because it is new service material.

Subcommittee on A.A. Guidelines on Accessibilities: The chair appointed a subcommittee to update “A.A. Guidelines: Accessibility for All Alcoholics.” The committee noted the need to update the Accessibilities Checklist, in particular to include shared experience about reducing barriers to participation in A.A. by members who have intellectual and learning difficulties. The subcommittee made suggestions for revisions to the Guidelines and Checklist. The committee noted that revisions are a work-in-progress, and requested that the staff secretary provide a final version to the subcommittee members for review to ensure that all changes have been captured. The committee looks forward to a progress report at the July 2022 meeting.

Nancy McCarthy, Chair

Staff Reports:

Cooperation with the Professional Community (CPC)/Treatment: The staff member on the CPC assignment works to provide accurate information about A.A. and to facilitate communication with local CPC committees. Many professionals and professionals in training have a working knowledge of A.A., however, many do not have a close relationship with the local A.A. community and do not fully recognize the impact that the A.A. program of recovery can make on a patient or client who is seeking help with a drinking problem.

The CPC coordinator responds daily to numerous inquiries from professionals and coordinates with local A.A. committees from across the U.S. and Canada who foster cooperation with professionals and carry the A.A. message. The CPC assignment arranges for distribution of service materials, presentation, and letter templates in English, French and Spanish. The CPC coordinator strives to ensure that all the service materials are up to date and available to local committees. They also coordinate in-person A.A. traveling exhibits at national professional conferences when health and safety guidelines permit large in-person gatherings. The CPC coordinator also serves as a liaison to the Advisory Council of the National Institute for Alcohol Abuse and Alcoholism (NIAAA). Communication with professionals also occurs through the newsletter *About A.A.*, typically published twice a year. The upcoming Spring 2022 issue focuses on carrying the message to mental health professionals and the participation of Class A trustees in the World Health Organization (WHO).

Amy B.

Treatment/Accessibilities and Remote Communities: The overall purpose of the Treatment/Accessibilities and Remote Communities staff assignment is to share A.A. and service committee experience and information through literature, activity updates and other communications. Area, district and intergroup committee chairs for Treatment/Accessibilities and Remote Communities currently receive communications from this assignment.

We list 333 Treatment/Accessibilities committees (including 15 Cooperation with the Elder Community committees) and 53 Remote Communities committees.

The staff member also cooperates with GSO’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 position and committee. These materials continue to be shipped via postal mail. At every opportunity these trusted servants are reminded that most of the information that they seek can be read or printed on GSO’s A.A. website (www.aa.org). On the committee web page, anyone can access most of the committee service-related material regardless of their position within the committee. In addition, area level chairs receive a list of other area level chairs to share their local experience and activities.

Committee chairs receive updates on other committees’ activities through 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’ Cooperation with the Professional Community/Treatment and Accessibilities Committee.

Brenda B.

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 2020 General Service Conference, the trustees’ committee has met five times (including two special meetings in September 2021 to review and discuss suggested revisions to the Corrections Workbook and Kit contents).

The committee reviewed and discussed the advisory action and committee considerations from the 2021 Conference Committee on Corrections and took the following actions:

Advisory Action

- *Revision to AAWS literature directed to members behind the walls to replace the terms “inmate” and “offender” with “person in custody.”*

In collaboration with GSO Publishing, it was determined to approach the project of replacing the terms “inmate” and “offender” with “person in custody” utilizing a hard/soft deadline, with the goal of all relevant material being updated by year-end 2023. (Individual stories, i.e., recovery stories submitted by members, will not be changed.)

Implementation is moving along apace. In terms of tracking the corrections-related materials to be revised, and to provide the most relevant and up-to-date numbers, Publishing wanted to wait until January

2022 to gather more current and relevant inventory/reprint/cost data. The executive editor reported at the January 29, 2022, trustees' Corrections Committee meeting that because data is collected from multiple sources, each with their own set of departmental priorities, pulling it all together was taking a bit longer than expected. The committee looks forward to receiving an update at their July 2022 meeting,

Committee Considerations

- *Review corrections materials for corrections professionals and explore the need for developing different language to refer to "persons in custody."*

The committee requested that the staff secretary gather information as to the exact items of literature/service material intended or used by corrections professionals to inform discussions and next steps, if deemed necessary.

Subsequently, the committee reviewed a list of relevant literature items (noted below) and requested that Publishing provide cost estimates for each item to help inform the discussion. Accordingly, the committee agreed to continue discussions at their July 2022 meeting.

P-9 Memo to an Inmate Who May Be an Alcoholic (EN/FR/SP)

P-20 A Message to Corrections Professionals (EN/FR)

P-26 A.A. in Correctional Facilities (EN/FR/SP)

P-29 How A.A. Members Cooperate with Professionals (EN/FR/SP)

P-33 It Sure Beats Sitting in a Cell (EN/FR/SP)

P-12 The Jack Alexander Article About A.A. (EN/FR/SP)

DV-02 A.A. in Correctional Facilities

- *Development of service material that will explain digital distribution to local corrections committees.*

The committee discussed and agreed that because we are in the early stages of digital distribution and that the shared experience would vary widely, it was premature at this time to develop service material that would comprehensively address and provide step-by-step guidance on using digital materials in local corrections settings; the committee agreed to table this matter until more information is available.

On the other hand, major inroads have been made by AAWS and AA Grapevine in making A.A. literature available to those members in correctional facilities in the U.S. and Canada. In collaboration with AA Grapevine, who led the way to pilot the endeavors, AAWS moved the project along apace with contracts in place with several major vendors that provide tablets into correctional facilities. Quarterly updates were provided to the committee reflecting remarkable success not only with the increasing numbers of facilities utilizing A.A. materials but also the ability to track such usage. One such vendor has been highly active in utilizing Grapevine and La Viña materials in facilities with the ability to also track usage. In fact, at the January

29, 2022, board meeting, the publishing director distributed a preliminary report to the committee reflecting that in one day over five hundred items were made available to those behind the walls. It is anticipated that future reports will provide information broken down by area/province and literature item.

The AA Grapevine publisher reported that through Grapevine's Carry the Message project, we have started distribution of free Grapevine/La Viña subscriptions to those on the inside.

- *Exploration of thread-based forums and new communication models that would allow members and committees carrying the message behind the walls to access and provide shared experience.*

The committee discussed and agreed that while timely and effective, thread-based communication models (i.e., message boards) are best initiated and managed by the Fellowship at the local level.

The committee did note, however, the sample digital newsletter provided in the background and indicated that this format may be valuable for newsletters like *Sharing From Behind the Walls*.

- *Corrections Kit and Workbook.*

The committee expressed great appreciation for the extensive work by the National Corrections Committee in reviewing the Corrections Kit and Workbook. The trustees' Corrections Committee scheduled two separate meetings in September and dedicated these meetings to fully review and discuss the suggested changes. With little exception, the majority of the suggestions are being implemented and will be reflected in future Kit and Workbook publications. Due to supply chain and paper shortages, it is anticipated that the digital versions will be completed prior to the printed versions.

In addition to the foregoing, after the 2021 General Service Conference, the trustees' Corrections Committee completed the following:

- Retitled the pamphlet "Memo to an Inmate Who May Be an Alcoholic" (P-9) to "Behind the Walls: A Message of Hope."
- Retitled the book *A.A. in Prison: Inmate to Inmate to A.A. in Prison: A Message of Hope*.
- Submitted the following quote to be added to the current pre-release service material for A.A. members on the inside:

"I've been incarcerated almost 17 years now. I may never see the outside world again. I have good days and bad ones. But don't we all? I know I must continue to change. For me, sobriety is a gift that's earned every single day, just like most people earn a living on the outside world. Each and every hour, day, month and year that I don't pick up that first drink, I earn that gift."

From "The Sweet Smell of Coffee," Grapevine, April 2020

- After discovering that the pamphlet "A Message to Corrections Professionals" (P-20) was only available in English and French, the committee requested that a Spanish translation be implemented after completion of edits changing the word "inmate" to "person in custody."

The trustees' committee also considered the following requests:

- *Request to add shared experience regarding "inside" sponsorship to current corrections service material.*

The committee agreed this type of shared experience would be useful; however, because there is limited shared experience regarding sponsorship for members in custody, the committee requested that the staff secretary prepare and put a call out for shared experience from the Fellowship with a wide distribution (i.e., including regional trustees) and update the committee accordingly. The notice for shared experience was distributed to the Fellowship in February 2022. The staff secretary will update the committee accordingly as shared experience is amassed.

- *Request to reconsider using the language of "person in custody" to describe an inside A.A. member in A.A. literature*

The committee agreed to forward this item to the 2022 General Service Conference.

- *Request to change the phrase "person in custody" back to the original writing of "inmate" and "offender" in all A.A. literature and pamphlets.*

The committee discussed the request and took no action. The committee agreed that the 2021 advisory action requesting the change from "inmate" to "person in custody" was the result of lengthy Conference discussions and passed with substantial unanimity.

- *Request to consider developing a pamphlet on the Corrections Service to include current and additional Fellowship sharing on the value of Corrections Correspondence Service (CCS) participation.*

The committee discussed the request and took no action. The committee determined that with the new CCS database in its infancy, development of a pamphlet at this time may not be the best avenue to raise awareness. However, in keeping with the spirit of the suggestion, the committee will monitor the impact of the new CCS database and assess the need accordingly. In the meantime, the committee suggests utilization of currently available communication tools like AA Grapevine, Box 4-5-9 and What's New on aa.org to raise awareness of the Corrections Correspondence Service.

CORRECTIONS CORRESPONDENCE SERVICE

A couple of exciting developments transpired related to the Corrections Correspondence Service (CCS):

- In September 2021, the new CCS database was launched. The new state-of-the-art digital application enables matching of persons in custody to members

on the outside with speed and efficacy. Some of the new features include matching based on miles rather than region — exponentially increasing matching possibilities; and expansion of the program to effortlessly match members in Canada. The database also provides an expedient process for obtaining statistics and reports and generating personalized letters.

- Substantial inroads have been realized regarding the Corrections Correspondence Service in Canada. A small team including two current Class A trustees, the Eastern Canada regional trustee (and member of the trustees' Corrections Committee), and a past delegate from Canada held several meetings with corrections professionals in Canada who expressed interest in CCS and the Bridging the Gap program. As a result, utilizing AAWS and AA Grapevine materials, the professionals developed informational materials for their colleagues as well as separate materials dedicated to those on the inside, informing all about the services provided through CCS and Bridging the Gap. We look forward to continued collaborations and will report out accordingly.
- Finally, in an effort to increase awareness and participation in CCS in Canada, future articles will be featured in Box 4-5-9 and AA Grapevine.

Mike L., Chair

Staff Report: The Corrections assignment is responsible for helping A.A. members and local committees carry the A.A. message to alcoholics confined in a variety of correctional settings. Approximately 300 pieces of mail arrive monthly from inmates, many requesting free literature, others asking to participate in our Corrections Correspondence Service (CCS) or for help in contacting A.A., either by asking for a meeting in their facility or for a prerelease contact. We also forward to area corrections committee chairs about 154 requests per year from inmates or corrections professionals.

While not everyone who writes to GSO has a problem with alcohol, all letters are answered. If an incarcerated alcoholic requests free literature, they 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 2021, we passed along to area corrections committee chairs 154 requests from persons in custody, corrections professionals, and A.A. members taking meetings into correctional facilities for prerelease contacts, outside support, or A.A. literature.

Prerelease Contacts help 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 GSO and forwarded to the appropriate area corrections chair. In 2021, we forwarded over 69 requests.

The Corrections Correspondence Service is coordinated through GSO and is intended for those who have more than six months to serve on a sentence. In 2021, many correctional facilities suspended in-person A.A. meetings due to health and safety guidelines related to Covid-19. However, CCS continued to provide the spiritual connection of one member to another — sharing experience, strength, and hope.

The CCS 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 September 2021, we launched the new CCS database system that provides us with the ability to expediently match volunteers and persons in custody automatically and manually, obtain statistics and reports, and generate personalized letters that can be sent via email to outside A.A. members and via postal mail to persons in custody. In 2021, we linked 1,432 male and 438 female alcoholics in prison to an outside A.A. correspondent through CCS. To meet those requests, we matched those on the inside with 1,818 outside A.A. volunteers.

GSO'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 GSO.

We receive many letters from A.A. members on the

inside who express their gratitude for the hope found in the literature received, as well as for the many dedicated A.A. volunteers 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.

Sandra W. (interim coordinator)

FINANCE AND BUDGETARY

Trustees' Report:

2021 Cash Basis Report

General Service Office:

The GSO prepares its financial statements on an accrual basis. This means that revenue and expense are recorded when an event happens rather than when the cash is received or spent. For example, in March 2022, we paid a hotel deposit for the 2023 Northeast Regional Forum. On the accrual basis, this expense is counted in 2023 because this is the year during which the forum happens. An alternative to the accrual basis is the cash basis. This means that revenue and expense are recorded when the cash was received or spent. For example, the deposit paid in 2022 for the 2023 Northeast Regional Forum is recorded in 2022 on a cash basis.

On the accrual basis, the bottom line is the operating surplus or deficit. On the cash basis, the bottom line is the change in cash. A financial statement prepared on the accrual basis is called an Income Statement or a Statement of Activities. A financial statement prepared on the cash basis is called a Cash Flow Statement.

We use the accrual method for our financial statements because it is required by the nonprofit laws of both the United States and New York state for our audited financial statements. However, the accrual method



can sometimes present a misleading picture of our financial activities. This happened in 2021. An increase in the stock market caused the payments we expect to make in the future to fund the defined benefit pension plan and post-retirement medical fund to decrease by \$7.23 million. Under the accrual method, this \$7.23 million decrease in the future obligation is recorded as non-operating revenue in 2021 even though we received no cash. As a result, the GSO may appear to be \$7.23 million better off than it actually is.

Any transaction in which the accrual and cash basis differ on the year in which the transaction is recorded can cause a difference in the bottom line calculated for the year by each method. As shown on the Cash Flow Statement in Appendix 1, our operating cash increased by \$53,177 in 2021. However, our audited financial statements show an operating surplus of \$1,697,141. This is a \$1,643,964 difference in the bottom line between the two methods. Looking at just the operating surplus, one might think that 2021 increased the financial capacity of the GSO. Adding the context of the change in cash, one can see that the financial capacity of the GSO changed little in 2021. Here are the biggest reasons for the difference between the operating surplus and the increase in cash:

The Cash Flow Statement reports sources and uses of cash. The largest sources of cash in 2021 were:

Gross literature sales	11,346,125
Contributions	10,402,293

The largest uses of cash in 2021 were:

Salaries	7,605,107
Printing, shipping, and storing literature	4,733,884
Professional fees	2,174,231

A complete list of sources and uses of cash is in Appendix 1.

2021 Actual Results Accrual Basis vs. 2021 Budget

General Service Office:

Preliminary 2021 financials, prepared on an accrual basis, were submitted to the auditors on February 7. As of this late March writing, the audit is mostly complete. The auditors are expected to report the audited financial statements to the GSB Audit Committee on April 18. As long as the Audit Committee accepts the financial statements at this meeting, the audited financial statements will be reported at Conference. All 2021 actual results cited below include auditor adjustments but are still subject to change until the Audit Committee accepts them.

For the year 2021, the GSO had an operating surplus of \$1,697,141 compared to a budgeted operating surplus of \$1,197,218. Non-operating revenue of \$8,972,682 and non-operating expense of \$852,353 resulted in a total surplus of \$9,817,470. The largest non-operating transactions were non-cash transactions such as the increase in market value of the assets in the defined benefit pension plan and post-retirement medical fund. Appendix 2 lists the different categories of non-operating revenue and expense. During 2021, cash increased by only \$53,177 (as detailed in Appendix 1), a far cry from the \$9.8 million surplus.

Operating expenses were \$15,679,880 compared to a budget of \$15,887,254. Expenses were kept lean to set aside money to use in 2022 to return to an in-person Conference, in-person Regional Forums, in-person board meetings, and pre-pandemic staff and board travel. The GSO's largest expense, salaries and benefits, was \$9,295,443 compared to a budget of \$9,518,557. Professional fees were \$2,242,400 compared to a budget of \$2,587,440. Please see Appendix 4 for a detailed listing of professional fees.

The Covid-19 pandemic did not impact revenue as dramatically in 2021 as it did in 2020. Gross literature sales in 2021 improved to \$11,712,193 compared to a budget of \$11,400,000 and sales of \$9,088,279 in

BIGGEST REASONS FOR THE DIFFERENCE BETWEEN THE OPERATING SURPLUS AND THE INCREASE IN CASH

Inventory — To combat supply chain disruptions, we are printing larger quantities when reordering titles. This is up front cash in 2021 which will not become an expense until the items are sold in 2022.	321,805
Literature Accounts Receivable — These are 2021 literature sales to Intergroups, Central Offices, and international GSOs that are paid for in 2022. Under the accrual method, these sales count in 2021, but the cash was not received until 2022.	108,959
Due From Grapevine — This the Grapevine portion of shared services such as employee benefits and office rent paid for by AAWS on behalf of Grapevine. AAWS pays for the services in 2021 and Grapevine reimburses AAWS in 2022.	222,205
Deferred Employer Social Security Tax — This is Social Security tax on 2020 wages that the IRS allowed us to wait until 2021 to pay. Under the accrual method, this expense counted in 2020, but under the tax was not paid until 2021.	278,227
Added to Reserve Fund — The General Service Board authorized a transfer of \$250,000 from the Operating Fund to the Reserve Fund. This is not recorded as an expense under the accrual method, but it does decrease operating cash.	250,000
Contributions — Under the accrual method, contributions received in January but dated or postmarked December 31 or earlier are recorded as revenue in 2021, but the cash is not received until 2022.	321,653
Prepaid Expenses — International Convention — Activities such as site inspections and deposits decrease cash in 2021 but are not recorded as an expense under the accrual method until the Convention occurs in 2025.	57,314
Other Prepaid Expenses — Other services which are paid for in advance result in cash being spent in 2021 but are recorded under the accrual method as an expense in 2022. This includes employee medical insurance, hotel deposits, and software subscriptions.	53,174
Other Transactions	30,627
TOTAL	1,643,964

2020. However, sales remain significantly below the \$14,405,491 recorded in 2019. Additionally, due to increased prices caused by supply chain disruptions, the cost of printing, shipping, and storing literature was \$5,061,311 compared to a budget of \$4,218,000.

Contributions set a record for the second consecutive year as the Fellowship continued to respond to the financial burden on the GSO created by the pandemic. Contributions in 2021 were \$10,775,871 compared to a budget of \$10,000,000 and contributions of \$10,256,687 in 2020. Operating revenue (after subtracting cost of literature sold) was \$17,377,021 compared to a budget of \$17,084,572.

GSO Actual Vs. Budget	2021 Actual	2021 Budget	Difference
Operating Surplus	1,697,141	1,197,218	499,923
Operating Expenses	15,679,880	15,887,254	(207,374)
Salaries and Benefits	9,295,443	9,518,557	(223,114)
Professional Fees	2,242,400	2,587,440	(345,040)
Gross Literature Sales	11,712,193	11,400,000	312,193
Cost of Literature Sold	5,061,311	4,218,000	843,311
Contributions	10,775,871	10,000,000	775,871
Operating Revenue	17,377,021	17,084,572	292,449

AA Grapevine:

Although the 2021 Grapevine budget anticipated a net deficit of \$354,225 (based on decreasing subscriptions attributed to a preponderance of virtual A.A. meetings and a decrease in large-scale in-person events during the Covid pandemic), the actual results fared much better than anticipated, with a net deficit of just \$46,699. This favorable performance is primarily attributed to lower-than-average travel and office expenses, increased book sales as well as the proceeds of \$180,000 from the 2020 International Convention cancellation insurance policy.

GV Actual Vs. Budget	2021 Actual	2021 Budget	Difference
Net Deficit	(46,699)	(354,225)	307,526

2021 Actual Results Accrual Basis vs. 2020 Actual Results Accrual Basis

General Service Office:

The operating surplus of \$1,697,141 in 2021 compares to an operating surplus of \$109,488 in 2020. The total surplus of \$9,817,470 in 2021 compares to a total deficit of \$2,353,799 in 2020. Increases in literature sales and contributions, a reduction in salaries and benefits, and the change in direction of the financial markets contributed to the better year in 2021 than in 2020.

Operating revenue of \$17,377,021 compares to \$17,378,975 in 2020. Total revenue of \$26,349,703 in 2021 compares to total revenue of \$20,807,403 in 2020. As noted earlier, gross literature sales increased from \$9,161,407 in 2020 to \$11,712,193 in 2021. Contributions also increased, from \$10,256,687 in 2020 to \$10,775,871 in 2021.

Operating expenses were \$15,679,880 in 2021 compared to \$17,269,487 in 2020. Salaries and benefits

were \$9,295,443 in 2021 compared to \$10,981,702 in 2020. Total expenses were \$16,532,233 compared to \$23,161,202 in 2020.

GSO Actual Vs. Last Year	2021 Actual	2020 Actual	Difference
Operating Surplus	1,697,141	109,488	1,587,653
Total Surplus/(Deficit)	9,817,470	(2,353,799)	12,171,269
Operating Revenue	17,377,021	17,378,975	(1,954)
Total Revenue	26,349,703	20,807,403	5,542,300
Gross Literature Sales	11,712,193	9,161,407	2,550,786
Contributions	10,775,871	10,256,687	519,184
Operating Expenses	15,679,880	17,269,487	(1,589,607)
Salaries and Benefits	9,295,443	10,981,702	(1,686,259)
Total Expenses	16,532,233	23,161,202	(6,628,969)

AA Grapevine:

The AA Grapevine Magazine Operations and Content-Related Items:

Net income from subscriptions, for 2021, was \$1,059,720. Income from subscriptions includes that from the print magazine, single copies, back issues, GV Complete and ePub (the digital version of the print magazine). The average paid circulation for print magazines, in 2021, was 56,081 (down from 63,397 in 2020). However, the 2021 subscriptions for GV Complete combined with the e-Pub magazine averaged 8,972, which compared favorably with 5,175 in 2020. Considering this trend towards a digital magazine, during 2022 Grapevine will be allotting resources to digital products — while maintaining the quality of the print magazine.

The 2021 gross income on the magazine and content-related items (books, audio, etc.) of \$1,820,445 was \$43,573 less than 2020, and \$41,692 below budget. Included in 2021 gross income was net profit from other published items of \$442,580 which was \$142,662 above budget and \$89,109 more than 2020. Total income in 2021, including interest earned and miscellaneous income was \$1,712,310, which is \$96,551 over 2020 and \$248,676 over budget.

Costs and expenses for editorial, circulation, and business, and general and administration in 2021 were \$1,759,009. Cost and expenses were \$155,450 less than in 2020, and \$58,850 under budget. Overall, Grapevine reported a deficit of \$46,699 (which included 2021 accrued expenses, depreciation write-offs, and allowance for bad-debt accounts).

Notwithstanding, the Grapevine reported loss of \$46,699 was significantly lower than the 2021 budgeted loss of \$354,225.

GV Actual Vs. Last Year	2021 Actual	2020 Actual	Difference
Print Circulation	56,081	63,397	(7,316)
Digital Circulation	8,972	5,175	3,797
Gross Income	1,820,445	1,864,018	(43,573)
Net Profit from other Published Items	442,580	353,471	89,109
Total Income	1,712,310	1,615,759	96,551
Total Expenses	1,759,009	1,914,459	(155,450)

La Viña Magazine Operations:

In 2021, La Viña, the Spanish-language magazine (approved by the 1995 General Service Conference) celebrated its 25th anniversary. The magazine experienced a 2021 average circulation of 6,312 — as compared with the 2020 average circulation of 7,205. After several years of La Viña circulation growth, reaching the 10,000 range, both 2021 and 2020 circulation incurred a significant drop-off, which is attributable to the Covid-induced lack of live events in the Spanish-speaking community, where many subscriptions and renewals originate.

During 2021, subscription income was \$83,773 against \$59,614 of direct publishing costs. La Viña also realized approximately \$26,039 from the sale of other content-related items (books, audio, etc.) against direct costs of \$9,034. Total operating expenses (i.e., editorial, circulation and administrative costs) associated with these publication activities were \$429,810. The shortfall between revenues earned from publishing activities versus the cost to produce and distribute was \$388,646.

This shortfall of \$388,646 was covered by the General Fund of the General Service Board as a service activity to the Spanish-speaking members of our Fellowship. The 2021 shortfall approximated the 2020 shortfall of \$385,772.

LV Actual Vs. Last Year	2021 Actual	2020 Actual	Difference
Average Circulation	6,312	7,205	(893)
Net Operating Service Cost	388,646	385,772	2,874

2022 Budget

General Service Office:

The 2022 budget has an operating deficit of \$1,350,569 compared to an operating surplus of \$1,697,141 in 2021. The 2021 surplus will be used to pay for the 2022 deficit. Operating expenses in 2022 are budgeted at \$18,111,969 compared to \$15,679,880 in 2021. The increased expense is due to the additional cost of in-person events compared to virtual events and the resumption of board and staff travel. Events returning to in-person include the General Service Conference, Regional Forums, and board meetings.

GSO 22 Budget Vs. 21 Actual	2022 Budget	2021 Actual	Difference
Operating Surplus/(Deficit)	(1,350,569)	1,697,141	(3,047,710)
Operating Expenses	18,111,969	15,679,880	2,432,089
Operating Revenue	16,761,400	17,377,021	(615,621)
Gross Literature Sales	11,000,000	11,712,193	(712,193)
Contributions	10,000,000	10,775,871	(775,871)

We have endeavored to be conservative with our revenue budget to protect against another Covid spike. Operating revenue in 2022 is budgeted at \$16,761,400 compared to \$17,377,021 in 2021. This revenue budget anticipates that literature sales will decrease slightly due to backorders caused by pandemic production delays. Contributions are also expected to decrease slightly due to declines in contributions from areas and districts. Gross literature sales are budgeted at \$11,000,000 in

2022 compared to \$11,712,193 in 2021. Contributions are budgeted at \$10,000,000 for 2022 compared to \$10,775,871 in 2021.

AA Grapevine:

Ideally, in 2022, with the return to in-person events, the growth of the podcast, the increase in Grapevine awareness brought about by the Instagram account, and attraction efforts by mail and digital means, subscriptions will return to pre-Covid levels. By carefully monitoring expenses combined with raising the awareness of the magazine and content-related items as recovery tools, we anticipate that AA Grapevine will break even, or do slightly better, in 2022. To be conservative, budgeted overall circulation (print and digital) is projected to rise to 70,842 (up from 2021's 65,053 paid average). Gross profits on subscriptions in 2022 are budgeted at \$1,236,434 up from \$1,059,720 in 2021. Content-related income (books, audio, etc.) will hold fast at \$690,333 which is slightly below 2021's \$703,610. If all goes according to plan, in 2022 Grapevine will achieve a net surplus of \$19,234.

GV 22 Budget Vs. 21 Actual	2022 Budget	2021 Actual	Difference
Print and Digital Circulation	70,842	65,053	5,789
Gross Profit on Subscriptions	1,236,434	1,059,720	176,714
Content Related Income	690,333	703,610	(13,277)
Net Surplus/(Deficit)	19,234	(46,699)	65,933

La Viña:

Ideally, in 2022, with the return to large-scale in-person events, La Viña subscriptions will return to previous levels. Print magazine circulation is projected to increase from 6,312 in 2021 to 7,500 in 2022. Total subscription income is expected to increase along with circulation, from \$83,773 in 2021 to \$91,520 in 2022. La Viña's net operating service cost covered by the General Service Board in 2022 is expected to be \$402,067.

LV 22 Budget Vs. 21 Actual	2022 Budget	2021 Actual	Difference
Print Circulation	7,500	6,312	1,188
Subscription Income	91,520	83,773	7,747
Net Operating Service Cost	402,067	388,646	13,421

Lockbox

In 2021, the GSO began using a bank service called a lockbox to process contributions. This service includes:

- Opening the mail
- Scanning the mail
- Verifying with the GSO that the contributor is a member of the Fellowship
- Depositing the check

The bank is able to do this more cost effectively than the GSO because the bank uses specialized equipment that the GSO could not afford. If you would like to learn more about how a lockbox operates, you may take a virtual tour of the processing facility by scanning the QR code in Appendix 3.

Appendix 1

CASH FLOW STATEMENT FOR THE YEAR 2021

SOURCES OF CASH	
Contributions	10,402,293
Gross literature sales	11,346,125
GSC delegate fees	157,331
GSC contributions	67,456
Payments from Grapevine	218,170
International Literature Fund	46,693
US CAN	8,662
WSM contributions	4,928
Total Cash Received	22,251,658

USES OF CASH	
Salaries	7,605,107
Printing, shipping, and storing literature	4,733,883
Professional fees	2,174,231
Employee Benefits	1,566,076
Rent	986,102
Payroll taxes	872,103
La Viña support	393,713
Sales tax remittance	361,057
Software support	338,879
Bank and E-Commerce charges	297,035
Postage	280,172
Transfer to Reserve Fund	250,000
Advances to Grapevine	215,375
Subscriptions (including software) & memberships	213,758
Data, bandwidth, and hosting	210,977
Telephone	184,073
Software development	179,759
Development of new website	157,168
Fellowship Connection	149,069
Board meetings	142,383
Equipment Rental	116,360
Meeting Guide App	104,269
Insurance premiums	96,133
Office supplies	94,206
Corrections Correspondence System	78,395
International Convention production costs	53,675
Equipment Purchases	53,609
11th floor GSO improvements	52,758
Meals and lodging	45,577
Retiree medical coverage	37,963
Repairs and maintenance	30,442
Travel and Transportation	27,886
Contribution to zonal meetings	26,150
Payroll processing service	23,560
Printing (other than literature)	13,334
8th floor GSO construction	12,514
Staff development and training	10,382
Foreign exchange gain/loss	8,845
International Convention registration refunds	1,503
Total Cash Used	22,198,481
Increase in Cash During 2021	53,177

Appendix 2

NON-OPERATING REVENUE

Dividends and Interest on Reserve Fund and Post-Retirement Medical Fund	288,594
Increase in the market value of Post-Retirement Medical Fund investments	1,026,812
Decrease in expected future contributions to Defined Benefit retirement plan primarily due to increase in market value of assets	6,690,895
Decrease in expected future contributions to Post-Retirement Medical Plan due to increase in market value of assets and smaller increase in premiums	966,381
Total Non-Operating Revenue	8,972,682

NON-OPERATING EXPENSE

Bad Debt Expense (2018-2020 literature orders on credit that were never paid for)	32,346
Credit card and bank fees	161,489
Support of La Viña	388,647
Transfer of a portion of International Convention insurance proceeds to Grapevine	182,050
Penalties and interest	39,696
Loss on currency exchange between US dollar and Canadian dollar	12,081
Fees paid to investment advisor for Defined benefit retirement plan and post-retirement medical plan	36,044
Total	852,353

Appendix 3

Scan the QR code with your smartphone to view details about the J.P. Morgan lockbox site in Brooklyn:



Appendix 4 PROFESSIONAL FEES

Accounting and Audit	427,316
Legal	255,894
Human Resources	222,598
Editorial	130,841
Information Technology	95,147
Temporary Help	368,027
Payroll Processing	23,560
Document Translation	215,343
Simultaneous Interpretation	92,958
Virtual Meeting Support	148,929
Project Management	55,000
Operational/Structure Consulting	80,184
Other	126,603
Total	2,242,400

Kevin Prior, Chair

GENERAL SHARING SESSION

Trustees Report: Since the 71st General Service Conference, the General Service Board has held three General Sharing Sessions. In July 2021, the topic was “The Minority Voice.” Two prepared talks were given on subtopics. Staff member Irene D. addressed the subtopic “The Voice of Minorities: Accessibilities, Remote Communities, Elder Populations.” The subtopic addressed by Jimmy D., Southwest Regional Trustee and chair of the AAWS Board was “Our Flag for the Future: The Minority Voice.”

During planning meetings for the July Board Weekend, the idea was raised about returning to the “town meeting” format for General Sharing Sessions as was the practice several decades ago. The format change was brought up and discussed during the second half of the July General Sharing Session. Based on the positive feedback, the decision was made to try a town meeting format for a trial period.

In advance of the October Board Weekend, communications went out regarding the change of format to the General Sharing Session. Instead of having two prepared talks on topics determined in advance, all in attendance would be encouraged to share whatever was on their mind: topics they felt strongly about, things they had been hearing in their regions, and any “elephants in the room.”

The third quarter Board weekend was held in-person and Zoom was used to enable a hybrid option. With Board Weekend attendees seated in front of him and virtual attendees on a screen behind him, Francis G. shared the history of the General Sharing Session, including how it used to be held in a town meeting format. He then opened the floor for sharing on any topic, including elephants in the room, having placed an elephant figurine on the podium. For the next ninety minutes the language of the heart was heard on a variety of topics. The sharing

was compiled in a report of the General Sharing Session, distributed to board members, and made available upon request.

Since the evaluations after the October Board Weekend favored the town meeting format, we continued with that format for the January Board Weekend. The majority of participants were in-person in January. Due to technical limitations those engaging remotely could listen but not share, which was less than ideal.

Again, Francis G. explained the town hall format, then warmly invited trustees, directors, appointed committee members, Class A candidates, GSO employees, and especially the delegate chairs in attendance to share what was on their mind and in their hearts. The sharing continued for 90 minutes and was again compiled in a General Sharing Session report, distributed to board members and made available upon request. Please contact the staff coordinator, staffcoord@aa.org, if you wish copies of General Sharing Session presentations and summaries.

Francis G., Chair

GRAPEVINE

Office Report: Due to the world Covid-19 health crisis, as of March of 2020 all employees of AAGV were required to relocate and telework from their homes. Throughout the summer and for the remainder of the calendar year, all AA Grapevine, Inc. work was performed, and all editorial products were created electronically from each employee’s home. In May 2021, a voluntary Return to Work was implemented and GV and LV staff started making their way back into the office. A full-return to work with a hybrid schedule was implemented in October 2021 and all Grapevine and La Viña staff are working in the office on a full-time basis at least two to three days per week.

Since the last Conference, AA Grapevine, Inc. has produced 12 issues of Grapevine and six issues of La Viña. It also produced the Grapevine books *Prayer & Meditation, Free On the Inside* (AA prison stories) and the La Viña book *Mujeres en AA* (Spanish-speaking women’s stories). In 2021, AAGV began production on a new book of Grapevine AA stories to be released in spring of 2022, called *Fun in Sobriety*. AAGV also began production on a new Spanish translation of *Emotional Sobriety*, due out in fall of 2022. AAGV also produced its annual wall calendar (with member photos) and a pocket planner. After partnering with Ingram Content Group to distribute its books, e-books and audiobooks, beginning October 2020, Grapevine and La Viña material is now available to a much wider market in hopes of reaching more people looking for help with their drinking problem.

The AA Grapevine, Inc. websites continued to expand and in 2021 received an average of 77,000 unique visitors each month. A new feature, “Magazine section field,” was deployed on www.aagrapevine.org and www.aalavina.org websites allowing stories and audios to display what section they belong to. The GV Audio Project Portal was given a new landing page: www.aagrapevine.org/audioproject.

In October 2021, AA Grapevine, Inc. launched its new 30-minute Podcast, “The Half Hour Variety Hour,”

which is now available on the leading podcast platforms and features long-time A.A. members Don and Sam. A new episode airs every Monday. In November 2021, Grapevine re-launched its popular Audio Project, in which members record seven-minute shares on a variety of A.A.-related topics. There are currently five Audio Project playlists featured on AAGV's YouTube channel. AAGV continues working on new ideas to increase content on their YouTube channel, including explainer videos and short videos in both English and Spanish from the GV and LV Audio Projects. And in 2021, AAGV also began to work with companies to make material available to prisons via e-tablets.

Following the 2021 General Service Conference action, AA Grapevine, Inc. started Instagram accounts for both the AA Grapevine and La Viña magazines. As of July 7, 2021, users could read GV's Daily Quote each morning, know when our new magazine issues arrived, learn about new books and be inspired by both A.A. pioneers and today's members. In their first few months, the Grapevine account (@alcoholicsanonymous_gv) had more than 121,000 viewers; the La Viña account (@alcoholicosanonimos_lv) had over 14,000 viewers. Also, in April of 2021, La Viña's free "Daily Quote" became available through SMS.

AA Grapevine, Inc. continued to expand its successful Carry the Message Project to help members and groups get Grapevine and La Viña subscriptions into the hands of alcoholics in need. AAGV simplified the process to make it easier for members, groups and committees to get subscriptions to prisoners, members (at events and home groups), alcoholics in detoxes and rehab centers, or to help doctors, lawyers, parole officers,

teachers and other professionals learn more about A.A. Throughout the year, AAGV, Inc. has collaborated with GSO's Corrections desk to fulfill hundreds of Carry the Message subscriptions for inmates.

As some events began reopening in person for 2021, while others remained virtual, Grapevine and La Viña staff members participated in many events and workshops across the U.S. and Canada throughout the year.

Karina C., Associate La Viña Editor

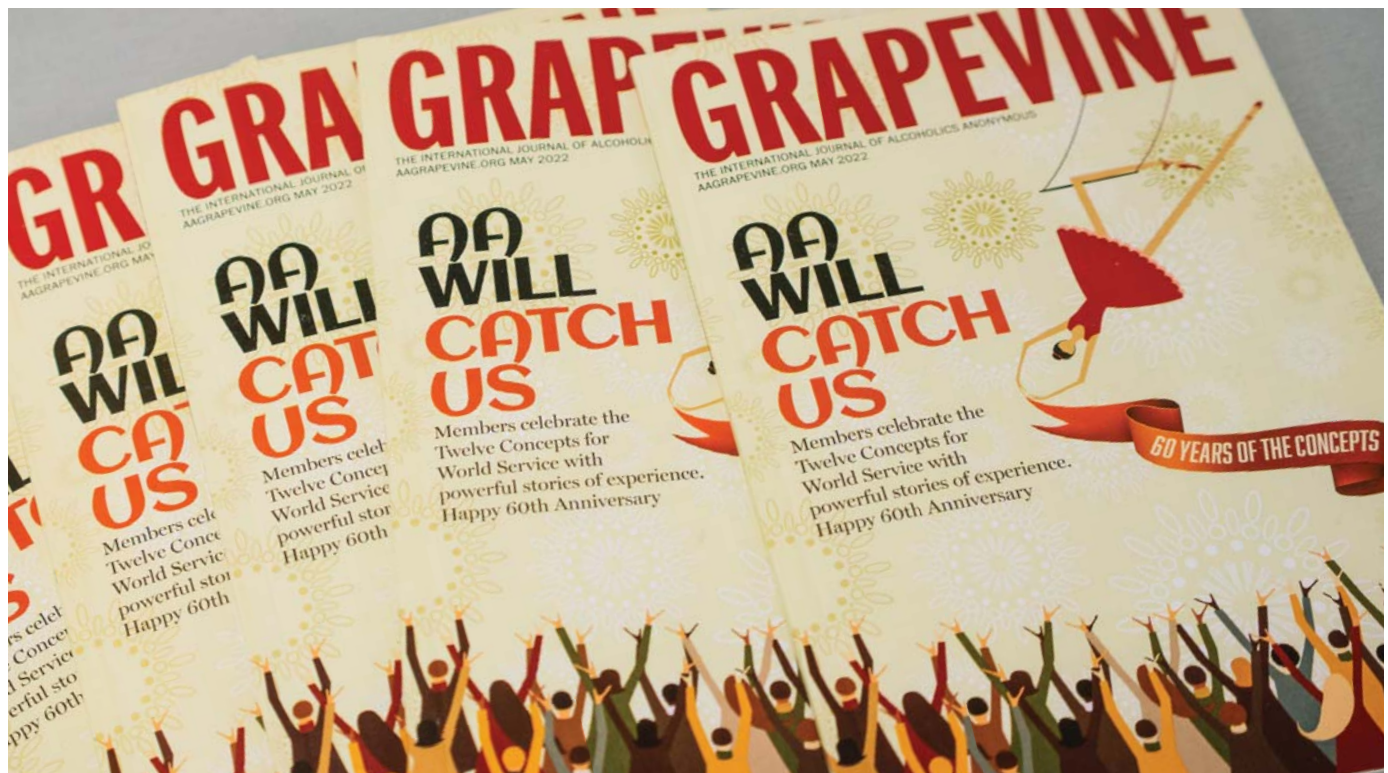
GROUP SERVICES

Staff Report: To assist groups across the U.S. and Canada, GSO develops service material based on an indicated need, sharing information and experience. Examples of service material include: Group Handbooks; GSR/ DCM Kits; A.A. Guidelines; and individual pieces such as "Is Your Group Linked to A.A. as a Whole?" and "Anonymity Online and Digital Media." 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 does not come from a Conference Advisory Action. Service material reflects A.A. group experience as well as timely information that is subject to change.

The group services coordinator:

- Supervises the updating of GSO's available service material upon request, and in Spanish and French, whenever possible.
- Collaborates with the Publishing, Operations, and Technology Services departments on projects hav-



ing to do with GSO's group and service committee data such as the development and evolution of the "Fellowship Connection" portal. Group services also helps maintain intergroup and central office shared experience and contact information for communication purposes as well as A.A. Near You.

- Serves as a resource to the Publishing department regarding updating of *The A.A. Service Manual*.
- Serves as liaison to over 480 intergroup and central offices, in English, Spanish and French in the U.S. and Canada, and coordinates the participation of AAWS at the annual intergroup/central office seminar (ICOAA), working with the seminar's Policy and Site-Selection Committees.
- Serves as secretary to the Conference Committee on Report and Charter.
- Serves as liaison to other Twelve Step fellowships and to Special International Contacts. In some cases, may chair and facilitate the "Day of Sharing," a cooperative event between A.A. and other Twelve Step fellowships.
- Serves as the secretary to the AAWS Technology Communications Services committee.
- Maintains regional correspondence and assignment related correspondence.

Craig 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 2021 Literature Assistance budget of over \$56,000 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. AAWS 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 that 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 AAWS Board. The Big Book is currently available in 73 languages, and other literature is available in approximately 110 languages and counting.

North/South Connections — The committee reviewed reports and evaluation questionnaire summaries for

Phase I of the North/South Connections virtual pan-continental two-way shared experience which took place on May 15, 2021. The committee noted that Phase II of North/South Connections is being led by the Regional Forums assignment. Just as Argentina invited us into their planning process, we are looking forward to having Argentina (and Chile) join GSO as planning partners for a North/South Special Forum.

Listing of online groups — The committee discussed advisory actions 32 and 33 of the 71st General Service Conference regarding the recognition, participation, and listing of online groups in the U.S./Canada Service Structure.

The committee recommended that advisory actions 32 and 33 of the 71st General Service Conference (listed below) be forwarded to the General Service Board and that a committee(s) be formed to discuss these actions and that both domestic (U.S./Canada) and International impact be considered in all discussions and implementation.

The U.S./Canada General Service Structure recognizes online groups and encourages their participation, listing those groups who ask to be listed within the group's preferred district and area, with the default option being the location of the group's primary contact. This supersedes the 1997 Advisory Action that designated online groups as "International Correspondence Meetings."

The General Service Board formed a committee to explore future possibilities for the participation of online groups in the U.S./Canada General Service structure.

World Service Meeting — The committee recommended that the General Service Board withdraw from coordinating the 27th World Service Meeting (WSM) Theme: "Carrying the Message of A.A. in the Digital Age" currently scheduled to be held October 1–6, 2022, in Tokyo, Japan. The committee noted that based on the continued unpredictability of the pandemic and financial concerns the General Service Board would be unable to support a physical destination/hybrid meeting.

Note: *This recommendation passed by the GSB. The GSB resolution was sent to the WSM Policy/Admissions/Finance Committee. With a final vote of the WSM body, the 2022 WSM will be held virtually.*

The committee approved the preliminary 2022 World Service Meeting budget.

The committee also requested that the trustees' Finance and Budgetary Committee amend the proposed budget to include a \$20,000 contribution to the World Service Meeting Fund. The committee noted that although the virtual WSM will be financed by delegate fees and the WSM Fund, a General Service Board U.S./Canada contribution to the WSM Fund is needed to join with other countries to more equitably ensure that all countries that wish to participate may have that opportunity.

Note: *Developed in 2018, the WSM Fund is maintained and administered by A.A. World Services under the purview of the WSM Policy/Admissions/Finance Committee.*

International Trips — Our General Service Board and General Service Office respond to many invitations from other countries to attend events including conventions, anniversary celebrations, conferences, board meetings, office visits and service assemblies. International travel halted completely with the onset of the pandemic and many planned trips were cancelled, but as in so many other areas in A.A. the pandemic has opened new doors for connecting with A.A.s around the world, enabling us to attend events that we might not have been able to because of time or cost limitations and to attend events that arose because of the pandemic and the need to connect. Since last year’s General Service Conference, trustees and staff members have attended virtual events throughout 2021 including observing zonal meetings (Asia-Oceania Service Meeting, European Service Meeting, Sub-Saharan Africa Service Meeting). Other virtual trips have included the XXXII Peruvian GSC, the 52nd Anniversary of GSO Mexico, the 2nd Transnational Convention of Iran, the 1st Anniversary Chile A.A. Archives Committee Event, and the 56th Anniversary of the GSO Perú.

Tentative international travel for 2022 includes the Cuba General Service Conference in Havana, the National Service Meeting in Fatima, Portugal, and the Annual Convention in Rimini, Italy.

REDELA — The REDELA (Meeting of the Americas), our zonal meeting which meets in years when there is no WSM, was held in Guatemala in a hybrid event. Due to travel advisories, trustees-at-large participated virtually and GSO staff and Publishing were also able to observe. REDELA has also been holding monthly virtual sharing sessions providing more thoroughly discussed topics that are relevant to our greater connectivity and extending the hand of A.A. in the Americas.

Prior to attending REDELA, to join with other countries in more equitably ensuring that all countries that wish to participate may have that opportunity, the committee recommended that the General Service Board U.S./Canada contribute \$5,000 (US) to the REDELA Fund.

Note: *This recommendation was passed by the GSB.*

A.A. Directories — The committee discussed the confidential “2018–2019 International A.A. Directory Outside USA/Canada” including, but not limited to, distribution numbers. The committee noted that further discussion is needed regarding whether a printed format is the most effective way to provide international English-speaking contacts and other relevant international resources. The committee asked that a new directory not be produced until wider consultation takes place at the 2022 World Service Meeting.

The committee noted that due to the confidential nature of providing personal contact information, preservation of members’ anonymity is of the utmost importance. Keeping in mind anonymity principles, there may be a preferred format that could provide more accurate resources for A.A. travelers seeking English-speaking contacts.



International A.A. Data Map — The committee reviewed and accepted the December 11, 2021 “Subcommittee update on the International Data Map.” The committee discussed the findings that the map has the potential to be a helpful resource on aa.org to share a snapshot of A.A. around the world. The committee is encouraged that preliminary planning for the development of the data map will begin in 2022 with collaboration of the International desk and Technology Services department.

Linking GSB Class A trustee professionals — The committee discussed a Class A (nonalcoholic) Facebook group that has been established by Class A trustees for Class A trustees from service structures around the world to welcome questions and share experience. The committee encourages continued discussion regarding the scope and management of this private Facebook group.

The committee reviewed its Composition, Scope and Procedure and made the following editorial updates: Under the committee’s Composition paragraph #1 the word “overseas” will be changed to “international”; in Scope #1 and #9 the word “overseas” will be changed to “outside the U.S. and Canada.”

The committee recommended that Procedure #5 of the Composition, Scope and Procedure which currently reads:

The committee reviews suggestions regarding international travel made by the Trip Consultation Team, which includes as its members: the chair of the General Service Board, both trustees-at-large, U.S. and Canada, general manager of GSO and the staff member on the International assignment.

be revised to reflect the change made by the committee in February 2015 as follows:

The committee reviews suggestions regarding international travel made by the Trip Consultation Team, which includes as its members: the chair of the General Service Board, both trustees-at-large, U.S. and Canada, another trustee appointed by the General Service Board chair, general manager of GSO and the staff member on the International assignment.

Note: *This recommendation was passed by the GSB.*

The committee reviewed and accepted their preliminary 2022 budget and forwarded it to the trustees' Finance and Budgetary Committee.

We continue to be encouraged and inspired by the international A.A. community and general service boards and offices in other countries, which carry the A.A. message to countless thousands in new regions and across difficult linguistic, cultural and economic barriers.

Trish L., 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 66 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 GSO staff, cooperation with the Publishing department, and the support of the trustees' International Committee, which they serve as secretary.

Other responsibilities on the assignment are:

- Serving as coordinator for the biennial World Service Meeting (WSM) and maintaining contact with WSM delegates and their offices throughout the year. The 26th WSM took place virtually in November 2020. Current planning has begun for the 27th WSM which will also be held virtually in 2022.
- 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. 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 AAWS Board undertakes the new publication when funds are available.

- Handling communications related to international travel, including the Trip Consultation Team that considers international invitations, and attendance at Zonal Service Meetings. The U.S. and Canada is part of the Americas zone and is represented by our trustees-at-large at the Meeting of the Americas (REDELA). The Asia-Oceania, European, and Sub-Saharan Africa zones have separate zonal meetings.
- Working closely with our Member Services department to ensure that updated contact information for GSOs, central offices and intergroups, groups, and foreign contacts for countries outside of the United States and Canada is available.

Racy J.

INTERNATIONAL CONVENTIONS/ REGIONAL FORUMS

Trustees' Report:

International Conventions

Since the 2021 General Service Conference the committee has met four times (including a special meeting held on February 16, 2022).

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 2021 meeting, the committee reviewed the 2021 Conference Committee on International Conventions/Regional Forums report; and discussed the Conference committee consideration regarding use of the Lord's Prayer. The committee agreed that a survey distributed to the Fellowship may be the best method to gather wider sharing from the Fellowship regarding the use of the Lord's Prayer at International Conventions;

however, the committee also agreed it best to table implementation until 2022/2023.

At their October 2021 meeting, Gregg Talley, Derrick Johnson and Wendy Stevens of Talley Management (the 2025 International Convention consultants) provided the committee with an update of the planning process, including current trends and data regarding event planning, applicable to the 2025 International Convention. Salient points included:

- Currently, there is very little consistency in the data regarding event planning because the industry is still very much in the middle of rebounding from the pandemic. And the least amount of data available is from groups like Alcoholics Anonymous (i.e., not-for-profits and social groups).
- Regarding virtual events, what we are seeing is a move toward customizable events tailored to the goals and benefits of the group.
- The key issue in planning is how to create a space that allows full participation and engagement. Providing a digital component is like a safety umbrella designed to reach all participants.

Because of limited hotel space (hotel closings because of the pandemic), accommodations will be the most challenging aspect (especially if we approach 50,000–55,000 attendance). We are currently in talks with Airbnb to supplement current inventory; and so far, they are very receptive. Use of campgrounds is also being explored. More will be reported out as the planning progresses.

In addition to the foregoing, the committee also discussed the following related to the 2025 International Convention:

International Convention Survey: The committee reviewed and discussed the draft survey designed to gather information from the Fellowship and utilize the responses to help direct the planning process. The committee provided suggested revisions and requested that the staff secretary implement the changes and provide a redraft to the committee prior to finalizing the survey. The following points were also discussed:

- It is preliminarily planned that the survey will be dispatched in four separate time periods leading up to the International Convention: December 2021–March 2022; December 2022–March 2023; December 2023–March 2024; December 2024–March 2025.
- The survey will be dispatched to the U.S./Canada structure and international General Service Offices.
- It was suggested that we utilize Qualtrics for administration of the survey because the format allows for aggregation of data.
- It was also discussed that we want to be careful not to overinterpret the data and to make sure that we perform the same outreach at each junction (i.e., same distribution list).
- The committee discussed possible platforms and modalities for distribution of the survey, as well as announcing the survey. Suggestions included use of

Regional Forums, Grapevine/La Viña, Box 4-5-9, aa.org and aagrapevine.org websites, regional trustees, and World Service Meeting delegates as viable options for announcing the survey. The committee also discussed use of the Meeting Guide App, YouTube, and the possibility of an early International Convention website that can also be used to provide information (e.g., border crossing) in addition to the survey.

2025 IC theme selection: The committee discussed the selection process and agreed that each committee member will select up to five choices and submit same to the staff secretary by or before November 24. The goal is that the committee will recommend a theme to the General Service Board for approval at the January 2022 GSB meeting, which will then be announced/reported out at the 72nd General Service Conference.

The committee also discussed the following:

Al-Anon's 2023 International Convention: The committee reviewed an invitation from the board of Al-Anon Family Groups and recommended to the General Service Board that A.A. accept the invitation to participate in Al-Anon's International Convention to be held June 29–July 2, 2023, in Albuquerque, New Mexico in a similar fashion to A.A.'s participation in Al-Anon's 2018 International Convention in Baltimore, Maryland, with a possible hybrid component.

Proposed Agenda Item: The committee considered a request to send a worldwide request to the international A.A. Fellowship for an original work of not more than 40 words, to be used as a closing for the Big Meetings at the 2025 International Convention and took no action. The committee noted that there is already a consideration forwarded by the 2021 Conference Committee requesting a survey of the Fellowship regarding the use of the Lord's Prayer at the International Convention. The committee also noted that there are several known A.A. prayers available, such as the Third Step Prayer and the Seventh Step Prayer, and A.A.'s Declaration of Unity.

At their January 2022 meeting, the committee discussed the following as summarized below:

Convention consultant report: Gregg Talley and Michael Thompson provided the committee with an update of the planning process. Key vendor recommendations to be brought back to the AAWS Board in March/April 2022 with plans to develop a straw budget for the July 2022 GSB Board meeting. Currently in discussion with Airbnb to supplement current housing inventory; will report accordingly as the discussions continue.

Options for a virtual component to the 2025 International Convention: The committee was presented with three options ranging from a minimal digital presence (e.g., delayed showing of the Flag Ceremony) to a full-on virtual component with a wide option of access to sessions and main meetings. The primary question is: would a digital component help us better reach the goals and purpose of the International Convention, and provide an opportunity to tell our "story" differently? The committee scheduled a special meeting in February 2022



to fully discuss and determine direction as it relates to a digital component to the International Convention. It was discussed that a decision will be made before or by the end of the General Service Conference because it impacts the budgeting process.

The committee requested the following background to prepare for and better inform the February discussion:

- Past attendance data — segregating U.S./Canada from International attendees;
- Cost estimates for each option; and
- Host committee perspective as it relates to possible attendance.

Draft survey: The committee reviewed and discussed the draft survey designed to gather information from the Fellowship to help inform the planning process for the 2025 International Convention. The committee requested revisions that the staff secretary will implement and provide a redraft for the committee’s review and approval at the special meeting in February 2022.

2025 IC theme selection: The committee recommended to the General Service Board the following theme for the 2025 International Convention: 90 Years — Language of the Heart. The theme will be announced/reported out at the 72nd General Service Conference in April.

New business: The committee briefly discussed the 2035 International Convention — A.A.’s celebration of 100 years — as it relates to creating a vision for this centennial event. The committee agreed to keep this item on their radar.

Regional Forums

The committee met four times following the 2021 General Service Conference (including a special meeting held on February 16, 2022).

At their July 2021 meeting, the committee reviewed the 2021-2023 schedule for Regional Forums and discussed the process for determining dates and locations. The committee also reviewed and approved the 2022 Regional Forums Board/Staff schedule.

Virtual pan-continental Special Forum: The committee inquired about the planning committee composition for the pan-continental Special Forum targeting certain international and U.S./Canada remote communities to be held in December. The Regional Forums assignment worked with the international assignment, Meetings, Events and Travel Services (METS) department, and the trustees-at-large in the event planning. The staff secretary will continue to update the committee as the planning progresses.

The committee recommended to the General Service Board that the virtual pan-continental Special Forum targeting certain international and U.S./Canada remote communities be held on December 11, 2021 (rescheduled to July 16, 2022 as noted later in this report).

At their October 2021 meeting, the committee reviewed and accepted the 2022 preliminary budget for Regional Forums and agreed to forward it to the trustees’ Finance and Budgetary Committee.

Special Forum — North/South Connections: The committee considered the North/South Connections joint planning committee request to reschedule the December 11, 2021, event to mid-year 2022; and recommended to the

General Service Board that the North/South Connections Special Forum be rescheduled to 2022.

At their January 2022 meeting, the committee agreed the 2022 Regional Forums would return to in-person only venues.

The committee also reviewed and accepted the evaluation questionnaire summaries for the 2021 Northeast, West Central, Southwest and East Central Regional Forums.

Special Forum — North/South Connections: The committee recommended to the General Service Board that the North/South Connections Special Forum be held on July 16, 2022. This Special Forum will feature simultaneous translation among English, French, Spanish and American Sign Language (ASL); and closed captions will be utilized for attendees who may be hard-of-hearing.

The following Regional Forums are scheduled for 2022:

2022		
Eastern Canada	May 13–15	Charlottetown, PEI
Western Canada	June 3–5	Winnipeg, MB
Pacific	Sept. 16–18	Salt Lake City, UT
Southeast	Dec. 2–4	New Orleans, LA

Francis G., Chair

Staff Reports:

International Conventions — The International Convention assignment entails coordinating the myriad details involved in producing the A.A. International Convention, held every five years. Working with four committees — Trustees, Conference, GSO Planning and Host — the International Convention coordinator is responsible for bringing the Convention to life and ensuring that thousands of A.A.s can share and celebrate A.A.’s Anniversary.

While still on the back burner, initial plans are under way for the next International Convention in Vancouver, BC, July 3–6, 2025. Notifications about the Convention, including housing and registration information, will be made available as we get closer to the dates. Convention planning will include a series of questionnaire surveys distributed throughout the process that will enable us to garner feedback from the Fellowship and remain nimble in our planning.

Starting in 2024, there will be articles in *Box 4-5-9*, which is sent to the general service representative of every group listed with GSO. Information will also be accessible on the GSO and AA Grapevine websites.

Sandra W. (interim coordinator)

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 GSO’s Meeting, Events, and Travel Services 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, GSO staff and the regional trustee. Production of the annual Regional Forum flyers as well as distribution of individual Forum registration forms to trusted servants in each region is 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; 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 AAWS or Grapevine Boards, or GSO or Grapevine staff to 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. These events are held when there is an expressed need based on culture, language or geography. A Special Forum is planned for July 2022 to connect members in geographically remote communities in Canada and Alaska with members in Argentina and Chile.

The staff member on the A.A. Regional Forums assignment serves as co-secretary to the trustees’ Conference International Conventions/Regional Forums Committees and as staff support for the AAWS Internal Audit Committee.

James H.

LITERATURE COMMITTEE

Trustees’ Report: This report offers a summary of the literature projects of the trustees’ Literature Committee since the 2021 General Service Conference, including items resulting from the 2021 advisory actions and additional committee considerations.

Literature items from 2021 GSC that were finalized and made available:

- Twelve Steps and Twelve Traditions, revised: multiple versions
- “Experience Has Taught Us: Our Twelve Traditions Illustrated”
- “Hispanic Women in A.A.”
- “Frequently Asked Questions About A.A.” (will print in June)
- “Questions and Answers on Sponsorship” (will print in June)

Draft updates regarding the following projects were submitted to the 2022 Conference Literature Committee:

- “Recovery, Unity and Service: Our Three Legacies” (working title)
- “Twelve Steps Illustrated” (revision)
- “Young People in A.A.” (revision)

The following proposed revisions were carried over from the 70th G.S.C.:

- “Is A.A. for You?”
- “Is There an Alcoholic in Your Life?”
- “Frequently Asked Questions About A.A.”
- “This Is A.A.”

Progress reports regarding the following projects were submitted to the 2022 Conference Literature Committee:

- New format and proposed revisions regarding the pamphlet “Twelve Concepts Illustrated”
- New format and proposed revisions regarding the pamphlet “Too Young?”

- Proposed process and revisions regarding the pamphlet “A.A. for the Black and African-American Alcoholic”
- Proposed process and revisions regarding the pamphlet “A.A. for the Native North American”
- Proposed process and revisions regarding a draft Fourth Edition of the book, *Alcohólicos Anónimos*
- Proposed process and revisions regarding a draft version of the book, *Alcoholics Anonymous (Fourth Edition)*, translated into plain and simple language which is accessible and relatable to as wide of an audience as possible
- Proposed process and revisions regarding a draft Fifth Edition of the book, *Alcoholics Anonymous*
- Proposed process regarding requests to develop study guide workbooks for A.A.
- *Literature matrix* — The committee reviewed the 2021 Conference Committee on Literature consideration which requested consideration of a more defined process for review and approval of the pamphlet updates, as well as the suggestion to include the GSO Publishing department workflow and literature matrix in the background for pamphlet updates per the print policy.
- Literature Committee workbook
- Strategy to make current literature accessible in all possible formats: The committee noted the Publishing department’s multiple strategic plans in process for making A.A. literature more accessible: publishing audiobooks and eBooks and digital distribution of literature, including into prisons, and the new unabridged version of *Alcoholics Anonymous* in audio format on CD in English, French and Spanish.



Committee Discussion Points

“A.A. for the Black and African-American Alcoholic”: The committee discussed the 2021 advisory action regarding the pamphlet “A.A. for the Black and African-American Alcoholic” stating that the pamphlet be updated to include fresh stories and a new title that is respectful and inclusive.

The committee noted considerations of inclusivity such as French and Spanish language black communities, as well as the limited scope of population defined as “African-American,” such as the black community in Canada and the Caribbean.

The committee noted the importance of participation from members of A.A. from the primary target audiences in the process of updating this pamphlet. The chair requested that committee member, Vera F., establish a working group and lead the implementation of a process for the pamphlet update, with the scope of the working group to be as follows:

1. Include a diverse group of A.A. members from the target audiences who can bring perspectives from a variety of ethnic, geographic, linguistic and age perspectives.
2. Solicit broad input on the current pamphlet and needed improvements, to inform the development of priorities for new stories from these diverse cultural perspectives.
3. Develop a method of outreach to foster significant amounts of submitted material.
4. Develop a process for selecting received stories.
5. Work toward development of a respectful and inclusive title.

“A.A. for the Native North American”: The committee discussed the 2021 advisory action regarding the pamphlet “A.A. for the Native North American” noting the importance of participation from members of A.A. from the primary target audience in the process for updating this pamphlet.

To support a potential committee consultant and working group, the committee requested that the Publishing department gather background material including distribution rates of the pamphlet as well as written reviews for suggested improvements to the existing pamphlet from members of the primary target audience. The committee requested that Carolyn W., Irma V. and Marita R. be asked to share connections with A.A. members from indigenous communities and nations throughout the U.S./Canada service structure.

The committee also requested that the topic be placed as a standing item on future committee agendas. The committee acknowledged that the Hawaiian indigenous community is part of the Native North American population, and that the pamphlet revision could include stories focusing on a broad representation of indigenous people. The committee requested that an appointed committee member (ACM) be named to move forward the pamphlet revision process including the call for stories.

Draft Fourth Edition of the book, Alcohólicos Anónimos: The committee discussed the 2021 advisory action regarding the development of a draft Fourth Edition of the book, *Alcohólicos Anónimos* and acknowledged the challenges of creating a book in a language that encompasses the diversity of the Spanish-speaking population. The committee noted the significance of the Publishing department and GSO’s Spanish editor as important resources to support the development effort.

The committee noted the importance of participation from members of A.A. from the primary target audience and requested that appointed committee member (ACM) Amalia C. establish a working group to lead the implementation for the creation of the Fourth Edition of the Spanish language Big Book. The committee agreed to the scope of the working group to be as follows:

1. Include a diverse group of A.A. members from the target audiences who can bring perspectives from a variety of ethnic, geographic, dialect and age perspectives.
2. Solicit input on the needed improvements for stories to be relevant to the target audiences.
3. Discuss and solicit input if needed to define themes for sections of stories.
4. Develop a method of outreach to foster significant amounts of submitted material.
5. Develop a process for selection of personal stories.
6. Ascertain which editorial elements of the revision are maintained by the GSO Publishing department.
7. Work with publishing to ensure a review of the basic text translation that encompasses the diversity of the Spanish-speaking population
8. Utilize other related work as needed to optimize the development of a draft version of the book.

The committee agreed on a motion initiated by the working group lead to accept stories from the broad diversity of Hispanic A.A. members in the US/Canada structure only, noting that countries outside the US/Canada structure can obtain licenses from AAWS that would allow original stories from their respective countries to be included in Big Book editions they publish themselves.

Draft version of the book, Alcoholics Anonymous (Fourth Edition), translated into plain and simple language which is accessible and relatable to as wide of an audience as possible: The committee discussed the 2021 advisory action to develop a draft version of the book, *Alcoholics Anonymous (Fourth Edition)*, translated into plain and simple language which is accessible and relatable to as wide of an audience as possible. The committee reviewed background provided by the Publishing department and recognized that a timeline spanning several years is expected for the possible completion date of this project.

The chair appointed a subcommittee to include Carolyn W., chair; John W. and Mike L. and asked the

Publishing department to work closely with the subcommittee in the development of draft content using three chapters of interest such as Chapter Five of the Big Book.

Consider requests to develop study guide workbooks for A.A.: The committee discussed the following 2021 Conference Committee on Literature consideration:

That the development of workbooks to help study the program of Alcoholics Anonymous, as reflected in the most current edition of the book *Alcoholics Anonymous*, be considered and that a feasibility report be brought back to the 2022 Conference Committee on Literature.

Additionally, the committee considered the following proposed agenda items:

- Consider creating an individualized workbook to accompany the Big Book
- Consider the development of a contemporary and comprehensive new workbook to study the Twelve Steps, Traditions and Concepts

The committee agreed on requesting feedback from the Fellowship on the following options:

Option 1 — Take no action, as suggested by the 1985 advisory action which reaffirmed previous Conference actions that there was no need for a Step study guide.

Option 2 — Turn to the Grapevine and leverage its ample archive of articles on practicing the Steps to show variation in approach and style. Future Grapevine podcasts could serve a supplemental role and help enrich this effort.

Option 3 — Create a General Service Conference approved study guide workbook to aid in studying the Twelve Steps. Possibly with inclusion of the Twelve Traditions and Twelve Concepts.

Note: *Options 2 and 3 to primarily be a print-based product, with the potential of supporting and/or companion material via digital, video, and/or podcast.*

Draft Fifth Edition of the book Alcoholics Anonymous: The committee discussed the 2021 advisory action to develop a draft Fifth Edition of the book *Alcoholics Anonymous* and formed a subcommittee on development of a draft Fifth Edition Big Book, *Alcoholics Anonymous* to include Beau B., chair; Katie H., Cindy F., and Marita R. with the following scope:

1. Assure adherence to previous advisory actions limiting changes to specific content.
2. Foster widespread discussion and solicit input as needed to define themes for sections of stories to create balanced and relatable set of stories.
3. Review editorial elements of the draft version of the Fifth Edition are under the purview of the Publishing department, including a new foreword and an updated preface.
4. Develop a plan to understand and execute updates to expand on existing ideas in Appendices III and V as requested by the 71st CCL.

5. Develop a plan to oversee a broad process of solicitation of stories.
6. Other work as needed related to optimizing the development of the draft version of the Fifth Edition Big Book.

The committee agreed to the following:

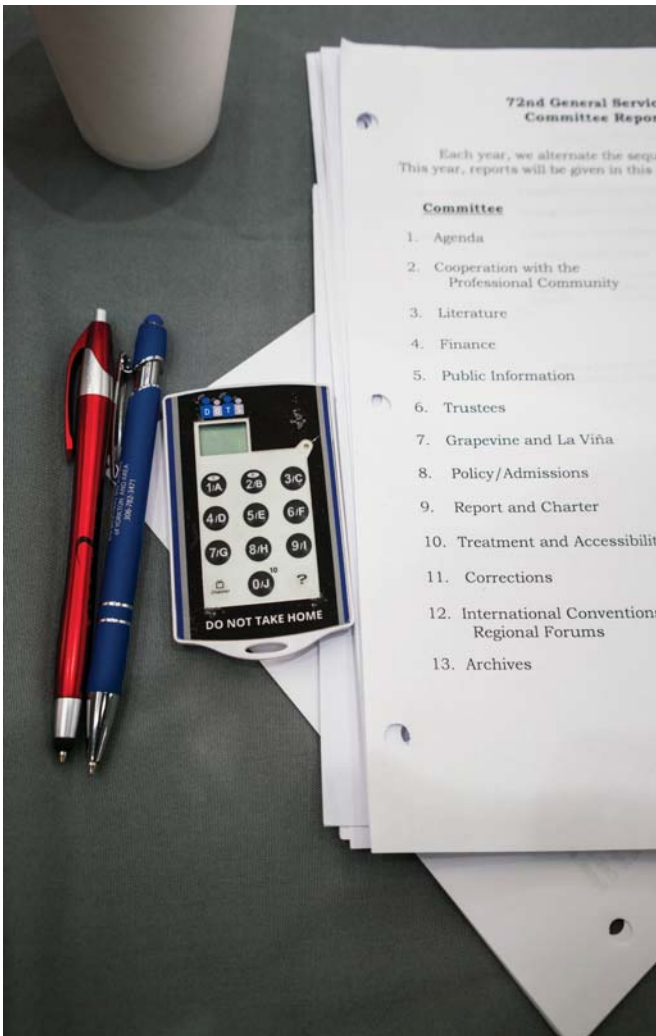
- The report entitled “The Big Book and the General Service Conference” be included as background material with all future work on the Fifth Edition of the Big Book.
- The Subcommittee for the Fifth Edition Big Book *Historical Background Notes* be included as background material with all future work on the Fifth Edition of the Big Book.
- The talk “On A.A. Principles by David E.” be included as background material with all future work on the Fifth Edition of the Big Book.

Additional items that were reviewed, discussed and forwarded to the 2022 Conference Literature Committee:

- Review draft language regarding safety and A.A. to be included in *Living Sober* and “Questions and Answers on Sponsorship”
- Review summary background for 2022 Conference agenda item related to changes to the book *Twelve Steps and Twelve Traditions*: The committee reviewed the Summary as background for 2022 Conference agenda item related to changes to the book *Twelve Steps and Twelve Traditions*.
- Recommendation that stories from the Fourth Edition book *Alcoholics Anonymous* which are not included in the Fifth Edition book *Alcoholics Anonymous* be added to the book *Experience, Strength and Hope* at its next printing following the publication of the Fifth Edition book *Alcoholics Anonymous*.
- The committee agreed to forward the following agenda item to the 2022 Conference Committee on Literature: “The trustees’ Literature Committee requests that the 2022 Conference Committee on Literature discuss changes to the text of the book, *Twelve Steps and Twelve Traditions* directed by the 71st General Service Conference.”

Items that were discussed and no action taken included:

- Consider revising placement of paragraph on page 86 of the book *Alcoholics Anonymous*: The committee noted previous Conference advisory actions limiting changes to the first 164 pages of the book.
- Consider a request that the proposed plain language Big Book should be written by a member or members of A.A.: The committee noted that oversight of the development of the plain language book is within the scope of the Tools to Access the Big Book (TABB) subcommittee.
- Discuss development of a pamphlet entitled “Experience, Strength and Hope: A.A. for the Transgender Alcoholic”: The committee agreed that



due to the overwhelming number of pamphlets currently in development or in revision, as well as the projects carried over from the 70th and 71st General Service Conferences, new pamphlet requests cannot be addressed at this time. The trustees' Literature Committee invites the submitter to consider resubmitting in the future for consideration.

- Discuss development of a pamphlet entitled "Experience, Strength and Hope: A.A. for the Spanish-speaking LGBTQ Alcoholic": The committee agreed that due to the overwhelming number of pamphlets currently in development or in revision, as well as the projects carried over from the 70th and 71st General Service Conference, new pamphlet requests cannot be addressed at this time. The trustees' Literature Committee invites the submitter to consider resubmitting in the future for consideration.
- Consider request to present the A.A. program of recovery in digital formats: The committee noted that digital material production is incorporated in the Publishing department's ongoing plan to provide literature in accessible formats. The committee also noted related efforts such as the Comprehensive Media Plan and podcasts.

- Consider request to create a Big Book Workbook to assist in understanding and accessing the content: The committee noted that oversight of the development of the plain language book is within the scope of the Tools to Access the Big Book (TABB) subcommittee.
- Consider request that work on the plain language book, *Alcoholics Anonymous* (Fourth Edition), be discontinued: The committee noted that oversight of the development of the plain language book is within the scope of the Tools to Access the Big Book (TABB) subcommittee.
- Consider request to produce a pamphlet to replace "Circles of Love & Service": The committee agreed that due to the overwhelming number of pamphlets currently in development or in revision, as well as the projects carried over from the 70th and 71st General Service Conference, new pamphlet requests cannot be addressed at this time. The trustees' Literature Committee invites the submitter to consider resubmitting in the future for consideration.
- Consider request that the plain language Big Book approved for development at the 71st GSC be produced as a "side-by-side": The committee noted that oversight of the development of the plain language of the book is within the scope of the Tools to Access the Big Book (TABB) subcommittee.
- *Twelve Steps and Twelve Traditions*: The committee discussed several proposed agenda items listed below and took no action.
 - » Consider request to take no action on all requests to revise portions of the Big Book and *Twelve Steps and Twelve Traditions*.
 - » Consider request to suspend all amendments to the Big Book and *Twelve Steps and Twelve Traditions* passed at the 71st General Service Conference.
 - » Consider requests to change portions of text in the book *Twelve Steps and Twelve Traditions* back to previous wording.
 - » Consider requests to change back to previous versions of all text and format for the book *Twelve Steps and Twelve Traditions*.
 - » Consider motion to preserve portions of the Big Book and the whole of the book *Twelve Steps and Twelve Traditions*.
 - » Consider request to visit the legitimacy of the revisions to the language used in Step Six of the "Twelve and Twelve."
- Rather, the committee agreed to forward the following agenda item to the 2022 Conference Committee on Literature: "The trustees' Literature Committee requests that the 2022 Conference Committee on Literature discuss changes to the text of the book *Twelve Steps and Twelve Traditions* directed by the 71st General Service Conference."
- Consider request to cancel the publication of an English-to-English Plain Language translation of our basic text *Alcoholics Anonymous*: The committee

noted that oversight of the development of the plain language book is within the scope of the Tools to Access the Big Book (TABB) subcommittee.

- Consider request for a new pamphlet directed toward, and written by, Asian and Asian-American alcoholics in recovery: The committee agreed that due to the overwhelming number of pamphlets currently in development or in revision, as well as the projects carried over from the 70th and 71st General Service Conference, new pamphlet requests cannot be addressed at this time. The trustees' Literature Committee invites the submitter to consider resubmitting in the future for consideration.
- Consider request to return the Long Form of each Tradition to its original place in the back of the book *Twelve Steps and Twelve Traditions*: The committee noted that the current version of *Twelve Steps and Twelve Traditions*, available from GSO, still includes the Long Form of each Tradition at the back of the book.
- Consider request to add an Introduction to the front matter of the book *Alcoholics Anonymous*: The committee agreed to send the request to the subcommittee on developing a draft of the Fifth Edition of the book *Alcoholics Anonymous* for consideration in its oversight of this project.
- Consider request to create a service wheel pamphlet: The committee agreed that due to the overwhelming number of pamphlets currently in development or in revision, as well as the projects carried over from the 70th and 71st General Service Conference, new pamphlet requests cannot be addressed at this time. The trustees' Literature Committee invites the submitter to consider resubmitting in the future for consideration.
- Consider request to repurpose stories from pamphlet on "A.A. for the Black and African-American Alcoholic": The committee agreed on the need to share the request with the A.A. Grapevine Board and with the subcommittee on developing a draft of the Fifth Edition of the book *Alcoholics Anonymous* to ensure inclusiveness. The committee also agreed to consider forwarding old and new stories to the Grapevine editors for their review and possible consideration.
- Consider request to cancel the plain language translation of the book *Alcoholics Anonymous* (Fourth Edition): The committee noted that oversight of the development of the plain language book is within the scope of the Tools to Access the Big Book (TABB) subcommittee.
- Consider request to provide clarification on the plans to create a plain language version of the book *Alcoholics Anonymous* (Fourth Edition): The committee noted that oversight of the development of the plain language book is within the scope of the Tools to Access the Big Book (TABB) subcommittee.
- Consider request to develop an easy-to-read pamphlet

for members with learning disabilities: The committee agreed that due to the overwhelming number of pamphlets currently in development or in revision, as well as the projects carried over from the 70th and 71st General Service Conference, new pamphlet requests cannot be addressed at this time. The trustees' Literature Committee invites the submitter to consider resubmitting in the future for consideration.

- Consider request to add a disclaimer to the front of the Big Book: The committee agreed to forward the request to the subcommittee on developing a draft of the Fifth Edition of the book *Alcoholics Anonymous* for their consideration.
- Consider request to develop a plain language Spanish Big Book: The committee agreed that more clarity on the request was needed.
- Consider request to add a chapter in the Big Book for "the manic-depressive type": The committee noted that currently available A.A. pamphlets and literature may address the concern.
- Consider requests to stop the development of a draft version of the book *Alcoholics Anonymous* (Fourth Edition) being translated into plain and simple language: The committee noted that oversight of the development of the plain language book is within the scope of the Tools to Access the Big Book (TABB) subcommittee.
- Discuss the request that any plain language book, workbook or study guide of the book *Alcoholics Anonymous* or *Twelve Steps and Twelve Traditions* do not contain in the title or book cover the words Alcoholics Anonymous or Big Book: The committee noted that oversight of the development of the plain language book is within the scope of the Tools to Access the Big Book (TABB) subcommittee.

Items that were reviewed and forwarded to the August 2022 meeting of the trustees' Literature Committee for continued discussion include:

Discuss the existing version of the pamphlet "Twelve Traditions Illustrated": The committee discussed the existing version of the pamphlet "Twelve Traditions Illustrated" and requested that the Publishing department seek professional input on approaches to revise language and offensive visuals, and that samples be brought back to the trustees' Literature Committee. (Note from the secretary: Because this item stems from a 2016 Advisory Action, it is forwarded to the 2022 General Service Conference.)

Equitable Distribution of Workload

The committee agreed to forward the following requests to the 2022 General Service Conference through the Equitable Distribution of Workload process.

- Review request to present the A.A. program of recovery in digital formats.
- Consider revising the pamphlet "The A.A. Group" to reflect the importance of the group as a "spiritual

entity” as stated in the Long Form of Tradition Five.

- Consider revising text highlighting service roles at the group level in the pamphlet “The A.A. Group.”
- Consider the request to include a GSR preamble in the pamphlet “G.S.R.: Your Group’s Link to A.A. as a Whole.”
- Consider revising the pamphlet “Questions and Answers on Sponsorship” to reflect shared experience on service sponsorship.
- Consider request that upon the creation of a Fifth Edition of the book *Alcoholics Anonymous*, the chapter titled: “The Doctor’s Opinion” be returned to page one, as it was in the First Edition, published in 1939.
- Consider request to restore the original page numbering of the book *Alcoholics Anonymous*, by making “The Doctor’s Opinion” page one, not “Bill’s Story.”
- Consider request to remove language in *Living Sober*.
- Consider request to add a disclaimer to the front of the book *Twelve Steps and Twelve Traditions*.
- Consider request to restore paragraph on the story “Freedom from Bondage” in the Fifth Edition of the Big Book and future printings of the Fourth Edition.
- Consider request that all proposed changes to the book *Twelve Steps and Twelve Traditions* be handled in footnotes.
- Consider request to revise the pamphlet “Do you think you are different?”
- Consider request to follow the 1995 advisory action regarding the first 164 pages of the book *Alcoholics Anonymous* and to update Appendices III and V after the existing text.
- Consider a request to keep the first 164 pages of the Big Book as well as all the Appendices, the Medical Opinion, Doctor’s Opinion, and the Religious Opinion the same, except for updating stories.
- Discuss thoughts and concerns regarding A.A. literature changes.

Other items discussed

The committee reviewed the General Service Board Strategic Plan, updated July 2019. The committee noted that the trustees’ Literature committee-related goals are within the purview of the AAWS Publishing committee with efforts underway to meet the goals in the Publishing department. These goals include “inventory of materials and services with an eye for inclusion and acceptance,” and “review of A.A. literature for targeted audiences.”

The committee reviewed the 71st General Service Conference advisory action that acknowledges and accepts the “A.A.W.S. Policy on Conversion of Written Conference-approved Literature and Service Material into Video Format,” which was approved in January 2020 by AAWS.

Discuss the AAWS print policy: The committee reviewed the 2021 Conference Committee on Literature consideration which expressed support for a more

defined process for review and approval of the pamphlet updates as well as the suggestion to include the GSO Publishing department workflow and literature matrix in the background for pamphlet updates per the print policy.

The committee reviewed the verbal progress report provided by the Publishing department regarding making current literature accessible in all possible formats under the purview of AAWS.

The committee reviewed the preliminary 2022 trustees’ Literature Committee budget and agreed to forward it to the trustees’ Finance and Budgetary Committee with a recommendation to increase the budget to \$3,600 to allow committee members or their designees to attend relevant events to assist development of current projects.

Deb K., Chair

Staff Report: As secretary to the trustees’ and Conference Committees on Literature, as well as the AAWS Publishing Committee, the Literature coordinator supports the efforts of the editors, writers and illustrators for the reviewing, updating and revising of new and existing recovery pamphlets, books and audiovisuals, in accordance with 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 GSO's Member Services, Publishing and Archives departments. Contact is also maintained with all current area, district, and intergroup/central office literature chairpersons. Each newly elected literature chairperson receives a welcoming letter and guidelines to assist the chairperson in this vital responsibility. There are currently 67 area, 421 district and 27 intergroup/central office literature chairpersons listed with GSO. The Literature assistant is invaluable in supporting and helping facilitate the responsibilities of this aspect of the assignment.

The Literature Coordinator works with all GSO staff assignments to generate and pass ideas for content topics for *Box 4-5-9* to the Publishing department for development. This collection of "news and notes" may include articles containing shared experience from members and A.A. Conference-approved literature that address questions raised in multiple phone calls, emails and letters to GSO. GSO always welcomes committee sharing on service from the Fellowship, which also may be included so that *Box 4-5-9* can be an accurate reflection of both Fellowship and GSO activities.

Box 4-5-9 is published in English, French and Spanish with current quarterly distribution of 1,437 copies in English, 127 copies in French and 322 copies in Spanish. In addition, there are currently 17,775 English, 670 French and 1,319 Spanish subscribers to the digital delivery service available on the website along with an archive of all *Box 4-5-9* since 1956.

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

Irene D.

NOMINATING

Trustees' Report: The trustees' Nominating Committee (TNC) was first appointed by the chair of the General Service Board on January 18, 1944. At that time, primary responsibilities were to "establish criteria for and to review resumes of trustee candidates and directors and to make recommendations regarding electoral procedures and matters which may affect the composition of the Board and election to it." (History and Actions of the TNC).

Since that time, the TNC generally meets three times each year and, with the formation of the General Service Conference in 1951, began to meet annually with the Conference Committee on Trustees. The responsibilities of the committee grew over time to encompass criteria for all vacancies, whether in the ranks of trustees or among key service directors and staff members.

The committee met nine (9) times since the 71st General Service Conference and conducted 12 interviews of Class A Trustee candidates.

Activities of this committee in the past year:

Regional Trustee elections: The committee reviewed all candidates submitted for Eastern Canada and Pacific regional trustees and found them all eligible for the elec-

tions in April 2022. An option to use an online version of the résumé sheet was offered to candidates.

New Class A Trustees: From 19 applicants, the committee selected eight (8) candidates to move forward for interviews, four (4) Class A (nonalcoholic) candidates were invited to the January 2022 General Service Board (GSB) weekend. One candidate withdrew their name due to prior commitments. The committee put forward Kerry Meyer and Andie Moss as Class A trustees.

GSB slates: The committee reviewed and recommended proposed slates of GSB members, officers of the board, and A.A. World Services (AAWS) and AA Grapevine (AAGV) directors to the annual meeting of the members of the GSB in April 2022, following presentation at the 2022 General Service Conference for disapproval, if any.

General Service Trustee: The committee recommended to the GSB that Carolyn W. serve as a general service trustee and trustee director on the AAWS Board to fill the vacancy left by Beau B.

AAWS Directors: The committee made the following recommendations to the GSB following the April 2022 General Service Conference:

- That Cathi C., East Central Regional Trustee, serve as trustee director for a two-year term on the AAWS Board to succeed Jimmy D., Southwest Regional Trustee.
- That Clinton M. serve as a nontrustee director on the AAWS Board.

AAGV Directors: The committee made the following recommendations to the GSB following the April 2022 General Service Conference:

- That Tom H., Southeast Regional Trustee, serve as trustee director for a two-year term on the AAGV Board to succeed Francis G., Northeast Regional Trustee.
- That Molly Anderson, Class A Trustee, serve on the AAGV Board, to fill the vacancy that will be left by Nancy McCarthy.
- That David S. serve as a nontrustee director on the AAGV Board.

Appointed Committee Members (ACMs): The committee reviewed the following updates on the status of ACMs serving on trustees' committees of the GSB for the year 2022–2023:

- That Morgan B. of New Orleans, Louisiana, and Kirk H. of Las Vegas, Nevada, be appointed for additional one-year terms to serve as ACMs on the trustees' Public Information Committee commencing with the July 2022 GSB Weekend.
- That Amalia C. of Newington, Connecticut, be appointed for an additional one-year term to serve as an ACM on the trustees' Literature Committee commencing with the July 2022 GSB Weekend.
- That Katie H. of Fair Oaks, California, will be rotating

as an ACM on the trustees' Literature Committee after this 72nd General Service Conference.

- That the trustees' Literature Committee will initiate a search for an ACM to move the revision process forward for the "A.A. for the Native North American" pamphlet.

Consultants on Trustee Committees: The committee reviewed the following updates on the status of trustee committee consultants serving on the trustees' committees of the GSB for one year 2022-2023, commencing with January 2022 GSB Weekend:

- That Gerry C. of Peachland, British Columbia, and Tom P. of Tucson, Arizona, be appointed for a one-year term to serve as consultants to the trustees' Cooperation with the Professional Community-Treatment and Accessibilities (CPC/TA) Committee.

AAGV Publisher candidate: The committee reviewed the preferred candidate of the AAGV Board for the AAGV Publisher position and was in support of their selection.

Calendar of Events and Rotation schedule: The committee reviewed the Calendar of Events and made minor updates to help keep on track with the committees' responsibilities and duties. The committee also reviewed the current rotation schedule of Board servants, noting that five trustees will rotate in 2022, and there will be eight (8) vacancies in 2025, including the chairperson of the GSB.

2022	5 Trustees rotating	2 Class A Trustees 2 Regional Trustees 1 General Service Trustee
2023	3 Trustees rotating	2 Regional Trustees 1 Trustee-at-Large
2024	3 Trustees rotating	2 Regional Trustees 1 General Service Trustee
2025	8 Trustees rotating	3 Class A Trustees (includes chair of the Board) 2 Regional Trustees 1 Trustee-at-Large 2 General Service Trustees

Note: The process for filling Class A Trustee vacancies in 2025 will begin in the preceding year.

Preliminary 2022 budget: The committee reviewed their 2022 preliminary budget to forward it to the trustees' Finance and Budgetary Committee.

Committee's Composition, Scope, and Procedures (CSP): The committee appreciated the input from the general manager and the GSB chairperson and the work of the subcommittees that were appointed by the chair to work on reviewing procedures. The committee reviewed the committee's CSP and the following procedures:

- No. 9 (Procedures for Hiring the General Manager, GSO.)

- No. 10 (Procedures for Hiring Grapevine Publisher) Reviewed and submitted to TNC by AA Grapevine Board.
- No. 11 (Procedures for Electing Regional Trustee Candidates in the U.S. and Canada)
- No. 12 (Procedures for Electing a Candidate for Trustee-at-Large/U.S. or Canada)
- No. 13 (Procedures for selection of consultants for General Service Board Committees)

The committee recommended editorial changes and minor changes to the language in these procedures for clarity and consistency with the following:

- Who is responsible, consulted or informed during the selection process
- That the "Procedures and Areas of Authority" chart found in the committee's CSP be revised for clarity and accuracy
- To reflect current and gender-neutral language
- That announcements be distributed widely within the A.A. Fellowship, using all available channels of distribution
- That professional sources such as employment search agencies may also be considered and used
- That the terms of unexpected vacancies, and terms noted in the GSB Bylaws, be discussed during the next GSB Bylaws review
- That the discussion continues filling unexpected vacancies for Trustee-at-Large and caucus meetings that usually occur during the General Service Conference to identify one candidate from each region.

Development of Appointment of Trustee Emeriti Procedure: The committee considered the option to create a trustee emeritus procedure following a committee vote to nominate a newly rotating chair that did not pass and agreed to continue this discussion at their July 2022 meeting. Note: a motion by the GSB to appoint the newly rotated chair to Trustee Emeriti did pass.

2021 Conference Committee on Trustees: The committee reviewed and discussed the following additional committee considerations from the 2021 Conference Committee on Trustees.

Regarding a status report from the GSB chairperson on amending the Bylaws of AAWS, the committee took no action. The committee noted that the committee consideration did not request any follow-up in the consideration.

Regarding a consideration on thread-based forums and new communication models to improve communication between the GSB and the Fellowship, the committee took no action, noting additional time demands, and current time commitments of GSB trustees. The committee reviewed a memo from AAWS that summarized their exploration and discussions held on thread-based forums and felt that more discussion is needed and agreed to discuss the memo further at their July 2022 meeting.



Regarding a consideration and memo on the revised procedures for a partial or complete reorganization of the GSB, the AAWS or AAGV Boards, the committee made suggested editorial changes to mirror the updated Conference Charter. Additionally, the committee took no action on the request to further review, and discussion was held on how areas could select regional trustee candidates, noting that ample communication and planning would be available for areas to develop a selection procedure for regional trustees. With editorial changes complete, at the request of the 71st Conference Committee on Trustees, these procedures are now finalized.

The committee reviewed a memo from the Conference coordinator communicating that a committee recommendation that passed by a simple majority would be forwarded to the corresponding trustees' committee as a suggestion. The committee considered a simple majority suggestion that the GSB set up quarterly virtual meetings of Conference members, discussed the feasibility of quarterly videoconference gatherings, noted how U.S./Canada service structure communicates and participates in a year-round process, and took no action.

The committee expressed concern about competing with opportunities to communicate between a region and area during General Service Conference committee meetings, Regional Forums, and special events held by service areas or regions.

The TNC chairperson also forwarded notes from the 2021 Conference Committee on Trustees that provided feedback about the committee taking no action on their additional considerations. Regarding the request for action related to selecting regional trustees, the committee took no action, noting the current language in the GSB bylaws on filling unexpected trustee vacancies, and

felt that a discussion by regional trustees and area delegates is consistent with the GSB bylaws.

The committee considered the request for action related to “Virtual meetings to improve communication with Conference members,” and took no action, noting that GSB members are invited to address specific questions at meetings between regional trustees and delegates.

General Service Board Position Appraisal Report: The committee discussed the status of the following subjects that were routed to the committee from a 2019 TNC subcommittee report entitled “Appraisal of Board Service Roles”:

- *Subject III “Terms of Class A Trustees”:* The committee also noted the sharing from a subcommittee member that there had been great interest to standardize Class A rotation and that standardizing Class A rotation could possibly preserve the GSB’s historical knowledge. However, the committee noted that most of the participants (n = 40) mentioned in the “Appraisal of Board Service Roles” report did not think that the role or term length of Class As needed to change.
- *Subject VI “Adding regional trustees and/or redrawing regional lines”:* The committee agreed to discuss this at their July 2022 meeting.
- *Subject VII “Tenure of same person/multiple roles (Appointed Committee Member [ACM] — Nontrustee Director [NTD] — General Service Trustee [GST])”:* Noting the value of rotating leadership, the committee discussed the transition practices related to filling vacancies on the GSB, A.A.W.S, and AAGV Boards. The chair appointed a subcommittee to consider the discussion and recommend a universal transition practice(s) of service positions, or none, with close

attention to the Bylaws of the GSB and its affiliate corporate boards.

Recruitment of Class A Trustees: The committee took the following actions to support the recruitment of Class A Trustees:

- Posted a vacancy announcement for Class A Trustees on the AAWS LinkedIn page, Meeting Guide App, and on the aa.org website, including the professional resource page.
- The committee also requested that vacancy announcements be shared to the Fellowship simultaneously in the three official languages.
- Developed a new information packet for Class A Trustee candidates with excerpts from the new Service Manual. This also includes a letter with more extensive information on the time commitment required.
- Developed new interview questions and created conversation topics that explored the extent of the candidates' engagement with A.A., board experience, and professional or volunteering experiences during the pandemic.

The committee started a discussion about proactive recruitment approaches that could help identify Class A Trustees. The committee noted the usefulness of a consultant's expertise and guidance to the General Manager Search Committee which could prove useful to help identify Class A candidates.

The committee also noted the usefulness of posting the AA Grapevine Publisher position in a professional journal and that the AA Grapevine board received many interview candidates. The committee also suggested that vacancy announcements use all available platforms where appropriate unless the vacancy requires a specific posting. The committee also raised questions such as whether a Class A's membership in another Twelve Step Fellowship would make them an appropriate candidate, or if inviting potential candidates to observe a General Service Board Weekend sooner in the year might be helpful.

Additionally, the committee discussed the following ways that the local A.A. committees could identify potential Class A Trustee candidates:

- CPC committees that cooperate with professionals within their area
- Regular meetings between area delegates and their regional trustee could be an opportunity to share information about the Class A trustee role on the GSB and help identify candidates

The committee also felt that an announcement made by the TNC chairperson at the 2022 General Service Conference, before the election proceedings, could raise awareness about the Class A Trustee vacancies and encourage Conference members to start thinking about potential Class A Trustee candidates.

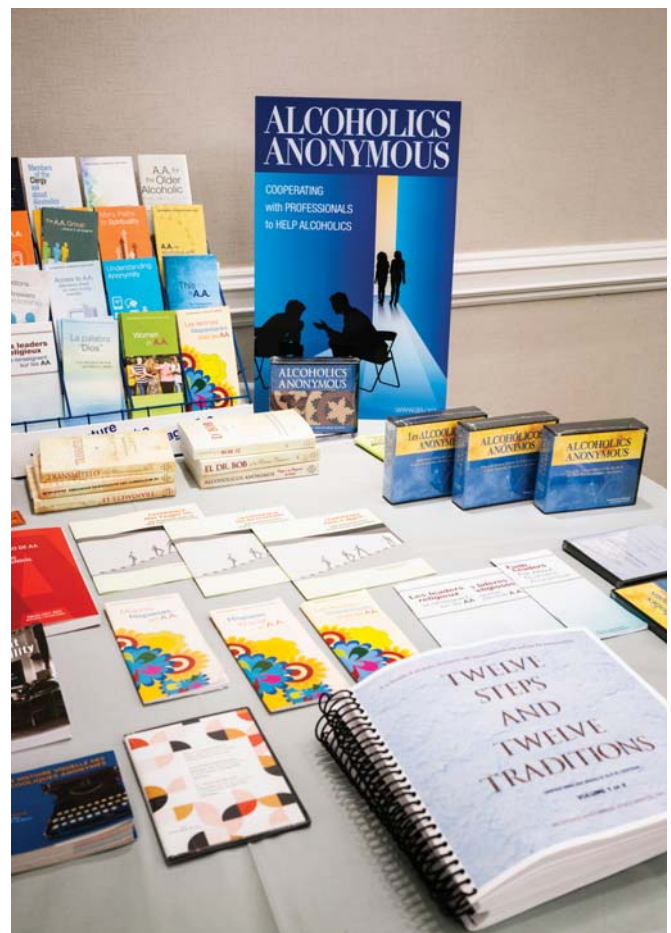
Time Commitment of Class A Trustees: The committee plans to continue their discussion of the Time

Commitment of Class A trustees. This year, the committee noted the increase of Board committee meetings that occur in practice and their durations. The committee discussed changes in the virtual and in-person meetings that are "must-do" from "can-do" meetings that might be different from in-person practices. The committee agreed to continue their discussions about possible circumstances that produce time problems and increase the demands needed to meet the responsibilities to serve on the General Service Board.

Discuss consultant policy: The committee discussed the policy around the use of consultants (Procedure 13) and noted that this service position is for a voluntary, non-compensatory consultant to a trustee committee. The committee also discussed the term of service, "... up to a one-year term with the option to renew for one additional term if needed," and noted that the previous terms of service, "...for as long as needed," was used to appoint some consultants who are currently serving (Class A trustee emeriti) on GSB committees. The committee agreed to continue their discussion at their July 2022 meeting.

Jan L., Chair

Staff Report: The staff member on this assignment is responsible to the trustees' Nominating Committee and to the Conference Committee on Trustees, serving as secretary to these committees as well as to trustees' sub-



committees. Since the last Conference, the staff member prepared background, minutes, and reports for nine trustees' committee meetings and five subcommittees to complete work of ongoing projects or tabled agenda items.

The staff member worked with the trustees' Nominating Committee on filling vacancies for two Class A candidates. The staff member also coordinated the review of candidate resumes from the Eastern Canada and Pacific service areas who made their names available to participate in this year's Conference elections procedure.

The staff member on this assignment has assisted the Conference Coordinator this year by coordinating the election procedure, and its logistics.

Diana L.

PUBLIC INFORMATION

Trustees' Report: The trustees' Committee on Public Information (PI) is charged with the responsibility of helping the membership carry the A.A. message of recovery through the general public to the alcoholic who still suffers. The committee does this by recommending and coordinating activities that include creating a greater public understanding of the Fellowship of Alcoholics Anonymous. The methods include carrying the message through the process of disseminating and exchanging information via mass media, in addition to public information meetings and speaking to community groups. Examples of Mass Media include:

- a. Television,
- b. Radio,
- c. Newspapers,
- d. Magazines,
- e. Social media,
- f. Digital media,
- g. The Internet, etc.

The committee is responsible for producing video and audio public service announcements (PSAs); reviewing the development and performance of the AAWS and AA Grapevine YouTube Channels; the Google Ad Grants program; the AAWS Meeting Guide and the GSO and AA Grapevine/La Viña Websites, in addition to the AA Grapevine podcast performance.

The committee is responsible for overseeing the coordination of media and podcast interview requests; PI booths at health fairs and other community and school exhibits with local PI committees; conducting the A.A. Membership Survey; and carrying A.A.'s message through media such as developing and distributing press releases.

Activities over the past year have included:

Composition, Scope and Procedure — The General Service Board approved a recommended revision to the trustees' Public Information Committee's Composition, Scope and Procedure to update the scope to expand the list of mass media used to carry the A.A. message. In addition, to

update the procedures for quarterly board reporting and the annual budget process to match current practice.

2022 PI Budget — The committee reviewed, accepted, and forwarded the preliminary 2022 Public Information budget with reductions totaling \$80,000, to the trustees' Finance and Budgetary Committee. The committee noted that mid-year adjustments may be needed pending future Public Information projects. The budget was approved by the General Service Board.

Public Information media platforms — The committee discussed public information media platforms, including reports provided to the committee on the following: the development of podcasts, the AAWS and AA Grapevine YouTube channels, Google Ads, the AAWS Meeting Guide app, and the GSO and AA Grapevine/La Viña websites and podcast. The committee agreed to forward to the 2022 Conference Committee on Public Information all these performance and progress reports.

The committee noted the ongoing need for enhanced cooperation between our corporations, related to the GSO and AA Grapevine/La Viña websites, A.A. World Services and AA Grapevine YouTube, and other digital assets. In addition, the committee discussed the need to review and potentially adjust the scope of content and reporting mechanisms of website reports.

The committee noted that two Spanish language YouTube videos, *Alcohólicos Anónimos* and *Esperanza: Alcohólicos Anónimos* were viewed a combined total of 10,752 times. The committee requested that the Communication Services department provide analytics about the countries that are viewing them. The committee requested that a quarterly analytics report is also provided about the AA Grapevine YouTube channel.

Google Ads — The committee reviewed and approved a new Google Ads campaign developed with multiple ad sets for the professional community. Eight ads were created for the following professional categories: corrections, education, faith, HR, legal, medical, military and treatment. The committee requested the staff secretary partner with the Communication Services department and CPC coordinator to develop a schedule for implementing and tracking these ads. The committee requested that the staff secretary include a progress report for ongoing discussions on Google Ads at the July 2022 meeting.

Public Information Comprehensive Media Plan (CMP) — The trustees' PI Committee discussed the status of the 2022 CMP and reviewed and updated the content and architecture of the CMP. The committee utilized a working group approach, involving all committee members focusing on content, review of messaging, communications, digital assets, services, roles, and responsibilities involving the three corporations. The committee acknowledged the collaborative efforts involved to produce the 2022 CMP. The CMP is an inventory of ongoing work and plans, a guideline for the GSO and Grapevine offices in their work, budgeting processes, and HR planning.



Overall, this document can be considered a plan for supporting A.A. members in carrying the message to all who suffer from alcoholism. It is being presented to the Fellowship through the Conference process to better communicate all the ongoing work of the offices and to capture feedback from the Fellowship on these efforts. The committee recognized that the 2021 committee consideration “that the content of the CMP be expanded to include a deeper understanding of targeted audiences within A.A. relating to all genders and reaching potential members,” needs more development.

The committee noted that two recommendations embedded within the CMP regarding Google Ads and the AAWS YouTube channel will be clearly presented in background material as it is forwarded to the 2022 Conference Committee on Public Information.

Public Service Announcements (PSAs) — The committee reviewed the current video PSAs and found them to be relevant and useful and agreed to forward their findings to the 2022 Conference Committee on Public Information. The committee noted that while the content and messaging of the existing three PSAs* listed below remain relevant, the contact tag lines may need editorial updates to include reference to the Meeting Guide. The committee looks forward to the revised PSAs being made available on aa.org.

- Sobriety in A.A.: We made changes to stop drinking (PSA)
- Sobriety in A.A.: Opening doors to a life without drinking (PSA)

- La sobriedad en A.A.: Desde que logré mi sobriedad, tengo esperanza (ASP)

**Titles reflect SEO retitling*

Radio/Audio PSAs — The committee received an update that the contact A.A. tag lines are revised for the English (20), French (2) and Spanish (4) Radio/Audio PSAs. The newly edited files are available for downloading on aa.org.

TV PSAs — The committee received an update from the staff secretary on the HD Broadcast-quality PSA download files, related to the following:

- *Sobriety in A.A.:* Since getting sober, I have hope
- *La sobriedad en A.A.:* Desde que logré mi sobriedad, tengo esperanza
- *L'abstinence chez les AA:* « Depuis que je ne bois plus, j'ai de l'espoir. »

The committee acknowledged that the PSA files require an edit to the contact A.A. tag line which currently states as follows: “Look for us in the phone book or on the web at aa.org.” The Publishing department plans to complete the project and the committee looks forward to a progress report at the July 2022 meeting.

Review progress report on two new TV PSAs — The committee reviewed current reports for “Sobriety in A.A.: My Drinking Built a Wall” and “Sobriety in A.A.: When Drinking Is No Longer a Party.” There have been approximately 13,000 English TV and Spanish TV airings (Note: as of this reporting). The committee agreed to forward to the 2022 Conference Committee on Public Information the PSA tracking and distribution reports.

Feasibility study on paid placement of PSA videos on streaming platforms — The trustees’ Public Information Committee discussed a proposed agenda item requesting to rescind “A feasibility study on paid placement of PSA videos on streaming platforms including, but not limited to, Netflix, Hulu and YouTube be conducted and that a report on the research be brought back to the 2022 Conference Committee on Public Information” and took no action. The committee believes that the purpose of performing a feasibility study is to gather the information needed that will allow for an informed decision to be made on moving forward or not on such a project. The committee asked that the staff secretary add research on the price, the reach and the active versus passive viewing of paid placement PSAs.

The committee agreed to forward to the 2022 Conference Committee on Public Information the research conducted by GSO regarding paid placement of PSA videos on streaming platforms, including added detail on the variety of streaming and video platforms that are available.

Podcasts — The committee discussed the 2022 progress report and GSO Podcast Plan, including the collaborative work that went into the production of a GSO podcast pilot episode. A working group, that included AA Grapevine staff, helped to guide the creation of this epi-

sode. The committee discussed the podcast pilot episode and affirmed GSO can effectively produce a professional sounding podcast and the episode outlined the beginnings of a framework for future theme-based episodes. The corporate boards and office staff listened to the pilot and provided feedback via a podcast survey.

The committee asked the staff to produce another edit to the pilot episode, using the survey feedback, to include in the 2022 Conference background. The committee also asked that documentation be produced that details the specific edits incorporated into the new iteration of the pilot.

The committee also discussed three proposals in the Podcast Plan of a path forward for the GSO Podcast. The committee is asking the Conference committee to discuss the proposals. The committee agreed to forward the following to the 2022 Conference Committee on Public Information:

1. The Progress Report and GSO Podcast Plan.
2. The corporate board and office staff feedback survey results.
3. The new iteration of the pilot episode which incorporates specific committee suggestions, as well as any additional pertinent information for the discussion.

The committee looks forward to the Conference committee's feedback.

A.A. Membership Survey — The trustees' Public Information Committee discussed the proposed agenda item "request for A.A. to develop an online membership survey" and took no action. The committee reports that there is a project underway for a professional survey methodologist to conduct a focused review and analysis of the A.A. Membership Survey questionnaire content as well as the method to perform the triennial membership survey.

The committee recommended, and the General Service Board approved at the August 1, 2021, meeting, that the staff secretary move forward and engage the professional survey methodologist to conduct a focused review and analysis of the A.A. Membership Survey Questionnaire at a cost not to exceed \$8,000.

The committee discussed the 2022 final report requested from a survey methodology consultant regarding an assessment of the questionnaire used for the triennial Alcoholics Anonymous (A.A.) Membership Survey and the approach the organization currently uses to report the results of that survey. The committee agreed to forward to the 2022 Conference Committee on Public Information the 2021 membership survey working group report and the 2022 final report from the survey methodology professional on the Triennial A.A. Membership Survey for full consideration of next steps.

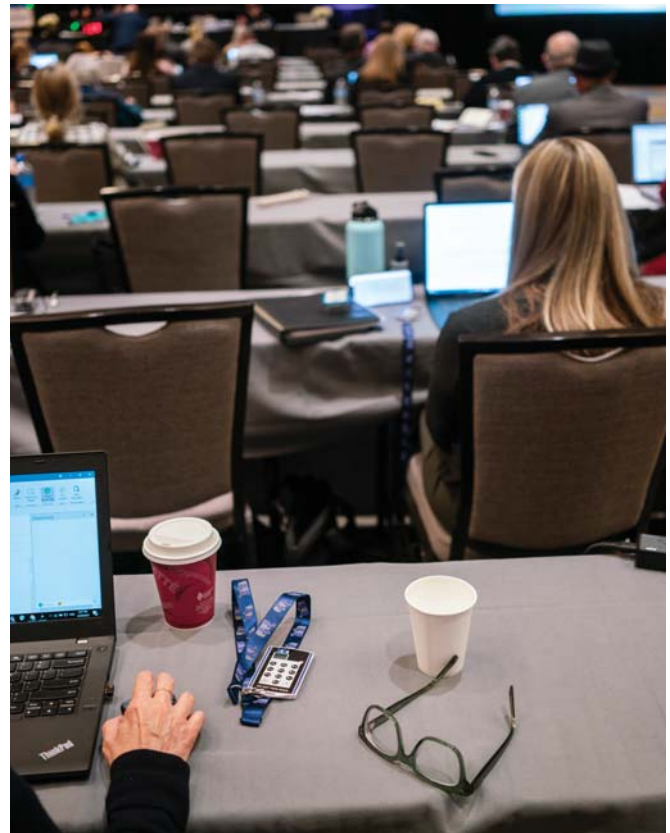
Discuss a Review Grid of Public Information pamphlets/materials — The committee discussed the PI 2021 committee consideration encouraging a continued review of the PI pamphlets/service materials and requesting that

a comprehensive report be brought back to the 2022 Conference Committee on Public Information including suggestions and input related to which PI pamphlets/materials may need revision, editorial updates, new formats or possible retirement to make room for improved public information messaging tools. The committee determined that the review will be included as part of the ongoing development of the Comprehensive Media Plan. The committee discussed the following pamphlets/materials presented for review.

"A Brief Guide to A.A." — The committee discussed a staff suggestion to retire "A Brief Guide to A.A." Additional information was requested regarding our current stock and pamphlet sales to allow for an informed committee analysis. The committee tabled discussion to retire "A Brief Guide to A.A." to the July 2022 meeting.

"A.A. at a Glance" — The committee discussed and agreed to forward to the 2022 Conference Committee on Public Information a suggestion to revise the Conference-approved flyer "A.A. At a Glance." The committee is asking the Conference committee to consider if editorial updates and a more modern look would improve the ability to carry the message captured in this flyer.

Revision to "Speaking at Non-A.A. Meetings" pamphlet — The committee discussed and agreed to forward substantial revisions to the pamphlet "Speaking at Non-A.A. Meetings" to the 2022 Conference Committee on Public Information. It was suggested by the committee that the list of available publications in the pamphlet also be reviewed for possible updates.



The staff secretary reported to the committee that a suggestion to update to a template PowerPoint presentation for the purpose of providing shared experience on “how to” present about A.A. at non-A.A. events will need to be considered after a decision is made on the revision to the pamphlet “Speaking at Non-A.A. Meetings.” The committee looks forward to a progress report on this effort at the July 2022 meeting.

Discuss a revision to “Message to Teenagers” — The committee discussed the 2021 advisory action “That the trustees’ Public Information Committee revise the flyer ‘A Message to Teenagers’ to better reflect carrying the A.A. message to young people.” The chair led a discussion to reach consensus from the trustees’ Public Information Committee on suggestions on how this flyer messaging can be more effectively delivered.

In addition to revisions to language in the twelve questions and updated graphics, the committee agreed that a flyer format is outdated and discussed a variety of options as part of this item’s revision including: infographics, a visual representation of information using images and text to convey messages, creating GIFs or memes to cross-post messages on our different media channels. The committee looks forward to continued discussion at the July 2022 meeting.

Discuss revisions to “Understanding Anonymity” — The committee discussed and agreed to forward to the 2022 Conference Committee on Public Information suggested revisions to the pamphlet “Understanding Anonymity.” The staff secretary reminded the committee that the Publishing department has received a memorandum detailing editorial updates to the pamphlet that reflect current technology terminologies and service resources to be included at its next printing.

Review PI Press Media Kit — The committee agreed to forward to the 2022 Conference Committee on Public Information a request to retire “The A.A. Fact File” (M-24) and replace it with a service material version of a new digital PI Press Media Kit.

Create a new form of communication to address anonymity on social media — The committee continued to discuss and review the proposed agenda item requesting “to create a new form of communication to address anonymity on social media.” The committee agreed to forward to the 2022 Conference Committee on Public Information the request “to create a new form of communication to address anonymity on social media” and a draft survey developed to gather shared experience from the Fellowship.

Review Young People’s Video Project communication (flyer) — The committee reviewed and approved a new digital and print version of the Young People’s Video Project communication (flyer). The staff secretary will work with Publishing to create a plan that includes an annual timeline of how this project requesting Fellowship video submissions can be completed each year. The committee looks forward to a progress report at the July 2022 meeting.

Review Public Information Service Cards (formerly called “post” cards) — The committee reviewed and discussed five Public Information Service Cards. While the committee agreed with the suggested use of the new service cards, in digital and print form, by local PI and CPC committees in their service work and as part of our National Exhibits materials, there were several edits requested.

The committee agreed that the service card with a primary audience of young people needs revisions to the graphics. The card directed at professionals which includes emphasizing text “We Get It” needs revisions so wording related to A.A. is similar to the other cards, such as, “Can’t stop drinking.” Also, adherence to accessibility standards regarding font colors used is needed. Finally, the Meeting Guide App card needs updated images related to professionals and improved messaging on what the app can do. The committee requested that the staff secretary work on revisions and provide a progress report at the July 2022 meeting.

Public Information Kit and Workbook — The committee plans to discuss kits and workbooks and any Conference Committee on Public Information suggestions at the July 2022 meeting.

Beau B., Chair

Staff Report: The goal of the Public Information assignment at GSO is to assist the Fellowship in assuring that the A.A. message of recovery reaches the still-suffering alcoholic by keeping the public informed about the A.A. program of recovery from alcoholism.

This assignment is also charged with assisting the A.A. members who carry our message to the suffering alcoholic through the general public. These A.A. members share information about A.A. at schools, health fairs, community events, libraries, and through all forms of media, including public websites. Below are some of the ways that this task is carried out:

- Communicate with 893 PI 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. Many of these materials can be provided digitally and/or in print version.
- Provide literature to supplement the efforts of local Public Information committees, at local health and community fairs, sharing information about Alcoholics Anonymous.
- Respond to all media inquiries that come to the office providing them with accurate information about Alcoholics Anonymous. Coordinate media coverage of A.A.’s International Conventions, held every five years and work closely with the Publishing and Communication Services departments regarding the development and distribution of press releases and other key communications from the General Service Office.
- Read and review media stories that mention Alcoholics Anonymous and share relevant information as need-

ed. Receive information from members regarding anonymity breaks at the level of press, radio, films, television and the Internet, including many forms of social media.

- Pass along instances of anonymity breaks in the media to the delegate in the area in which the break occurred and provide them with an opportunity to contact the member and share experience regarding our Eleventh Tradition.
- Send out the Annual Anonymity Letter to the Media. The January 2022 letter was emailed to over 30,000 media outlets in the U.S. and Canada. The email included a link to view a brief video on anonymity on aa.org. The letter was distributed to reporters, editors and publishers at a variety of outlets in print, broadcast and online media.
- Work closely with the Publishing department regarding development and updating of Conference-approved literature and assignment-related service material.
- Coordinate an evaluation of the triennial A.A. Membership Survey process, questionnaire and how best to report out the results. The latest survey completed was in 2014.
- Participate as a member of the GSO Website Committee, which reviews suggested changes to the aa.org website, a key aspect of our Public Information efforts.
- Coordinate production of new television and radio Public Service Announcements (PSAs) as requested by the Conference, and work with the Communication Services department regarding available formats and delivery options.
- Work closely with the Communication Services department, on the development of PSAs and other projects requested by the Conference, along with special media and digital projects under the purview of GSO, such as the AAWS. YouTube Channel, Google Ads, a GSO podcast and a new A.A. Press Media Kit.

Development and implementation of a Comprehensive Media Plan is underway as of this report. The vision and architecture of the plan is complete. Work continues to complete a full plan.

Patrick C.

STAFF COORDINATOR

Staff Report: The General Service Office provides services to A.A. groups and members, and shares A.A. experience when available. Currently, eleven A.A. members comprise the “GSO Staff” with each person responsible for a functional assignment in addition to responding to requests from a specific region in Canada, the United States, or from other countries. The staff coordinator shares responsibility with the Conference coordinator for corresponding with members from the Southwest region, generally covering correspondence during the busy six months prior to Conference.

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 and email are currently responded to within a window of ten business days with every effort made to respond quickly.

GSO 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 GSO staff and archives. Our weekly staff meetings provide a forum for sharing ideas on how to better serve A.A. groups and members and how to provide the most complete answers to Fellowship inquiries and often include the general manager and director of staff services.

GSO staff members serve as secretaries to trustee and Conference committees and also are voting members of the General Service Conference. The staff coordinator is secretary to the Conference Committee on Policy/Admissions.

Due to the Covid-19 pandemic, the office closed in mid-March of 2020 and has not yet re-opened for visitors. In past years, GSO welcomed up to 3,000 individual visitors each year, including many English- and Spanish-speaking groups ranging in size from 10 to 40. Each visitor had an opportunity to see and hear “how GSO works” and view a display of Grapevine materials during a tour of GSO. Visiting members and guests often attended the open A.A. meeting held at GSO at 11:00 a.m. on Fridays. Traditionally, this has also been an opportunity for the GSO staff to welcome A.A. members from all over the world or from around the corner. We look forward to welcoming members to visit the office again as soon as it is safe to do so.

As assistant secretary to the General Service Board, the staff coordinator is responsible for scheduling board and committee meetings, distributing advance material, preparing minutes of board meetings and gathering information on board activities that appear in the *Quarterly Report*. During most of 2021 these meetings were held virtually but we were able to hold the Fourth Quarter Board weekend in-person with a hybrid component. We are continuing to look at when we can hold meetings virtually for greater accessibility and cost savings. The staff coordinator also serves as secretary to the ad hoc committee on Orientation and helps coordinate the annual trustees’ orientation.

The staff coordinator has the privilege of serving as a director on A.A. World Services, Inc., in accordance with Concept IV, and serves as liaison between staff members and other GSO departments. None of these activities would be possible without the dedication and skill of a very capable staff coordinator assistant who also serves as recording secretary for General Service Board meetings.

Jeff W.

■ Finance Report

The Finance report, which is summarized and condensed here, was given on Monday evening by Kevin Prior, treasurer of the General Service Board and chair of the trustees' Finance and Budgetary Committee, covering the audited 2021 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. For more details on A.A. finances, see the report of the trustees' Finance and Budgetary Committee (page 47) and the independent auditor's statement and audited consolidated financial statements that appear on pages 139–157 of this report.

Good evening. My name is Kevin Prior and I am a Class A trustee and treasurer of the General Service Board. It is my privilege to deliver this year's Treasurer's report to the 72nd General Service Conference of Alcoholics Anonymous.

The 2021 independent audit resulted in an unmodified or "clean" audit opinion, which means that the financial statements are fairly stated in all material respects. The auditors found no material weaknesses nor did they find any significant deficiencies. They did present three recommendations to strengthen G.S.O. financial operations and two to strengthen Grapevine financial operations, which management will implement.

Seventh Tradition Self-Support reached \$10.78 million in 2021, the third consecutive year of record support. We are grateful to the Fellowship for their continued support especially in light of the pandemic's adverse effect on publishing gross profits, which were \$6.30 million, down 4.3% from \$6.58 million in 2020. This was the second consecutive year that publishing gross profits declined.

G.S.O. operating expense declined to \$15.28 million, down 31.6% from \$22.34 million in 2020, which included one-time voluntary retirement incentive program costs of \$4.9 million. The G.S.O. ended the year with an operating surplus of \$1.70 million. However, operating cash increased only \$53,000 due to:

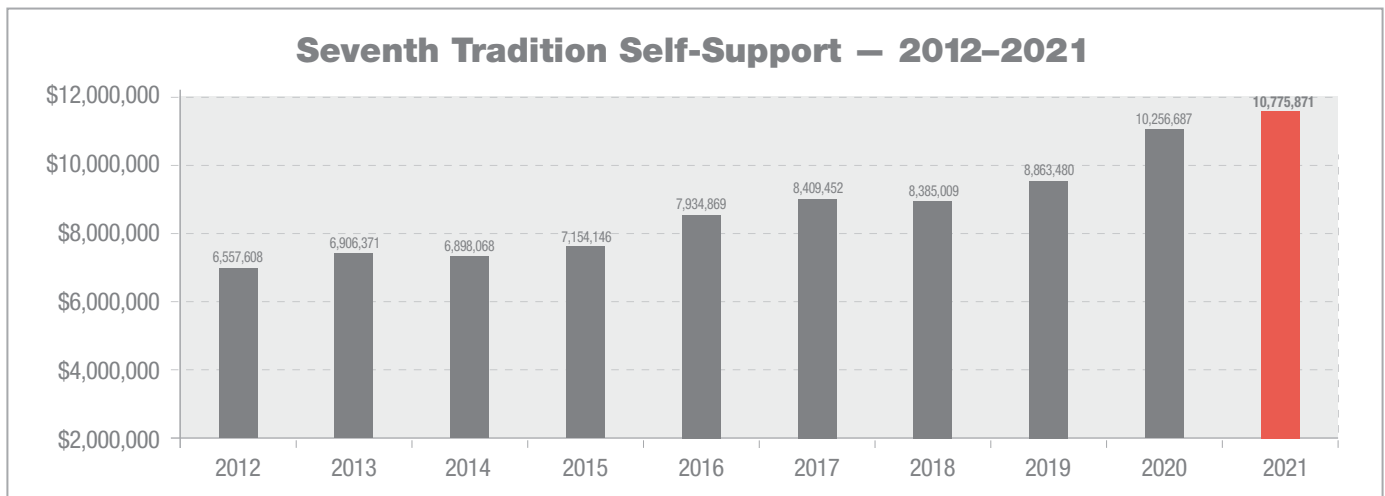
- Investment in literature inventory
- Transfer of \$250,000 from operating cash to the prudent reserve
- Timing of literature sales, contributions, payment from

Grapevine for shared services, and payment of Social Security payroll tax

Grapevine paid print subscriptions decreased 11.5% in 2021, but subscriptions for the online and mobile app magazine increased 73.3%. Overall, Grapevine achieved a gross profit of \$1.09 million on the magazine and \$411,000 on other published items. Operating expenses of \$1.81 million resulted in an operating loss of \$113,000 compared to a loss of \$299,000 in 2020. La Viña magazine circulation decreased by 12.4% in 2021 compared to a 36.6% decrease in 2020 after several prior years of growth. General Fund support of the La Viña service activity was \$389,000 in 2021, essentially the same as the \$386,000 in 2020.

As we transition out of the pandemic, we will incur in 2022 the additional expense of an in-person Conference, Regional Forums, and Board meetings, but do not expect publishing gross profits to recover until 2023. With expenses increasing and revenue remaining unchanged, the result is a one-time planned deficit. The General Service Board has approved a G.S.O. budget with an operating deficit of \$1.35 million. Fortunately, the surplus from 2021 is available to pay for the expected 2022 deficit, allowing 2022 to be a transition year to give the G.S.B time to evaluate revenues and expenses as we emerge from the pandemic.

The 2022 G.S.O. budget includes total revenue of \$16.76 million compared to \$17.38 million in 2021. Revenue is largely made up of contributions, budgeted at \$10.0 million and literature gross profit, budgeted at



\$6.53 million. Operating expense is budgeted at \$18.11 million compared to \$15.28 million in 2021.

In addition, the G.S.B. approved a Grapevine budget with a net operating surplus of \$19,000. Gross profit on subscriptions is budgeted at \$1.24 million. Grapevine print magazine circulation is expected to be 62,000 while online and e-Pub Grapevine circulation is expected to total 8,842. La Viña projects a magazine circulation of 7,500. General Fund La Viña support is budgeted at \$402,000.

As noted previously, Seventh Tradition Self-Support reached a record \$10.78 million in 2021. Almost \$2.5 million, or 23%, of these contributions were received online, which set a record for online participation. Almost 45% of contributions received were \$50 or less and about two thirds were \$100 or less. The core of Self-Support is the many members of the Fellowship who make smaller contributions and not the few who make large contributions. In fact, only 44 contributions were the maximum amount of \$5,000 while 48,255 contributions were \$100 or less.

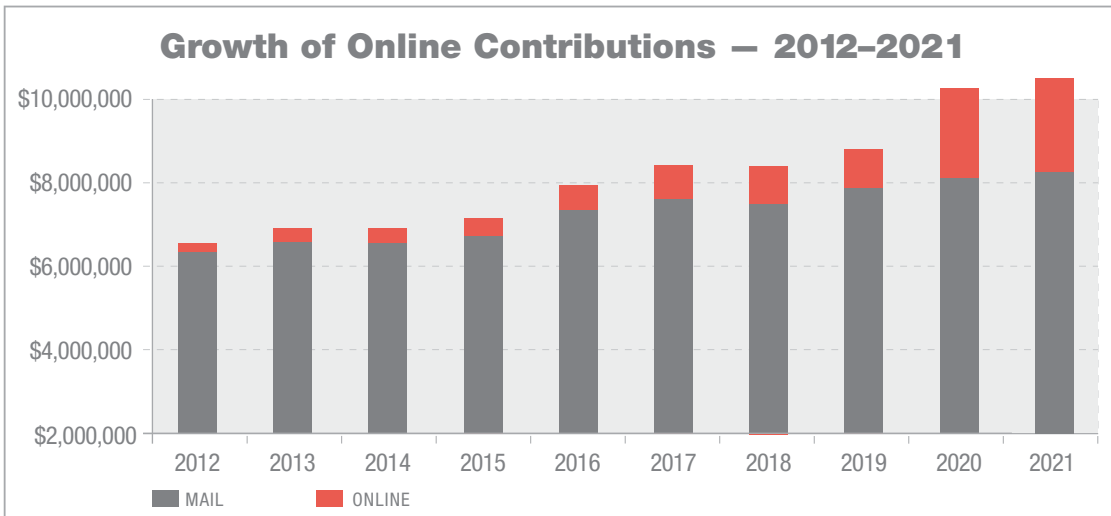
- Data, automation, and website maintenance
- Printing (other than literature)

Looking at 2021 expenses by activity, the largest categories are literature development and outreach services, both of which are about 17.5% of operating expenses. Service leadership and group services are each between 4 and 4.5 % of the total. Grapevine and La Viña account for a little over 12% and supporting services are about 44.5% of total expenses. Supporting services primarily include:

- General and Administration
- Technology Services
- Finance
- Human Resources
- Member Service/Operations

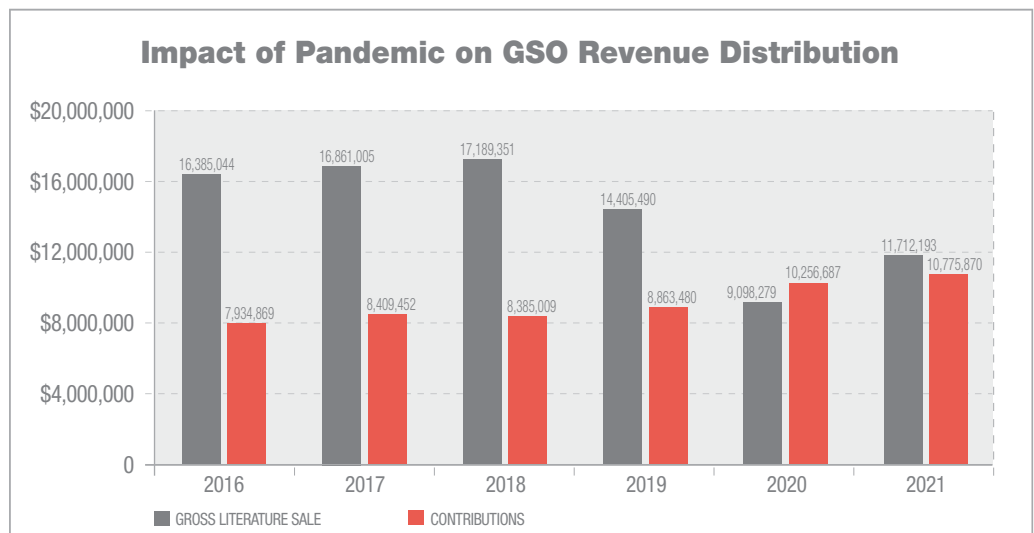
During 2021, our prudent reserve increased by \$403,000 from \$12.45 million to \$12.85 million (net of Grapevine subscription liability). The increase resulted from a \$250,000 transfer from the General Fund and

\$153,000 in investment earnings. The \$12.85 million balance as of December 31 represents 8.50 months of 2021 operating expenses. Because operating expenses are budgeted to increase in 2022, the 12/31/21 prudent reserve balance represents 7.84 months of 2022 operating expenses.



A more detailed analysis of 2021 G.S.O. expenses shows that personnel expenses (salaries, benefits, and payroll taxes) make up almost two thirds of operating expenses. This is typical for not-for-profits or any organization that produces a service rather than a product. Professional fees make up about 15% of operating expenses. The remaining 20% of operating expenses is comprised mainly of:

- Facilities (including rent) and equipment



■ 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 2022 Conference.



FLOOR ACTIONS

It was recommended that:

- 1 The trustees' Committee on Literature continue to make edits to the draft pamphlet "The Twelve Steps Illustrated" with a new draft or progress report to be brought back to the 2023 Conference Committee on Literature, keeping in mind: color, diverse expressions of spirituality and accessible interpretation of meaning in the illustrations.
- 2 The 2022 Membership Survey questionnaire receive final editorial review by the trustees' Public Information Committee after consulting with our professional survey methodologist, to address concerns raised by the 72nd General Service Conference related to the survey questions about Racial and Ethnic Background, and Employment Status.

AGENDA

It was recommended that:

- 3 The theme for the 2023 General Service Conference be: "A.A.'s Three Legacies — Our Common Solution."
- 4 The presentation theme, and topics for the 2023 General Service Conference be:
Presentation Theme: "General Service — Our Mighty Purpose and Rhythm"
Presentation Topics:
 1. "Our Common Perils and Common Solution"
 2. "Using A.A.'s Literature in Carrying the Message"
 3. "Fostering a Thriving Three Legacy Culture"

- 5 The workshop topic for the 2023 General Service Conference be: "Practicing Our Twelve Traditions Across All Group Settings."
- 6 The General Service Board develop a status report on the progress and outcomes from the 2013–2015 Conference inventory and include a draft plan for another Conference inventory with considerations of its value, timeline and approach to be brought back to the 2023 Conference Committee on Agenda.

ARCHIVES*

No recommendations

COOPERATION WITH THE PROFESSIONAL COMMUNITY

No recommendations.

CORRECTIONS

No recommendations.

FINANCE

No recommendations.

GRAPEVINE AND LA VIÑA

No recommendations.

INTERNATIONAL CONVENTIONS/ REGIONAL FORUMS*

No recommendations.

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

LITERATURE

It was recommended that:

- 7 The pamphlet “Questions and Answers on Sponsorship” be revised to add the following text regarding safety and A.A.:

1. In the section “For the person wanting to be a sponsor” (p. 14) under the heading “What does a sponsor do and not do?”:

Stresses the importance of A.A. being a safe place for all members and encourages members to become familiar with service material available from the General Service Office such as “Safety in A.A. — Our Common Welfare.”

2. In the section “for groups planning sponsorship activity” (p.23), under the heading “How does sponsorship help a group?” add a fourth paragraph:

Sponsorship can also help a group to create a welcoming and secure environment. Safety is an issue affecting all members and it is important for groups to remain accessible to all who are seeking recovery. Sponsorship can help keep the group focused on the common welfare.

- 8 The booklet *Living Sober* be revised to add the following paragraph regarding safety and A.A. in chapter 29, page 76:

“Of course, A.A. is a reflection of the larger society around us and problems found in the outside world can also make their way into the rooms of A.A. But by keeping the focus on our common welfare and primary purpose, groups can help provide a safe and secure environment for all their members.”

- 9 The video animation of the pamphlet “The Twelve Concepts Illustrated” (currently published by the General Service Board of A.A. Great Britain) be adapted and produced by the Publishing department. The committee requested a progress report or rough cut be brought back to the 2023 Conference Committee on Literature.
- 10 The draft of the pamphlet “Young People and A.A.” be approved.
- 11 The pamphlet “Twelve Traditions Illustrated” be updated with non-offensive, contemporary text and illustrations and that a progress report or draft pamphlet be brought back to the 2023 Conference Committee on Literature.
- 12 The updated pamphlet “Is A.A. for You?” be approved.
- 13 The updated pamphlet “Is There an Alcoholic in Your Life?” be approved.
- 14 The updated pamphlet “Frequently Asked Questions About A.A.” be approved.
- 15 The updated pamphlet “This Is A.A.” be approved.

POLICY/ADMISSIONS

It was recommended that:

- 16 Rio D., alternate delegate, Area 79 British Columbia/Yukon Territory, be seated as a Conference member at the 72nd General Service Conference because Bob K., Panel 71 delegate for Area 79 is unable to attend.
- 17 Christopher M., alternate delegate, Area 47 Central New York, be seated as a Conference member at the 72nd General Service Conference because Todd D., Panel 71 delegate for Area 47 is unable to attend.
- 18 The “Process for Approving Observers to the Conference” be changed. The revised process would allow the Policy/Admissions committee to approve routine admissions from structures outside the U.S. and Canada without having to poll the full Conference. As with the current process, the trustees’ General Service Conference Committee and then the General Service Board would first need to approve the request prior to forwarding it to the Policy/Admissions Committee for their action.
- 19 The committee recommended that the Scope of the Conference Committee on Policy/Admissions which currently reads:

Admissions function: Is responsible for reviewing all requests for admissions to the Annual Meeting of the General Service Conference.

Be revised to read:

Admissions function: Is responsible for reviewing all requests for admissions to the Annual Meeting of the General Service Conference; and for approving routine requests for admissions from A.A. service structures outside of the U.S./Canada service structure to observe the Annual Meeting of the General Service Conference.

And that the following be added to the Procedure of the Conference Committee on Policy/Admissions:

Procedure

1. To approve routine requests from qualified representatives of other A.A. service structures to observe the Annual Meeting of the General Service Conference.
- 20 The compilation of all Conference committee background be made available simultaneously in English, French and Spanish.
- 21 The committee recommended that two persons from A.A. in Brazil, Maria Z. and Ana Elisa L., Board of Trustees “Class B,” and one person from A.A. in Argentina, a trustee, be admitted to the 72nd General Service Conference as observers. (Note: This item was passed pre-Conference using the Conference Polling process.)

PUBLIC INFORMATION

It was recommended that:

- 22 The following revisions be made to the pamphlet “Understanding Anonymity.” The question and answer that currently reads:

Anonymity in the digital age

- Q.** I maintain an Internet website and a personal page on a social media site. I also belong to an online meeting. At what level should I protect my anonymity on the Internet?
- A.** Publicly accessible aspects of the Internet such as websites featuring text, graphics, audio, and video can be considered the same as publishing or broadcasting. Unless password-protected, a website requires the same safeguards that we use at the level of press, radio, and film. Simply put, this means that A.A.s do not identify themselves as A.A. members using their full names and/or full-face photos.

Be changed to:

Anonymity in the digital age

- Q.** I maintain a website and social media pages. At what level should I protect my anonymity on the Internet?
- A.** Publicly accessible aspects of the Internet such as websites featuring text, graphics, audio, and video can be considered the same as publishing or broadcasting. Unless password-protected, a website requires the same safeguards that we use at the level of press, radio, and film/video. Simply put, this means that A.A.s do not identify themselves as A.A. members using their full names and/or full-face photos.

It is suggested that when A.A.s gather as A.A.s or as an A.A. group on social media pages and other similar platforms that these pages are set to “private” rather than “public.”

23 The following text be added to the pamphlet “Understanding Anonymity”:

- Q.** Are virtual A.A. meetings considered “Public”?
- A.** These online gatherings are not streamed to the general public; however, information about the meeting is provided to A.A. members, potential members, and the general public similar to in-person meetings.

While some members feel comfortable using their full names and faces, other members feel it is more aligned with Tradition 11 to use only their first name and last initial or turning their camera off. For safety purposes some groups have provided helpful reminders in their group format that picture-taking or screen shots are not in keeping with anonymity principles.

24 The outdated “A.A. Fact File” be retired.

25 The format changes, two new questions and six changed questions on a 2022 membership survey questionnaire be approved.

New questions

12. Have you attended an A.A. meeting virtually (online or by phone)? (if yes, answer question 12b)

12b. Do you prefer virtual meetings or in-person meetings?

- In-person
 Virtual
 Both equally

13. What attributes do you prefer or need in meetings you attend?

- accessibility (such as no stairs, or served by public transportation)
 held in a particular language (please list language)
 other members similar to me (please describe how)
 additional characteristics (please describe)

Changed questions

14. What is your age? _____ years

15. Which of these best describes you:

- Male
 Female
 Prefer to describe

16. Relationship status:

- Single, never married
 Married or Life Partner
 Divorced
 Separated
 Widowed
 Prefer to describe _____

17. Racial and ethnic background (Check all that apply)

- Asian
 Black, or African American
 Hispanic, Latino, or Spanish origin
 Native American, Alaska Native, First Nations, or Indigenous
 Pacific Islander or Hawaiian Native
 White, Caucasian, or European American
 Prefer to describe _____

18. What is your employment status now?

(Check one only)

- Employed full time
 Employed part time
 Unemployed and looking for work
 Unemployed, not currently looking for work
 Student
 Retired
 Homemaker

19. If you are employed, what is your job? _____

26 After a thorough review of the professional survey methodologist report detailing actions to perform a sound membership survey, a 2022 A.A. Membership Survey be conducted with a budgeted cost not to exceed \$20,000. The process will include mailing, digital back-end response and analysis, creation of message and distribution, including a “How to video” for groups/members.

Joyce S.
Irma V.
Carolyn W.

31 The following slate of officers of the General Service Board be elected at the annual meeting of the members of the General Service Board on April 30, 2022, following presentation at the 2022 General Service Conference for disapproval if any:

Chairperson: Linda Chezem, J.D.
First Vice-Chairperson: Jimmy D.
Second Vice-Chairperson: Francis G.
Treasurer: Kevin Prior, MBA, CFA, CPA
Secretary: Cathi C.
Assistant Treasurer: Paul Konigstein*
Assistant Secretary: Jeff W.*
**G.S.O. employees*

REPORT AND CHARTER

It was recommended that:

27 Chapters 8, 9, 10, 11 and 12 of *The A.A. Service Manual* be revised to correct inaccuracies and to provide clarity and consistency on the roles, responsibilities and relationships between the General Service Office, AA Grapevine and A.A. World Services, Inc. (Note: Because 2023 is a printing year these changes would be reviewed by the A.A.W.S. Board, AA Grapevine Board and the General Service Board prior to being brought to the Conference Committee on Report and Charter. This process is in keeping with the 2018 advisory action regarding review of *The A.A. Service Manual Combined with Twelve Concepts for World Service.*)

28 Items 5 and 6 that relate to Regional Directories be removed from the Scope of the Report and Charter Composition, Scope and Procedure. (Note: Regional Directories are no longer being produced.)

32 The following slate of directors be elected at the annual meeting of the members of the A.A. World Services Corporate Board on April 30, 2022, following presentation at the 2022 General Service Conference for disapproval if any:

Cathi C. Carolyn W.
Vera F. John W.
Deborah K. Bob W.*
Clinton M. Jeff W.*
Irma V.
**G.S.O. employees*

TREATMENT AND ACCESSIBILITIES

It was recommended that:

29 The Long Form of Tradition Five be added to the pamphlet “The A.A. Group” on page 12 in the section “What is an A.A. Group?” at its next printing.

Note: As a result of the 2021–22 Equitable Distribution of Workload plan, this item was on the agenda of the Conference Committee on Treatment and Accessibilities.

33 The following slate of directors be elected at the annual meeting of the members of the AA Grapevine Corporate Board on April 30, 2022, following presentation at the 2022 General Service Conference for disapproval if any:

Molly Anderson Coree H.
Chris C.* Mike L.
Josh E. Paz P.
Cindy F. David S.
Tom H.
**AA Grapevine employee*

TRUSTEES

It was recommended that:

30 The following slate of trustees of the General Service Board be elected at the annual meeting of the members of the General Service Board on April 30, 2022, following presentation at the 2022 General Service Conference for disapproval if any:

Class A Trustees	Class B Trustees
Molly Anderson	Cathi C.
Linda Chezem, J.D.	Jimmy D.
Sr. Judith Ann Karam,	Josh E.
C.S.A.	Francis G.
Hon Kerry Meyer	Tom H.
Al Mooney, M.D.,	Reilly K.
FAAFP, FASAM	Deborah K.
Andie Moss	Trish L.
Kevin Prior, MBA,	Mike L.
CFA, CPA	Paz P.
	Marita R.

34 The “Suggested Procedure to Reorganize the General Service Board and the boards of A.A.W.S., Inc. and AA Grapevine, Inc.” be approved as one acceptable pathway to a whole or partial reorganization of the Boards, understanding that, as provided by the Conference Charter, the final process will be determined by whichever General Service Conference might be considering reorganization.

35 The trustees’ Literature Committee revise the pamphlet “Do You Think You’re Different?” to update the stories to represent greater diversity and bring back a draft pamphlet or progress report to the 2023 General Service Conference.

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

■ Committee Considerations

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



AGENDA

Committee Considerations:

- The committee expressed appreciation for the special Board presentation related to the participation of online groups in the U.S./Canada service structure at the 72nd General Service Conference.

The committee agreed that a sharing session with more time for a broader range of perspectives from among Conference members would be helpful. The committee requested that the General Service Board conduct an interactive sharing session at the 73rd General Service Conference on the participation of online groups in the U.S./Canada service structure and include the following question within the framework of the sharing session:

- » What are the successes and challenges at the group, district and area levels with respect to this topic?

ARCHIVES

Committee Considerations:

- The committee reviewed the Archives Workbook and expressed satisfaction with the content. The committee also received a verbal report on some of the revisions and updates to the draft workbook, including:
 - » New shared experiences and a new subsection from local archivists on specific topics pertaining to archival work;

- » Revised Guidelines for Collecting Oral Histories to include text offering suggestions on ways to conduct ASL interviews with members in the Deaf community to offer a wider diversity of sharing;
- » Replaced gender-specific language throughout the workbook;
- » Updated Archives policies; and other minor editorial updates.

COOPERATION WITH THE PROFESSIONAL COMMUNITY

Committee Considerations:

- The committee reviewed a progress report on the LinkedIn page implementation and an update from the senior digital communications analyst. The committee requested that a progress report be brought back to the 2023 Conference Committee on CPC and suggested that it include the following content:
 - » An additional cadence strategy that increases the number of posts per month developed over the year.
 - » A strategy of posting often, to increase the search result ranking.
 - » Posts targeted to professionals on topics such as A.A. anonymity, Self-Support, cooperation without affiliation, and our public relations policy.
- The committee also discussed a comprehensive approach in exploring and optimizing digital resour-

es. The committee requested that the staff secretary send a memo to the trustees' Public Information Committee with the following suggestions to be included as part of the Comprehensive Media Plan (CMP):

- » Explore effective ways to post videos and documents on non-A.A. platforms.
- » Noting the multiple committee and Board discussions on the use of QR codes, identify where and how to approach QR code usage in A.A. materials at CPC/PI events.
- The committee reviewed the suggested revisions to the draft pamphlet "A.A. in Your Community" and received an update from the executive editor. The committee offered additional suggestions and asked the staff secretary to forward a memo to the trustees' CPC/TA committee with additional sharing and suggestions on the content. The committee requested that a progress report or final draft pamphlet be brought back to the 2023 Conference Committee on Cooperation with the Professional Community.
- The committee reviewed a progress report on the development of an outward facing pamphlet for mental health professionals and expressed their appreciation. The committee noted that utilizing a focus group was a useful approach to explore and identify the needs of mental health professionals when they are addressing the suffering alcoholic. The committee asked that the staff secretary forward a memo with additional suggestions to the trustees' CPC/TA committee. The committee requested that a progress report or draft pamphlet be brought back to the 2023 Conference Committee on Cooperation with the Professional Community.
- The committee considered a request to create a new pamphlet designed to help CPC committees reach as many doctors as possible and took no action, noting that many healthcare professionals may lack the time to meet with CPC committees and that health care systems differ in the U.S. and Canada. The committee suggested that service material could be developed for A.A. members on how to speak with their own healthcare provider about Alcoholics Anonymous.
- The committee reviewed the CPC Kit and Workbook and asked that the following suggestions be incorporated:
 - » Develop a disclaimer that clarifies that the printed version of the items in the kit may not reflect the most up-to-date revisions on aa.org. Online versions will reflect the most updated versions.
 - » Include a list of changes of revised pamphlets and service materials based on the AAWS literature policy.
 - » Include experience from online, in-person and virtual CPC events and activities.
 - » Use accessible formats for all digital devices.

CORRECTIONS

Committee Considerations:

- The committee reviewed the Corrections Kit and Workbook and provided a detailed list of revisions to the trustees' Corrections Committee for their consideration. During their discussion, the committee noted the increased use of online A.A. meetings in correctional facilities and suggested that GSO staff gather shared experience regarding online meetings in correctional facilities for addition to the Corrections Workbook.
- The committee discussed the request to reconsider use of the term "person in custody" in A.A. literature and took no action. The committee affirmed the need for language that is inclusive and non-stigmatizing, as expressed by the 71st General Service Conference. The committee also discussed that implementation of the advisory action was already in place and that it would be premature at this time to reconsider the action.
- The committee discussed the request to limit changes to the book *Alcoholics Anonymous* and took no action. While the committee discussed the concerns expressed by the Fellowship, the committee noted that we operate on a system of trust and checks and balances and agreed that A.A.'s Twelve Concepts adequately provide guidance to our trusted servants to make decisions that reflect the informed group conscience of the Fellowship as a whole.

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

- The committee suggested that during the development of the Fifth Edition Big Book the trustees' Literature Committee consider including a reference in the section of Appendices III and V that additional information is available on www.aa.org.

The committee discussed the request to make A.A. literature changes slowly and with A.A.'s primary purpose in mind and took no action. The committee agreed the cadence and role of the annual General Service Conference already provides the appropriate guidance. The committee also noted that through Concept Four, "The Right of Participation," all members of Alcoholics Anonymous are invited to participate in the year-long process of the General Service Conference.

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

FINANCE

Committee Considerations:

- The committee reviewed the Self-support Packet and requested that the trustees' Finance and Budgetary Committee undertake a full review of the service items in the packet. The committee compiled a list of suggestions for the service material in order to provide

language that is clear and consistent for the U.S. and Canada.

- The committee requested that the trustees' Finance and Budgetary Committee review the service materials and the pamphlet "Self-Support: Where Money and Spirituality Mix" to clarify that although contributions are sent to the General Service Office, contributions are made to the General Service Board of Alcoholics Anonymous. The committee asked that an update report or draft pamphlet reflecting the changes be brought to the 2023 Conference Committee on Finance for review.
- The committee discussed the agenda item "Consider request to add a historical disclaimer to the front of the book Twelve Steps and Twelve Traditions" and took no action. The committee agreed that the current introduction in the book Twelve Steps and Twelve Traditions already addresses concerns regarding the language in the book.

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

- The committee discussed the agenda item "Consider request that all proposed changes to the book Twelve Steps and Twelve Traditions be handled in footnotes" and took no action. The committee agreed that they did not want to mandate a specific format for possible changes to a future Conference. The committee noted that future proposals for changes should be considered by the group conscience of each Conference.

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

GRAPEVINE AND LA VIÑA

Committee Considerations:

- The committee reviewed the progress report on the AA Grapevine Workbook revisions and looks forward to having it available on the website, in English and Spanish. The committee also forwarded editorial suggestions for the workbook to the Grapevine office.
- The committee reviewed the progress report on the Grapevine and La Viña Instagram accounts and requested a progress report be brought back to the 2023 Conference Committee on Grapevine and La Viña. The committee appreciated the diligence of the AA Grapevine Corporate Board in considering anonymity protection when developing content for both Instagram accounts. The committee also appreciated the dedication and enthusiasm the staff applied to the Instagram accounts. The committee also forwarded suggestions to the Grapevine office to encourage members to submit anonymity-protected content to Instagram pages.
- The committee agreed to forward to the AA Grapevine Corporate Board the suggestion that Grapevine produce in the year 2023 or later:

1. Best of Dear Grapevine (working title)
Previously published letters from the pages of Grapevine by A.A. members which were printed in the magazine's letters section, Dear Grapevine.
 2. Book for Newcomers (working title)
Previously published stories by A.A. members sharing helpful tools and suggestions during their first year in sobriety.
 3. Best of La Viña II (working title) (La Viña book)
Spanish-speaking A.A. members share their experience, strength and hope, from the pages of La Viña.
 4. Prayer & Meditation (working title) (La Viña Book)
Previously published stories by Spanish-speaking A.A. members sharing about the many ways they practice Step Eleven (possibly including some translated stories from the GV version).
- The committee discussed the wide-ranging impact the AA Preamble change has had on the Fellowship. The committee felt that after careful consideration of Fellowship feedback, it would be premature to quantify the impact when many A.A. members are still either uninformed or ambivalent about the change. The committee emphasized that at every level of our Conference process there is a reciprocal responsibility of all A.A. members and trusted servants, of participation and communication, to embrace the guiding principles of trust and transparency.
 - The committee requested that the Grapevine office consider the feasibility of producing or utilizing American Sign Language (ASL) content.

INTERNATIONAL CONVENTIONS/ REGIONAL FORUMS

Committee Considerations:

- The committee reviewed the update report submitted by the trustees' committee regarding surveying the Fellowship on methods of closing the Big Meetings at the International Convention. The committee understands that a survey has been developed to gather information from the Fellowship regarding aspects of the 2025 International Convention; and that a question(s) regarding use of the Lord's Prayer and options to the use of the Lord's Prayer (e.g., the Third Step Prayer, the Seventh Step Prayer and A.A.'s Declaration of Unity) will be added to the survey. It is anticipated that the survey will be dispatched in May 2022 via mail and through multiple communication platforms (e.g., Box 4-5-9, AA Grapevine/La Viña, etc.); and that a progress report be brought back to the 2023 Conference Committee on International Conventions/Regional Forums.
- The committee discussed ways to encourage interest in Regional Forums and attract first-time attendees and suggested:
- Consider options to the title "Regional Forum" utilizing more current language.

- Continue utilizing digital communication options; however, also continue non-digital options to ensure full accessibility and participation by members who may not have access to technology.
- Theme: “90 Years — Language of the Heart” / « 90 ans — Langage du Cœur » / “90 años — Lenguaje del corazón”

LITERATURE

Committee Considerations:

- The committee reviewed the 2022 matrix of A.A. recovery literature. The committee agreed to follow up with the Publishing department with suggestions regarding the usefulness and purpose of the recovery literature matrix and looks forward to reviewing the matrix at their meeting during the 2023 General Service Conference.
- The committee reviewed a draft pamphlet based on A.A.’s Three Legacies and offered additional suggestions for the trustees’ Literature Committee to consider. The committee requested that a draft pamphlet or progress report be brought back to the 2023 Conference Committee on Literature.
- The committee reviewed a progress report on the update of the pamphlet “Too Young?” The committee requested that a progress report or draft pamphlet be brought back to the 2023 Conference Committee on Literature.
- The committee reviewed a progress report on the update of the pamphlet “A.A. for the Black and African-American Alcoholic.” The committee requested that a progress report or draft pamphlet be brought back to the 2023 Conference Committee on Literature.
- The committee reviewed a progress report on the update of the pamphlet “A.A. for the Native North American.” The committee requested that a progress report or draft pamphlet be brought back to the 2023 Conference Committee on Literature.
- The committee reviewed a progress report regarding development of a Fourth Edition of the book *Alcohólicos Anónimos*. The committee requested that a progress report or draft manuscript be brought back to the 2023 Conference Committee on Literature.
- The committee reviewed a progress report regarding the translation of the book *Alcoholics Anonymous* (Fourth Edition) into plain and simple language. The committee requested that a progress report or draft manuscript be brought back to the 2023 Conference Committee on Literature.
- The committee reviewed a progress report regarding strategy to make current literature accessible in all possible formats. The committee encourages the trustees’ Literature Committee to continue in their efforts to make literature accessible in all formats and provided several suggestions for more e-literature and other accessible digital platforms, such as Liquid Mode PDF for mobile screens.
- The committee reviewed the Subcommittee Report on Tools to Access the Big Book (TABB) and several requests for development of study guides from the Fellowship. The committee also reviewed the minutes of the discussions on this item by the trustees’ Literature Committee. The committee noted that additional information would be needed in order to provide direction on these requests. The committee requested that the trustees’ Literature Committee provide further information regarding the purpose of the



proposals and examples of what Big Book or *Twelve Steps and Twelve Traditions* study guides would look like.

- The committee reviewed a draft of the Literature Committee workbook and noted that the development of the workbook is moving in the right direction. The committee provided several suggestions regarding the length and content of the workbook and requested that a revised draft be brought back to the 2023 Conference Committee on Literature for review.
- The committee discussed the changes to the text of the book *Twelve Steps and Twelve Traditions* resulting from advisory actions of the 71st General Service Conference and took no action. The committee noted that there does not appear to be a consensus on the changes among A.A. members at the local level.
- The committee reviewed a progress report regarding development of a Fifth Edition of the book *Alcoholics Anonymous*. The committee requested that a progress report or draft manuscript be brought back to the 2023 Conference Committee on Literature.

POLICY/ADMISSIONS

Committee Considerations:

- The committee reviewed the progress report from the Subcommittee on Equitable Distribution of Workload regarding year one of the three-year pilot. The committee noted that the plan allowed fifty more Delegates to participate more equitably in the Conference Committee process and appreciated the spiritual aspect of that accomplishment. The committee also noted the workflow, communication, and scoring tool challenges documented in the report, as well as the significant challenges to areas and to the group conscience process caused by moving up the deadline for submitting proposed agenda items to September 15. The committee hopes that whatever can be done to address these challenges will be done over the next two years of the pilot.
- The committee reviewed the GSO general manager's report regarding General Service Conference site selection, noting with appreciation the level of detail regarding specific sites considered. The committee requested that the next site selection report provide detail on the financial, logistical, and spiritual implications of holding the General Service Conference at other locations throughout the eight regions of the U.S./Canada service structure, perhaps in rotation with the New York City metropolitan area.
- The committee reviewed the dates for the 2026 General Service Conference. In order to provide additional flexibility to the General Service Office management in contracting the most cost-effective and appropriate venues for the General Service Conference, the committee agreed to select three proposed dates for the 76th General Service Conference. The committee selected the following dates in order of preference for

the 76th General Service Conference: April 26–May 2, 2026; April 19–25, 2026; and May 3–9, 2026. The committee noted that these proposed Conference dates do not conflict with any significant holidays and allow the Fellowship ample time before the Conference to review and discuss agenda items. The committee asked that all Conference members be notified of the final dates for the 76th General Service Conference as soon as they are finalized by GSO management.

- The committee reviewed with appreciation the progress report on the development of a process using virtual meeting technologies for polling the General Service Conference between meetings and looks forward to development of the process.
- The committee reviewed the Progress Report from the trustees' Ad Hoc Committee on the Participation of Online Groups in the U.S. and Canada Service Structure and expressed appreciation for the ad hoc committee's work. Given the Fellowship's interest in this topic and a desire for accountability to the Conference, the Policy/Admissions committee requests a progress report be provided as part of their background material in advance of the 73rd General Service Conference.
- The committee considered the request to revise the pamphlet "Questions and Answers on Sponsorship" to reflect shared experience on service sponsorship and took no action. The committee felt that the topic of service sponsorship is already addressed well in the current version of the pamphlet "Questions and Answers on Sponsorship" and in the current *A.A. Service Manual/Twelve Concepts for World Services*.
Note: As a result of the 2021-22 Equitable Distribution of Workload plan, this item was on the agenda of the Conference Committee on Policy/Admissions.

PUBLIC INFORMATION

Committee Considerations:

- The committee reviewed and accepted the 2022 Public Information Comprehensive Media Plan (CMP). The committee expressed support for the vision and architecture and reported that this version of the CMP brings a practical and implementable plan into vision. The committee agrees it serves as an inventory of ongoing work and plans, a guideline for the General Service Office and AA Grapevine Office in their work, budgeting processes, and HR planning to effectively support A.A. members in carrying the message to all who suffer from alcoholism.

The committee offered the following suggestions for the next iteration of the CMP to be brought back to the 2023 Conference Committee on Public Information.

- » Continue to focus on standardizing a unified stylistic approach in our messaging and media.
- » Create a synopsis or executive summary of the CMP as the complete document is detailed.

- » Now that we have a CMP that outlines many channels of work the committee requested the Trustees ensure we do not lose the work that is captured and avoid trying to branch off into too many directions and digital platforms.
- » Consider the creation of a short video capturing how a Comprehensive Media Plan can be a helpful guidepost as we seek to use new and existing communication platforms, in keeping with our Traditions.
- » The committee recognized that we are a Fellowship of varying technical abilities. The committee noted the importance of ensuring we are not leaving anyone with technical barriers behind.
- » Include additional information in the CMP on how Alcoholics Anonymous can connect with the professional community.
- » Use consistent A.A. language throughout the CMP versus more marketing or business terminology.
- The committee reviewed and accepted the trustees' PI Committee report on the usefulness and effectiveness of the AAWS YouTube account. The committee offered the following suggestions and looks forward to a report to be brought back to the 2023 Conference Committee on Public Information.
 - » Staff continue to update the AAWS YouTube account to maximize its effectiveness as a social media channel to carry the message to the alcoholic.
 - » Improve the ability to search and locate our AAWS YouTube channel as members have shared it is difficult to find and many are unaware that we have a YouTube channel.
 - » Consider adding more Spanish video content.
- The committee reviewed and accepted the 2022 trustees' Public Information Committee report on the Google Ads performance. The committee encouraged GSO to develop an annual project calendar relating to Google Ads. The committee noted that the office should continuously optimize the Google Ads campaigns based on standard best practices in keeping with A.A. Traditions focusing on target audiences utilizing A.A. literature we currently have and that may be developed. The committee offered the following suggestions and looks forward to the report to be brought back to the 2023 Conference Committee on Public Information:

The GSO Communication Services department in cooperation with the staff secretary should make the following updates to the campaigns to ensure improved campaign performance.

 - » Evaluate and experiment with ad targeting
 - » Creation of more diverse content
 - » A/B test ad copy and design
 - » Add/remove keywords and negative keywords
 - » Change keyword match type
- » Test multiple landing page options
- » Approve/deny basic campaign suggestions provided by Google Ads
- » Review analytics on messaging to ensure it is reaching the target audience
- » Include keyword testing of AA Google Ads searches to ensure they are being made available to those seeking help with a drinking problem.
- The committee reviewed and accepted the GSO Communications Services department report on the AAWS Meeting Guide App. The committee looks forward to a report to be brought back to the 2023 Conference Committee on Public Information. The committee suggested that the Meeting Guide App keep its focus on providing information on locating A.A. meetings.
- The committee reviewed and accepted the 2021 annual reports from the trustees' Public Information Committee regarding aa.org. The committee finds the website is easier to navigate and user-friendly. The committee suggested that GSO continue to improve our search engine optimization, setting priorities and reasonable goals to move forward.
- The committee reviewed and accepted the 2021 annual report "AAGV/La Viña Website, Marketing and



Podcast” regarding aagrapevine.org. The committee finds recent modernization of the Grapevine website to be effective and inviting. The committee finds the AA Grapevine Podcast is well received by many A.A. members and an effective method for sharing the collected voices of A.A. members. The committee noted that the current hosts might limit attraction to all members, potential members, or professionals and to consider the full intended audience regarding diversity, attraction, and belonging.

- The committee reviewed and accepted the distribution and tracking information for the video PSAs:

1. Sobriety in A.A.: My Drinking Built a Wall
2. Sobriety in A.A.: When Drinking Is No Longer a Party.

The committee encourages enhancing our future tracking and distribution to include comparison analytics to other non-profits with public service announcement distribution.

- The committee reviewed and accepted the 2022 report on the “Relevance and Usefulness of Video Public Service Announcements.” The committee found the current Conference-approved PSAs to be relevant and useful. In assessing the need for a new video PSA, the committee did not see the need at this time.
- The committee reviewed and accepted the 2022 trustees’ Public Information Committee feasibility research on paid placement of PSA videos on streaming platforms and requested that further research be conducted. The committee offered the following suggestions and looks forward to a report to be brought back to the 2023 Conference Committee on Public Information.
 - » Committee members would like to see additional research comparing paid versus donated media value ads and the effectiveness of these different approaches.
 - » Include research on Canadian streaming platforms to better understand PSA regulations and the specific streaming platforms found within Canada.
 - » Focus on obtaining A.A. member feedback from various age groups on the desire from the Fellowship to embark on A.A. paid placement ads on streaming platforms.

- The committee reviewed the progress report and GSO Podcast Plan and considered all the proposals, and the work completed this past year. The committee met with the Grapevine publisher, Communication Services staff, and Publishing staff who responded to key questions. The committee suggested that the trustees’ Public Information Committee, GSO Communication Services department, and AAWS Publishing department in cooperation with the staff secretary, focus on proposal one, to consider moving in the direction of creating a GSO Podcast using the AA Grapevine podcast experience.

The committee shared that the focus described in the 2021 Advisory Action “Podcasts providing sharing

within the Fellowship and information about A.A. to the public be produced and distributed by GSO in cooperation with the Grapevine Office,” is on target and that GSO can create episodes on many service-related discussion topics. The committee feels that the different topic focus will help avoid competing with the Grapevine Podcast. To support the successful continued development of the GSO Podcast the committee offers the following suggestions and looks forward to a progress report to be brought back to the 2023 Conference Committee on Public Information.

- » Entrust GSO to manage the podcast’s creation and adherence to A.A. principles to allow the seamless production of a regular series of episodes.
 - » Ask the trustees’ Public Information Committee to research the best methods for future podcast episodes to be completed in Spanish and French.
 - » Develop the methodology to invite participants in recorded sessions based on topics to include our trustees, staffs, and members in the episodes.
 - » Establish internal and external resources to support the production of the GSO Podcast. It may be helpful to engage freelance support that brings experience on creative Podcast development and formatting.
 - » Implement analytics as described in the GSO Podcast Plan to report annually to the Conference Committee on Public Information.
- The committee considered the suggestion to revise the flyer “A.A. at a Glance” and requested that the trustees’ Public Information Committee and staff secretary focus improvements based on the following suggestions and looks forward to a progress report or draft flyer to be brought back to the 2023 Conference Committee on Public Information.
 - » Keeping most of the content messaging of this effective Public Information tool, modernize the look and language of the flyer.
 - » Remove any reference to the word “hopeless drunks” to focus more on the solution, not the problem in this communication.
 - » Update the contribution and self-support language to remove any reference to a dollar amount of contribution.
 - The committee considered the suggestion to revise the pamphlet “Speaking at Non-A.A. Meetings” and asked that the trustees’ Public Information Committee move forward with the update. The committee asked that the staff secretary start with the draft pamphlet provided for review. In addition, the committee shared their own editorial revisions. Finally, the committee requested the staff secretary send a memorandum to the AAWS Publishing department of all changes and looks forward to a progress report or draft pamphlet to be brought back to the 2023 Conference Committee on Public Information.

- The committee considered the request to replace the “A.A. Fact File” with a service material version of a new digital P.I. Press Media Kit. The committee reviewed the new digital P.I. Press Media Kit and offered suggestions to the “Who are A.A. members” and the “24-hour plan” sections.
- The committee considered the request to create a new form of communication to address anonymity on social media by reviewing a draft survey developed to gather shared experience from the Fellowship. The committee requested the trustees’ Public Information Committee and staff secretary focus on distributing the survey to all age demographics, particularly a young population, and obtain results that will inform decisions on any future new form of communication. The committee looks forward to a progress report to be brought back to the 2023 Conference Committee on Public Information.
- The committee discussed the content and format of the PI Kit and Workbook. The committee noted the updated content list provided by the staff secretary and agreed to all the changes.

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 2022 General Service Conference *Final Report*.
- The committee discussed the General Service Conference *Final Report* and noted the following:

The committee reiterated their support for last year’s committee consideration and appreciated the use of digital versions and encouraged the Conference coordinator to continue noting the availability of these in pre-Conference documents.

The committee noted the importance of the *Final Report* and encouraged area delegates to make its local reporting innovative and fun, especially considering the use of new digital technologies.

The committee also noted the importance and effectiveness of making use of Fellowship Connection to connect the trusted servants in the service structure to the digital version of the *Final Report*. The committee suggested that the following local efforts might be helpful in these initiatives:

- » An area or district thank you letter and an invite to the area assembly with a link to the *Final Report*.

(**Note:** Fellowship Connection lists GSRs and these trusted servants can be introduced to their DCM and/or area delegate and be invited to participate in the local district and area discussions of the General Service Conference.)

- » Areas consider making the *Final Report* accessible in newly digital formats.

- » The creation of a local anonymity-protected, voice-only PowerPoint.

(**Note:** The *Final Report* reflects Conference actions and discussions, therefore the committee wanted to express that the *Final Report* is an extension of the experience we learn about in *The A.A. Service Manual*.)

- The committee discussed the request to include the GSR preamble in the pamphlet “GSR: Your Group’s Link to A.A. as a Whole” and took no action. The committee agreed that the GSR pamphlet adequately describes the role and purpose of a GSR. The committee agreed that this statement is better left to local group autonomy.

Note: As a result of the 2021-22 Equitable Distribution of Workload plan, this item was on the agenda of the Conference Committee on Report and Charter.

- The committee reviewed the progress report from AAWS Publishing on a new section to be added at the end of the *Twelve Concepts for World Service* titled “Amendments.” Bill W. references an Amendments section in the introduction to the *Twelve Concepts for World Service* and the committee wanted to reaffirm the 2021 advisory action that: “A new section be added at the end of the *Twelve Concepts for World Service* titled ‘Amendments,’ and that it contain an updated version of the Concept XI essay that incorporates the information in the current footnotes and endnotes, along with comprehensive descriptions of the current General Service Board committees.” The committee requested that the staff secretary work with AAWS Publishing on a draft update of the section to be brought back to the 2023 Conference Committee on Report and Charter.
- The committee reviewed several chapters of *The A.A. Service Manual* and wanted to note the following.
- *The A.A. Service Manual* can be utilized for all individuals involved in the General Service structure. The text is not limited to new people in service or only GSRs. Class A trustees, appointed committee members, nontrustee directors and other roles in general service should be able to draw upon the experience shared in specific chapters.
- The committee followed up on the 2021 committee consideration regarding updating and continuing to make available the print listing of Central Offices, Intergroups and Answering Services for the United States and Canada (Item F25). The committee discussed the estimated cost to fulfill this request as well as results of a poll involving 107 Intergroup/Central Offices and decided unanimously to request the General Service Office retire this document and remove it from aa.org. The committee noted that cooperation between local areas, districts and Intergroups/Central Offices is important in helping prospective A.A. members find Alcoholics Anonymous, highlighting that local services, coupled with data stewardship, can help ensure accuracy of Intergroup/Central Office locations. In addition, the committee encouraged communica-



tion and sharing of ideas through the ICOAA seminar and the General Service Conference. The committee recognizes an overdependence on GSO and recognizes that in some cases the necessity and importance of local relationships is overlooked.

- The committee discussed the request that the chapter titled “The Doctor’s Opinion” be returned to page one, as it was in the First Edition of the book *Alcoholics Anonymous* and took no action. The committee noted that Bill W. was involved in the repagination of *Alcoholics Anonymous* for the second edition. It was also noted that such a change would impact other pieces of A.A. literature that reference pages in the book *Alcoholics Anonymous*. The committee added that they did not recognize a strong “spiritual need” to revert to the original pagination.

Note: As a result of the 2021-22 Equitable Distribution of Workload plan, this item was on the agenda of the Conference Committee on Report and Charter.

- The committee discussed a possible edition of *The A.A. Service Manual* in American Sign Language (ASL). While aware of the long list of projects and current workload at GSO, the committee requested that the AAWS Board research the need for and feasibility of a translation of *The A.A. Service Manual Combined with*

the Twelve Concepts for World Service into ASL and asks that a report be brought to the 2023 Conference Committee on Report and Charter. In addition, the committee encourages local areas, districts, and Intergroups/Central Offices to make ASL interpretation and service opportunities more accessible to the Deaf community.

TREATMENT AND ACCESSIBILITIES

Committee Considerations:

- The committee discussed and accepted a progress report on the development of a revision to the pamphlet “A.A. for the Older Alcoholic.” The committee requested that the trustees’ Cooperation with the Professional Community/Treatment and Accessibilities Committee keep the following suggestions in mind:
 - » Include stories of only those who found recovery from the age of 60 years or older.
 - » Form a working group to help gather sharing from A.A. members who found recovery after age 60.
 - » Consider who is the target audience.
 - » Conduct a broader call out for stories through multiple distribution methods.
 - » Include stories of senior alcoholics with health issues, are hard of hearing, are immigrants, and have experience in finding recovery or barriers to online meetings.
 - » Consider a new format for the pamphlet that is more accessible, noting that the current foldable format is challenging to open and navigate pages for those who may have dexterity challenges.

The committee also provided additional notes on gaps in the stories to the committee secretary to be forwarded to the trustees’ Cooperation with the Professional Community/Treatment and Accessibilities Committee.

The committee requested that a progress report or draft pamphlet be brought to the 2023 Conference Committee on Treatment and Accessibilities.

- The committee reviewed and accepted a progress report on military audio interviews and suggested that the trustees’ Cooperation with the Professional Community/Treatment and Accessibilities Committee:
 - » Reach out to military senior leadership.
 - » Seek interviews from members in various military/armed forces branches.
 - » Consider broader distribution channels, through diverse communication methods such as AA Grapevine, La Viña, WhatsApp, and LIM.
 - » Distribute a questionnaire to interviewees for the audio-military project.
 - » The military consultants on the trustees’ Cooperation with the Professional Community/Treatment and Accessibilities Committee develop a project plan that will include reporting to the entire trustee committee.



- The committee discussed the draft version of the A.A. Guidelines for Remote Communities and offered the following suggestions:
 - » The committee encourages GSO Publishing to continue to maintain the most current cultural terminologies.
 - » Remove the names from the sharing in the guidelines (though currently anonymity protected; highlight the message rather than the name).
 - » Remove the section “Three Challenges” and replace it with the title “Challenges in carrying the message to underserved populations” and include broader sharing with culturally sensitive language.
 - » Remove the current sharing on sponsorship from the section “Spanish-Speaking Women in A.A. Remote Communities” and include sharing that positively highlights the importance of sponsorship.
 - » Also include in the section “Spanish-Speaking Women in A.A. Remote Communities” information on special-interest meetings/groups, like what is shared in the Conference-approved pamphlets “Hispanic Women in A.A.” and “Women in A.A.”
 - » Expand the section and title on online group/meeting resources to include a broader cross-section of digital sharing and resources.

The committee asked that the staff secretary revise

the service piece and looks forward to it being made available to Remote Committees once the updates have been made.

- The committee discussed the contents and format of Treatment Kit and Workbook. The committee noted with appreciation that the suggestions provided in the 2021 Committee Consideration will be implemented at the next Kit update.
- The committee discussed the contents of the Accessibilities Kit and Workbook and suggested that the section “Sharing Experience” in the workbook include experience on A.A. members with service animals.
- The committee discussed the content and format of the Kit and Workbooks. The committee encourages GSO to continue to explore and develop digital approaches to publishing and updating A.A. resources so that changes can be updated more quickly and efficiently with the most up-to-date resources for local committees. The committee also noted the importance that print versions also be made available to those who prefer to receive printed materials.
- The committee considered a request to remove the sentence “Nobody has ever died of lack of sleep” in the section “Getting plenty of rest” in the booklet *Living Sober* and took no action. The committee noted that the section includes this comment later in the chapter: “If the condition persists, it may be advisable to check with a good physician who understands alcoholism well.”

Note: As a result of the 2021-22 Equitable Distribution of Workload plan, this item was on the agenda of the Conference Committee on Treatment and Accessibilities.

TRUSTEES

Committee Considerations:

- The committee reviewed the résumés, and approved as eligible for election all Class B trustee candidates for the Eastern Canada and Pacific regions.
- The committee considered a request to revisit highlighting service roles at the group level in the pamphlet “The A.A. Group” and took no action. The committee appreciated the discussion about the role and attitude of humility of trusted servants. They acknowledged that the phrases “holding office” and “officer” are used in several sections of the pamphlet, and have equivalent meaning to being a trusted servant. It was also noted that groups are free to adapt the inventory questions to suit their needs.

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

- The committee reviewed the pamphlet “Do You Think You’re Different?” and requested that the trustees’ Literature Committee begin to look at the accuracy and effectiveness of direct translation practices, result-

ing in an ineffective vehicle to presenting an authentic and culturally relevant message to linguistic communities.

- The committee also requested that AA Grapevine consider using “Do You Think You’re Different?” as a recurring theme. This would allow for the presentation of a diverse group of current voices finding a common identification.
- The report of the trustees’ Nominating Committee noted they had begun discussion of thread-based forums and that more discussion is needed. The Conference committee had a discussion on thread-based forums which could allow better communication throughout the Conference structure and is forwarding a summary of their suggestions to the trustees’ Nominating Committee.

Recommendations Not Resulting in Conference Advisory Actions

These recommendations were presented but did not achieve a majority.

LITERATURE

- The draft pamphlet “The Twelve Steps Illustrated” be approved with minor editorial revisions.
- A second volume of the book *Experience, Strength and Hope* be developed with stories dropped from the Fourth Edition of the Big Book, *Alcoholics Anonymous*, and that a progress report be brought to the Conference Committee on Literature once development of the publication is in progress.

POLICY/ADMISSIONS

- The paragraph in the story “Freedom from Bondage” which was removed due to pagination issues from the fourth edition of the book *Alcoholics Anonymous* be restored in all future printings and publications in which the story is included.

Note: As a result of the 2021-22 Equitable Distribution of Workload plan, this item was on the agenda of the Conference Committee on Policy/Admissions.

Recommendations Passed by Simple Majority

There were no recommendations passed on a simple majority vote that did not receive the two-thirds vote necessary to become a Conference Advisory Action.

Floor Actions Not Resulting in Conference Advisory Actions

- With the translation of the book *Alcoholics Anonymous* (Fourth Edition) into plain and simple language, that the Twelve Steps, the Twelve Traditions, and the Twelve Concepts, not be translated into plain language in any way: that these remain in the existing form in English as in previous editions of the book *Alcoholics Anonymous*. (***Conference declined to consider.***)

- The General Service Conference impose a one-year moratorium on any new agenda item received through September 15, 2022, with new agenda items held to be placed on the agenda for the 74th General Service Conference, allowing the General Service Board and its corporate affiliates time to adjust and align their processes to accommodate the 2022 Policy and Admissions recommendation to provide simultaneous translation of all background material. (***Conference declined to consider.***)
- The trustees’ Ad Hoc Committee on Participation of Online Groups develop a plan to create one or more non-geographic Areas for online and telephone groups in the U.S./Canada General Service Conference structure, with a progress report on the plan to be presented to the 73rd General Service Conference Committee on Policy and Admissions.
- That the following GSR Preamble be added to the pamphlet “Your Group’s Link to A.A. as a Whole”:

The GSR Preamble

We are the General Service Representatives. We are the link in the chain of communication for our groups with the General Service Conference and the world of A.A.

We realize the ultimate authority is a loving God as he may express Himself in our Group Conscience. As trusted servants, our job is to bring information to our groups in order that they can reach an informed group conscience. In passing along this group conscience, we are helping to maintain the unity and strength so vital to our fellowship.

Let us, therefore, have the patience and tolerance to listen while others share, the courage to speak up when we have something to share, and the wisdom to do what is right for our group and A.A. as a whole.

(***Conference declined to consider.***)

- The trustees’ Committee on the General Service Conference evaluate the current process of developing Conference background material and bring back to the 2023 General Service Conference Committee on Policy/Admissions a plan that describes the process of developing background material, keeping in mind the Conference desire for background material to be targeted, balanced and with relevant historical content.
- The Advisory Actions from Panel 71:
 - Advisory Action 18 for changes to page 117 phrase “opposite sex” with the word “partner”
 - Advisory Action 19 changes to page 66, “No one wants to be angry enough to murder, lustful enough to rape, gluttonous enough to ruin his health. No one wants to commit the deadly sins of anger, lust or gluttony” in the book *Twelve Steps and Twelve Traditions*, be returned to the original text. (***Conference declined to consider.***)
- The 1995 Conference Advisory Action be reaffirmed that the first 164 pages of the Big Book, the Forewords, “The Doctor’s Opinion,” “Doctor Bob’s Nightmare” and the Appendices remain as is.

■ Workshop Summary

This year, the trustees' Committee on the General Service Conference approved using the Fishbowl style setting to facilitate the 72nd General Service Conference Workshop sessions. Here is a summarized report on the Workshops.



Workshop 1: “Your Third Legacy”

On Sunday afternoon, participants in the workshop “Your Third Legacy” were tasked with assessing how the 72nd General Service Conference was fulfilling (or not fulfilling) Bill’s original intent for the General Service Conference. Members were provided with an excerpt from “The General Service Conference of Alcoholics Anonymous: Your Third Legacy — Will You Accept It?” in which Dr. Bob and Bill W. lay out their reasons for proposing the establishment of the General Service Conference; what activities they suggested should take place; and how the event might serve the A.A. Fellowship at large. With that in mind, Conference members compared the actual experience of the 72nd General Service Conference with the Third Legacy as envisioned by the co-founders.

As participants engaged in wide-ranging sharing, the importance of communication as the key to inclusiveness emerged as a central theme. Much of the discussion began with the members’ frustration with the process of agenda item development and related background material and how this continues to hinder communication and a sense of inclusion. Members noted that “timing is everything” — and that the deadline for proposed agenda

items has become unreasonably early as a result of the EDW process. In addition, certain trustees’ reports are not included in the general background (some being for “committee eyes only”), which excludes participation by non-Conference members of the Fellowship. Some felt there was an issue of transparency, that Conference members should not have “to dig for information.” In addition, participants noted that portions were “incorrect or incomplete.”

Most problematic for participants was the translation of the background items, which arrives too late, making the translated background “hard to get out” to the groups, and “missing the boat” with respect to including French and Spanish speakers in meaningful discussions at the Area and group levels. Participants reported that Spanish- and French-speaking members — including those at the Conference — feel left out, and that this sense of “marginalization . . . is unacceptable.” “We are all a part of the Conference, Puerto Rico included,” it was said.

Wanting to be a “part of the solution,” a few participants wondered whether there may be extraneous information in the background documents that could be left out to expedite the process. Participants also wondered if there was something they could do to help, including asking whether areas had their own interpretation/trans-

lation committees. (On the other hand, one member noted that delegates used to receive their background documents when they walked into Conference.)

The conversation about inclusion through transparency grew broader as members continued to stress that openness is essential to unity: “Information is our friend; a lot of the fear [in the Fellowship] is brought about by misinformation.” One member wondered whether poor communication may have contributed to what some describe as disunity within the Fellowship: “We are all proud of what we did at the 71st General Service Conference. Is the disunity of the Fellowship brought about by last year’s Conference Advisory Actions a problem of participation or communication?”

How to improve communication, then? Several individuals implied that rather than being focused on Conference members as the only communicators, delegates should “make sure that everyone in your Area knows they are a part of the Conference” and that “delegates should not be the only ones spreading information.” There is “accountability on all levels, including staff and the boards,” it was said; “The structure works when we use it!”

Online/virtual platforms and more are there to be leveraged as communication tools, participants added; certainly this was a lesson from the pandemic: “Technology has increased the ability to communicate with everyone.” “Areas felt like we were able to be more involved because of the pandemic and that we heard the actual voice of Alcoholics Anonymous,” another observed. Technology can’t solve all problems, of course: many A.A. members experience poor Internet connectivity, remote or challenging geography, and general lack of resources, all of which can create barriers to access.

Several workshop participants pointed out that any disunity that may have occurred following the 71st GSC had an upside: “It got people talking and getting involved in the discussion.” And, “The so-called backlash from last year was that Areas woke up — if you are unhappy with what went on, get involved and use your voice.” After all, members said, “We have to remember to not take things too personally — we are all here for our primary purpose, and when we disagree it is because we all love A.A.” “Alcoholics Anonymous is managed by human beings,” opined one delegate. “We did the best we could last year.”

Others added that forums should be created at Conference where real issues and differences of opinion — for example, Tradition breaks and gender-inclusive language — are brought into the open to be discussed. Some participants felt “space [should be made] for delegates to talk about problems in their areas.” “We need to keep talking about these items until we have all been heard,” said one member.

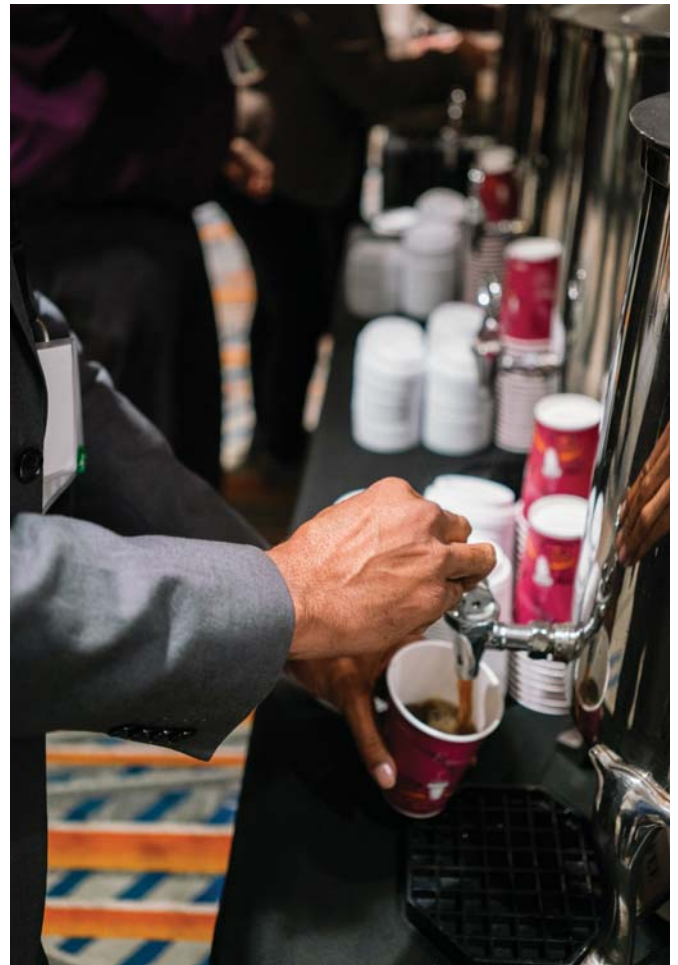
At the end of the day, members agreed, A.A. must become more open, more transparent, more inclusive. The question posed by one member was, “Can we adapt — without changing who we are?”

Workshop 2: The Warranties: “Our Promise to the Fellowship and the World”

At this Tuesday afternoon workshop, participants looked to the six Warranties in Concept XII as a jumping-off point to exchange views on matters ranging from the Seventh Tradition and its relation to literature sales, to transparency of the various A.A. bodies and communication between them, to speaking and acting with compassion rather than authority, both at Conference and beyond.

The first issue Conference members discussed was the sale of A.A. literature as a means of self-support for Alcoholics Anonymous. “Are book profits spiritual?” they asked. Most agreed that books “end up in the hands of an alcoholic,” and therefore sales of them help fulfill A.A.’s primary purpose. There is additional spirituality in the knowledge that those sales help support the services GSO offers. Of some concern were sales to outside entities. “Will reliance on outside buyers backfire on us?” several members asked. Participants pointed out there had not been any problems thus far, and such sales have become an important element in supporting services.

From here, the conversation moved to finances more broadly, and how transparency regarding expenditures is critical for the Fellowship: “We need to keep in mind that the money belongs to A.A. as a whole,” and be clear,



for example, about how prudent reserves are being used. It was noted that groups are holding back funds when they “disagree with the collective group conscience.” Transparency also can mean communicating better with the Fellowship about the needs of GSO, with one member even suggesting, “Instead of \$5.14, let’s bring the amount up to \$10, which we can do in October [the 10th month] — so we have time to send!”

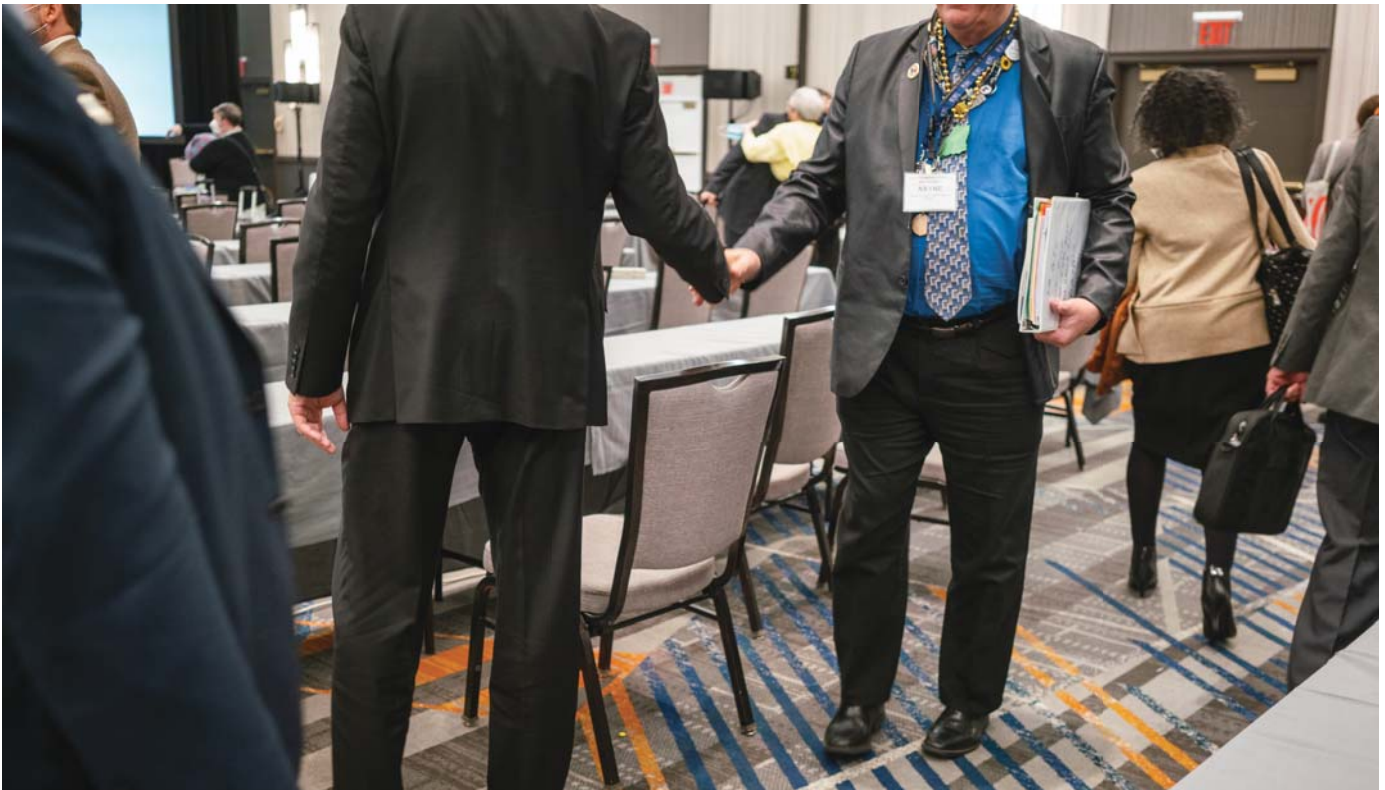
Underpinning much of the workshop was tacit agreement that various A.A. entities — including the Conference — could do better with respect to communication with the Fellowship. Several participants believed that improvement was not only possible, but necessary: “We have to keep trying; we have to keep listening!” “Let’s have conversations about communication. We’re very good at writing and talking, but we need to listen better to the Fellowship.” It was pointed out that Conference members need to put themselves in other members’ shoes and look out for setting themselves apart in any way.

There are a few challenges to this. One participant noted that some individuals in the Fellowship “think delegates have magical powers,” which can cause frustration for both delegates and non-Conference members. On the other hand, it was observed by a few participants that some trusted servants behave as if they have “unqualified authority.” Seeing past trusted servants behave in controlling ways, it was noted, can be “discouraging” to new trusted servants. “We can politely ask [such individuals] to step down if too much authority is being exercised,” responded one member. In addition, cautioned one Conference member, “We need to be careful not to project our opinions as facts.” Instead, *all* members of the

Fellowship “need to walk side by side with one another.” A few delegates chimed in, “[We need to] remind [ourselves] of our place in the upside-down triangle” and to “always look to our Traditions to find solutions.”

Even within the context of what some might consider “public controversy,” it was discussed that the same principles apply: “We need to treat each other with love and respect”; “we can share and inform... have conversations to identify the challenges and share collectively”; “how can we as a Fellowship be more loving and tolerant... not punitive?” Indeed, it was noted, “Sometimes we make a problem when there isn’t one.” Likewise at Conference: there will always be some disagreement on the floor or in the committee room — as a few participants noted, “we can be passionate” at times, and it is “important for us to be able to express ourselves.” That said, others emphasized, it’s equally important not to be “reactive during heated conversations” and remember the group conscience is the goal, that “discussion and substantial unanimity” take time. At the end of the day, it was said, “Our Three Legacies and our Traditions are the voice of God speaking through the group conscience. It is our job to own it, to stand behind an item once it passes.”

In their concluding thoughts, workshop participants reiterated the importance of the Traditions and the Warranties while at Conference, noting that the Warranties “remind us about how to treat one another — with empathy, humility, thoughtfulness and open-mindedness.” “Let’s keep in the front of our minds what it means to be in A.A. and part of the Conference.” “It’s not about you and me,” a member added. “It is the collective voice that is the whole. We are the Conference.”



■ Area Service Highlights — Panel 72 Delegates

(Only first-term delegates give Area Highlights, and, per a 2018 Conference Advisory Action, these highlights are lightly edited and presented “in their entirety.”)



Alaska: Area 02 covers the entire state of Alaska. Alaska is the largest state. It has more coastline (34,000 miles) than the rest of the United States combined. We share a border with Canada, and we are only two-and-a-half miles from Russia. The population is 731,000 people. On a hot, sunny day in New York, there are more people at Jones Beach than live in all of Alaska. Eighty percent of our villages and towns are not on the road system and are reachable only by boat or plane. A.A. is alive and well in Alaska. The first contact with A.A. was in 1940; a simple phone call reaching out for help and A.A. was there to render assistance. Today we have about 178 groups, 9 districts and 5 intergroups. Alaska itself is a remote community; therefore, we have a very active Remote Communities Committee. We have a statewide call-in meeting, and we organize Twelve Step weekend trip visits to remote villages. Because of Covid travel restrictions, this year we are planning to organize virtual visits and meetings in several remote communities to explain what our committee does and how we might assist them in carrying the message. Our corrections committee discovered a unique way to deliver A.A. pamphlets into a local facility. They found a willing social worker who said they could give the pamphlets to her clients. So, they met up in the parking lot, and the pamphlets were provided to the still-suffering alcoholics. Since the pandemic, our area has been rocketed into a tech dimension, which has helped us expand our reach to carry the message to the still-suffering alcoholic. — *Tandy W.*

Alberta/Northwest Territories: Area 78 is the largest area of United States/Canada, serving 438 active groups in 48 Districts (39 represented by a DCM). We have yet to welcome a linguistic district. The seven corresponding committees are very active, along with our addition of Group Records, E-Services, and Remote Communities Committees. How big is big? Well, we cover 3,150,000 square kilometers, which translates, for those who don't speak metric, to 1,216,221 square miles. That is seven-and-a-half Californias! As the crow flies from the farthest northern district to the southern one, we span 3,678 kilometers (2,285 miles). Geographically, we have mountains, forests and prairies, and we go so far north we venture into the tundra, above the tree line. This has made choosing one nice, neat logo that could represent it all, interesting (to say the least). Our new logo captured our unity through a map of the area. Multiple locations, cultures and languages in our urban and rural communities allow us the privilege, and challenges, to expand and diversify how we serve our Fellowship. Given our great size and diversity, serving remote communities has played a critical role in both urban and rural needs. Long before online virtual meetings were all the rage, pioneering area representatives visited remote regions. In the '90s, weekly teleconference meetings were added. Then in 2014 the Spirit of the North meeting transitioned to online, offering three virtual meetings per week. They were cool before cool was cool. The “new norm” has upended how groups and districts meet and communi-

cate. Yet circumstances perceived as divisive actually opened our mind to possibility. And what felt insurmountable proved we are up to the challenge. If COVID has taught us anything, it is that we are resilient and adaptable. — *Tami L.*

Arizona: Area 03 consists of the entire state of Arizona or about 114,000 square miles. We have about 2,425 weekly meetings. We've added a Spanish liaison coordinator to our area ranks to support the entire area with better understanding of the linguistic and cultural differences that we have and to give us ways to better communicate in our area. We have 15 county districts and one statewide Hispanic linguistic district. We have four assemblies per year, an Agenda Committee, an Administrative Committee and a Website Committee. Here are some area highlights: Arizona Area 03 will conduct the 21st Corrections Conference later this year. Corrections Professionals together with A.A. volunteers continue to open the gate of cooperation. We celebrated the 71st Arizona State Convention last year along with four area assemblies, all on virtual platforms. Literature and Grapevine/LaViña committees have started to attend in-person events and are doing well with literature sales!! Our Cooperation with the Professional Community Committee continues the virtual monthly roundtable with statewide and inter-area participation. In July 2021 we hosted a virtual CPC conference. The Sixth Annual Hispanic Woman's Workshop was in Arizona in December of 2021. I listened in gratitude as I watched those women wield the power of A.A. with humor, grace and commitment to our Three Legacies. Area 03 continues to grow in carrying the message of A.A., and I am grateful to be a part of that. — *Kathy R.*

California (Mid-Southern): Area 09 was approved at the Eighth General Service Conference in 1958 and elected its first area officers in 1959. One of six areas in California, Area 09 spans four counties: Orange County, San Bernardino County, Riverside County, and part of Los Angeles County. The area includes Catalina Island off the Pacific Coast, portions of south Los Angeles, down the oceanfront from Manhattan Beach to San Clemente to the San Diego County border, reaching up north to Barstow and east past Palm Springs and Coachella Valley to Blythe on the Colorado River. With the health restrictions during Covid-19, online meetings for the area, district and groups substituted for many in-person 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, which is a jointly hosted event by Spanish- and English-speaking districts. The area consists of 24 districts, six overlapping Spanish-speaking districts. Most of our districts have subdistricts with both DCMCs and DCMs. From the new Friendship Connection, there are 2,027 active groups in Area 09, with 17 new virtual groups, where approximately 62,600 members attend. Area 09 is comprised of 19 standing committees, including Remote Communities, Technology, and Young People.

Coordinate committees include five Young People in A.A. Intergroups, 14 central offices (including six Hispanic offices), and eight Hospitals and Institutions (H&I) Committees, with 34 local H&I Committees. We regularly distribute information electronically and on a newly redesigned website to more than 1,100 present and past trusted servants, with about 220 actively participating at any given time, through online and in-person events. Area 09 is committed to having the heart and message of A.A. available, both in-person and online, for those who suffer and those in service who carry the message of hope and love. — *Mitchell B.*

California (Northern Interior): Area 07 is the largest of the six areas in California, stretching from the Oregon border south to Kings and Tulare counties. Our naturally diverse area includes the beautiful Trinity Alps and Mount Shasta in the north, Yosemite and Sequoia National Parks in the southeast, and the length of the Sacramento Valley to the San Joaquin Valley. The area is comprised of 29 districts, five of which are Spanish-speaking and include District 57, our newest addition. Area 07 has seven elected officers, eight appointed chairs, and two standing committees to serve the area's 878 in-person and nine virtual groups. We have four area assemblies each year and eight area committee meetings. In preparation for our pre-Conference assembly, the area officers and appointed chairs facilitate multiple workshops on agenda items throughout our area. As delegate, I have the privilege of listening to each group's conscience at our pre-Conference assembly. Over a day and a half, the collective conscience of our area coalesces as we listen to GSRs share at the microphone. Area 07 has shown remarkable resilience during the pandemic. The last event our area attended in person was the Pacific Region Alcoholics Anonymous Service Assembly (PRAASA) 2020, pivoting to a virtual platform the following week. Though we had hoped to return to our first in-person assembly in January, once again, our area showed that we could remain flexible as we made the difficult decision to stay on a virtual platform for the health of our members. It is an honor to serve the California Northern Interior Area 07 as the Panel 72 delegate. — *Jenn D.*

California (San Diego/Imperial): Alcoholics Anonymous in San Diego/Imperial is active and present on Zoom and in person. It's great being able to share with our members from the ocean to the desert, and from the mountains to the Mexican border. The Naval Base in the south and the Marine Corps Base in the north bring new people here year after year — it's how I got to San Diego. All this makes our A.A. meetings quite diverse. Our three Spanish-speaking districts have offered meetings to men, and now women, since 2016. Because Area 8 is so diverse, we've been compelled to reach out to all the cultures and language groups represented in San Diego and Imperial counties. The love for A.A. flows in and out of our conversations throughout the year. With five area assemblies a year, we get to introduce the Conference



agenda topics to our GSRs through well-prepared workshops and visitations. Our finance committee and area treasurer have consistently prepared budgets allowing Seventh Tradition funds to be available for additional Twelfth Step work through the committees and the groups. Area 8 continues to do its part in connecting with different communities that are underrepresented. These communities include indigenous people, LGBTQ+, Deaf and hard of hearing and Hispanic Women to highlight just a few. The newest we hope to reach is the Asian-American community. Because San Diego is renowned for its idyllic climate, 70 miles of pristine beaches and a dazzling array of world-class family attractions, many people visit San Diego each year. Area 8 wants the hand of A.A. always to be there and when the Meeting Guide app became available in early 2019, we were ready. This allowed more participation from visitors outside of our area. I love San Diego Imperial A.A. — *Monty C.*

Delaware: Our state is known by several nicknames, including “The First State” (to ratify the Constitution), the “Diamond State” (coined by Jefferson regarding our strategic location), the home state of President Biden, and finally as “A Small Wonder.” Our geographically small state has 13 service districts with almost 300 active groups registered. Alcoholics Anonymous groups first formed in Delaware in the early 1940s, after a doctor at the DuPont Company reached out for help. In 1944, “Shoes,” a legendary member of the Wilmington Group, asked Mickey M. to visit and he shared the “Wilmington Preamble,” which then became widely used. The first service entity beyond the home group to form in Delaware was the New Castle County Intergroup. Today, Delaware has three active intergroups that work to support busy Events, PI/CPC, Archives, Corrections,

and Literature committees. The Delaware Young People in A.A. group, DELYPAA has members involved at the area level but still continues to need support and encouragement to increase their membership. The Spanish-speaking meetings have increased to five active home groups. The Delaware Area General Service Assembly (DAGSA) has several robust committees, including our Archives Committee, which has been working to preserve our history, document assembly business, and is now encouraging home groups to record their histories for our future generations. DAGSA has also been focusing on helping committees, districts and home groups navigate technology changes while honoring the Traditions, through a series of virtual events and the resources provided by, and the example of, our website, delawareaa.org. Not all districts in our service structure are embracing technology with equal fervor, making communications challenging and the few in-person events even more rewarding. Area 12 is pleased to announce the return of our annual convention, to be held at the Rehoboth Beach Convention Center, May 21–22, 2022. — *Sally T.*

Georgia: Area 16 serves the entire State of Georgia. Area 16 has 52 districts (including our areawide Spanish-speaking district), 674 groups, plus eight virtual groups, and approximately 15,548 members. Our area has a strong service structure with active area service committees and dedicated leadership. We hold our Georgia State Service Assembly (GSSA) three times a year. These assemblies are held in January, May and September. Our DCMs have a planning meeting in November where they receive their committee assignments for pre-Conference. Our pre-Conference meeting with the DCMs, area committee chairs, and co-chairs is held the first

week of April. DCMs serve on their assigned committee in a roundtable session after having several weeks to review the material with the GSRs in their respective districts. They choose the chair that reports on their agenda items for their committee at the final part of the meeting. This process provides the delegate with an informed group conscience of the area. We have our prepaid state convention every year in October. This convention is supported by all the groups in Georgia that contribute through our Seventh Tradition, and no registration fee is required from any Georgia member. Area 16's webmaster, Web Committee, and Communications Committee have brought us through the last two years of virtual assemblies, our first virtual prepaid convention, and regular updates to our area website. They are a talented and dedicated service team. Our bimonthly newsletter, *The Georgia Message of A.A.*, keeps our members informed with reports from our area officers and service committee chairs. The Georgia Convention of Young People in Alcoholics Anonymous (GCYPAA) keeps our young people active, connected and engaged through planned events that are fun for everyone. We have an area office with our office manager/registrar who works diligently to keep up with all calls and emails, distributes literature, and coordinates the logistics for our area assemblies. I am incredibly blessed to serve Area 16 as their Panel 72 Delegate. — Tracy T. M.

Idaho: Area 18 is relatively small, but quite mighty. We are large geographically (roughly 62,000 square miles) and small in member numbers. Idaho Area 18 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 261 listed English- and Spanish-speaking groups.

Our Area 18 Committee consists of the area officers, special service committee chairpersons and the 11 DCMs. This year we have held our first area committee meeting in a hybrid format, which has proven to be successful thus far, particularly for our trusted servants living in the more rural areas with treacherous winter driving conditions. We have three area committee meetings, held in January, March and August. Idaho is small enough in numbers to allow for anyone interested in General Service to attend our area committee meetings where business is discussed, but no actions are taken. We save action for our two full-bodied area assemblies, which are rotated among the districts in May and October. We are unique in that we hold our assemblies in conjunction with an area convention, a practice that has become a challenge as we have traversed uncertain times. We continue to let our Higher Power lead us through each challenge along the way. Our pre-Conference process currently consists of district committee members drawing conference committees from a hat at the January 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 continue to look at ways to further improve this process. We recently had an overhaul of our area guidelines, bringing our written guidelines into agreement with current practices. Idaho has seen greater participation within the LGBTQ+ community in the last few years, as we have had more and more inclusive meetings added to our roster. We have had success in



reaching out to treatment and corrections facilities, but we have the opportunity to improve our encouragement of Hispanic and Native American groups. Some new meetings that have been very successful focus on literature, both classic and newer. Our website continues to grow, and along with the Meeting Guide app, has been found to be an invaluable tool for newcomers. We do continue to adjust to our new pandemic reality. Like many other areas, we have seen a decrease not only in General Service participation, but also a decrease in participation on the group level as well. Fortunately, in Idaho, we are known for our tenacity and grit. We will make it through changes with determination, along with the guidance of a Power greater than ourselves. Idaho will continue to carry the legacy of those who have come before us by serving with love and enthusiasm! — *Candace C.*

Illinois (Northern): Area 20 encompasses all Northern Illinois except for Chicago and many of the suburbs surrounding the city, including such large cities as Aurora, Naperville, Joliet, Rockford, and Elgin (where I live). These suburban “concrete communities” account for two-thirds of the area’s 26 districts, three of those being Hispanic linguistic districts. Also contributing to the flavor of Area 20 are districts that span outward to the Wisconsin and Iowa border, connected via the familiar “grid patchwork” of open farmland. The area has no intergroups or central offices, but many districts have robust and informative websites that often draw from the area website where various reports are posted, and event notices and communications are consolidated. We embrace technology in Area 20, utilizing existing platforms as much as possible to better carry the message from one end of the area to the other. Recent Fellowship Connection data reports we have 1,149 active groups and 924 registered GSRs! Area functions include three one-day assemblies (all with Spanish translation), four committee meetings, a weekend spring conference and assembly, and a one-day Pre-General Service Conference Workshop, aimed at providing the delegate with the informed group conscience of the Fellowship. We rotate hosting the Annual State Conference every three years with the other Illinois areas and host a one-day Big Book Conference that has led to a blossoming relationship with Area 87 in Montreal, as they begin their own tradition of hosting a similar one-day event. Since the Covid outbreak in March 2020, all area events have been 100% virtual, though a recent assembly motion will now allow for hybrid committee meetings and assemblies in the future, when we return to in-person meetings. In normal times we have a deep pool of trusted servants to lead our area and service committees, which for the most part, align with the committees at the conference. It is truly an honor to be able to serve Area 20 as its delegate. — *Chris D.*

Indiana (Southern): Area 23 is the southern half of Indiana. Our geographical boundary is located just north of Indianapolis and extends to our southern border on

the Ohio River. We have approximately 12,000 members and over 700 groups; five of them are Spanish-speaking meetings. There are 25 districts serving our members with one district dedicated to the Spanish community in Area 23. We also have one central office and four intergroups, with one that serves the Spanish-speaking community. Area 23 provides American Sign Language (ASL) interpreters three times a week for members in Indianapolis who are Deaf. We provide ASL interpreters and translation equipment for our Spanish-speaking members at our assemblies and our state convention. The Covid restrictions had us meeting virtually online since March 1, 2020; however, we have recently begun hybrid assemblies. Our future assembly platform will be determined based on the needs of our area members. Area 23 continues its mission to carry the message to the still-suffering alcoholic through our fifteen committees. A complete overhaul of our guidelines was accomplished to ensure the continuity of our life-giving message through our committees. We conduct four assemblies each year: February, May, August and October. We hold our pre-Conference assembly in April, which is designed to mimic the General Service Conference as closely as possible to give members insight on how the conference process is accomplished in New York. GSRs and DCMs bring their home groups’ and districts’ group conscience regarding the GSC agenda items to share with the delegate. In October we hold our annual service weekend, full of workshops for GSRs and DCMs to better carry the message and increase their communication to the groups. Our state convention will be hybrid this year at Brown County State Park. The trusted servants in Area 23 respect and protect the autonomy and privilege of dissent of all A.A. groups in southern Indiana by continually striving to be the voice of informed group conscience, unified in love and service. — *Janet F.*

Kansas: Greetings from Area 25 Kansas, home to approximately 350 groups and 29 districts, two being Spanish, spread across 82,278 square miles. We are also home to over 150 treatment facilities, which include 20 detox centers. We are currently conducting two voting assemblies and two committee meetings annually, and every April at our committee meetings, we conduct a mock General Service Conference for each committee to be informed on the current GSC agenda items. Our Area 25 Conference is held every September, which always has the buzz of A.A. present. We have a great rotation of incredibly talented and enthusiastic trusted servants for this term. I have had the privilege of serving with many of them for years and know that Area 25 is in great hands. Our finances are in excellent standing, and our committees are eager to get to work. This last weekend we had our first area assembly for January 2022, and it presented all the challenges of a new rotation — not from a logistical standpoint but from a perpetual-motion standpoint of getting back to doing A.A. in person. Don M., past trustee, attended and facilitated an area Inventory for us. We appreciated his service and learned a lot about ourselves. Amidst a lot of administrative and organiza-

tional changes over the last five or six years, we are focusing on unity through the transition, and I know if we stick to the Traditions, we will continue to follow the path that God has cleared for us. We are also working on upgrading our website. Our goal is to make it more user-friendly and functional so that just about anyone rotating in as the web chair will be able to maintain and modify Area 25's ongoing responsibility to carrying the message to the next suffering alcoholic. — *Darin H.*

Kentucky: Area 26 serves all of Kentucky and portions of southern Indiana, Ohio, and Illinois. Two fun facts: Kentucky is the birthplace of Henrietta Seiberling and bourbon, and there are nearly two bourbon barrels for every Kentucky resident. Cheers! Alcoholics Anonymous is thriving in the horse capital of the world. Area 26 serves 765 groups. We have 36 districts, one of which is a Spanish-speaking district. We have four quarterly meetings each year, two of which are assemblies where GSRs have a voice and a vote. Area 26 operates with 12 standing committees; chairpersons are appointed by the area chair and ratified by the area committee. Technology and accessibility have been our major focus. Therefore, an ad hoc committee has been formed to help us better serve our groups by successfully implementing hybrid meetings and increasing the effectiveness of our information-sharing capabilities. Area 26 publishes a digital quarterly newsletter, the *Kentuckiana News*. The *Kentuckiana News* committee has implemented QR code technology to subscribe to the newsletter. We have come a long way! We are looking forward to our third mock



conference and have embraced virtual meetings as an addition to our communication efforts. I am humbled and grateful for the opportunity to serve the Fellowship that saved my life. Thank you for allowing me to be of service. — *Jennifer S.*

Maine: Area 28 consists of the entire state of Maine and has 492 active groups. According to the U.S. Census Bureau, Maine is the most rural state in the Union. That means that it is the state where people are the most widely scattered. It is traditionally known for three seasons: July, August, and winter. Maine has more coastline than California — and that's not counting its 3,166 islands. It makes up nearly half of New England and produces 90% of the nation's toothpicks. Maine is justly famous for its black flies and frost heaves. It ranks near the bottom of states to do business in, thanks to an aging population, transportation costs, and a tax base too small to maintain thousands of miles of roads. It is also a place of heartbreaking beauty and draws entrepreneurs and other independent sorts — the best way to find a job is to bring it with you. In 1810, 3% of U.S. citizens lived in Maine; shipbuilding and fishing dominated the economy. Shipping was the nation's preeminent form of transportation, and Maine produced the best sea captains. But after the Civil War, railroads took over and Maine became a remote frontier, a position it has occupied ever since. The battlefields of the Civil War, though far from Maine, took the lives of almost 10,000 of its citizens, 1.5% of the population. With the demise of seafaring, forest products and textiles were the remaining staples of the Maine economy. Many Mainers migrated westward in search of better opportunities. The nation's population has increased 10.5 times since 1860, while Maine's has only doubled. It now has half as many people as Chicago. Maine is the poorest state in the Northeast, but it is rich in trees! Of our 19.8 million acres, 89% are forested. Our state has 22 billion trees. That's 16,751 trees per capita (compared with just 117 in New Jersey). Maine produces 6.7 billion board feet of lumber, though we consume less than 17% of that. The rest gets exported. Remember all those toothpicks? — *Peter B.*

Manitoba: Area 80 is located in the province of Manitoba and covers 649,000 square kilometers (250,00 square miles) and a population of approximately 1.38 million, primarily concentrated in the southern half of the province. We have 14 districts in our area. In our northernmost district, District 10, many of the communities are not accessible by road — except in the winter when ice roads are used. If you've ever seen the show *Ice Road Truckers*, then you have an idea. A.A. began in Manitoba in 1943 when a Dr. Pincock heard about an organization called "Alcoholics Anonymous" from a member of the provincial government. Through a series of conversations and a visit to the Nicollet Group in Minneapolis, the first group of Alcoholics Anonymous was formed in Winnipeg in 1944. Three years later, a second group formed after a resentment stemming from allowing the women's auxiliary to use the clubroom. The Assiniboine



group was then formed. Three years after that, the New Dawn group was formed, and registered, in Stony Mountain Penitentiary. Today we have more than 120 meetings in the province, including two in Stony Mountain Institution. After the past two years, some are currently virtual, a few hybrid. But most are managing to remain open, with challenges. Despite the challenges, all our committees are active. In particular, our Bridging the Gap, PI/CPC and Corrections committees have been quite active. Our Corrections Committee has begun virtual meetings in two provincial jails, with plans to expand to other provincial institutions. Unfortunately, we are not able to carry the message into the federal institution, but the members inside are continuing to hold meetings in the minimum-security institution. Of late we have had difficulties in filling all positions at the area level. However, I have been in discussion with a few members who are considering returning to General Service. I'm certain at our next assembly in April we will have filled all positions. We have four assemblies per year: January, March/April, June, and October. I am truly humbled to serve Area 80 at the 72nd General Service Conference. — *Richard M.*

Maryland: Stretching from the Atlantic Ocean through the marshlands surrounding the Chesapeake Bay and the rolling hills of the center state to the Blue Ridge Mountains out west, Maryland is called “America in Miniature.” And with 941 registered active A.A. groups in 34 districts and 10 Intergroups, A.A. is alive and well in Area 29. Area 29, Maryland General Service, Inc., has 20 active service committees and cooperates with our local Intergroups providing services to over 15,000 members and those seeking information about our Fellowship. With five area assemblies and four area committee meetings yearly, we gather in fellowship and service.

Our state convention, held in June of each year, brings together over 600 members from our area, as well as other areas, for a weekend-long celebration of sobriety and recovery. The past couple of years have been challenging for our area, as with others. Facing a global pandemic that resulted in shutting down many meeting places, we rose to the challenge. Embracing technology as never before, A.A. in Area 29 survived, and thrived. Recovery and service meetings went online, and we continued to carry our message of hope and recovery to sick and suffering alcoholics. This unexpected challenge also brought forth the opportunity to interact with recovering members and service workers around the country, and around the world — a true benefit. Over the last year, many recovery meetings, and some service meetings, have been able to resume live and hybrid operations, keeping safety in mind. And 2022 promises to be a year of more fully opening back up, although significant challenges remain. But we will continue to come together in support of one another. Please stop and join us when passing through our lovely state. And visit marylandaa.org for more information about our vibrant and committed area. — *Kurt W.*

Massachusetts (Western): Area 31 Western Massachusetts borders New York State in the west, Vermont to the north, Connecticut to the south, and our sister Area 30 to the east. We also have a few towns in Connecticut that are a very active part of Area 31. In fact, our Western Mass Roundup will be held in Enfield, Connecticut, a part of District 6. The first known meeting in Western Mass was June 3, 1942, but area meetings really took off in January 1944 with the Original Downtown Group in Springfield. We sent our first delegate to the 1952 conference with 318 listed members and established our first intergroup in 1953. It was not until 1964 that an area

committee was created. We now have six districts with just under 5,000 members and 300 groups. Area 31 now has two intergroups: the Berkshire Intergroup in Pittsfield in the western section of the area and the Western Mass Intergroup located in Holyoke, a more central location. We also are the original home of the current GSO manager. We presently have one group discussing registering with GSO as our first online group. As one of the smallest areas in the conference, we are a very tight-knit group. Members tend to rotate from one subcommittee to another at the area committee and intergroups, making for wonderful fellowship and friendships that are lasting. We began rotating our two assemblies through our districts the two years prior to the pandemic, and the result was a noticeable uptick in participation. We increased our Spring Mini Conference attendance by nearly double in 2019 because of the rotation. We have resumed rotating as the pandemic weakens and are hopeful for the future. It is a very exciting time in A.A. and Area 31 as we come of age in this virtual world! The Western Mass Young Peoples Committee hosted New England Conference of Young People in Alcoholics Anonymous (NECYPA) this past New Year's weekend as a live event for the first time in two years. It was a great success as more than 500 people registered, and it was self-supporting. I was fortunate to attend the event on my first day of service as the Area 31 delegate. That opportunity was a gift that I will always treasure! I was able to see for the first time the attraction my son and his friends have to the young people in A.A., and the energy and enthusiasm they bring to their events. I am very grateful and humbled to be of service to my area and A.A., as a whole, as a Panel 72 delegate. — *Mike B.*

Michigan (Western): Area 34 consists of the western side of the lower peninsula and the eastern end of the upper peninsula, from the Indiana border to the south all the way up to the shore of St. Mary's River between the U.S. and Canada. Area 34 consists of 19 districts; one is a linguistics district (Spanish) and two are new districts that formed over the past few years. Area 34 has three central offices: the Kalamazoo Central Office, Kent County Central Office in Grand Rapids, and the Northern Michigan Central Office located in Traverse City. They supply the local groups with A.A. literature and offer 24-hour A.A. help lines among many other services. We also have the Northern Michigan Inter-Area (NMIA), a service entity consisting of Districts 9, 10, 11, 12, 13, 15, 16 and 18 of Western Michigan Area 34. They have a corrections committee that gets literature and meetings into the local county jails. They also host a Spring Roundup annually, except for the past two years it's been postponed. It will finally happen this year, the third full weekend of May. We are unified in service with the two other main areas of Michigan: 32 Central Michigan and 33 South East Michigan (Detroit). We meet quarterly at a statewide service meeting, with three service committees, Cooperation with the Professional Community, Grapevine, and Corrections. We rotate between the three areas hosting the Michigan State Convention and putting

on a corrections workshop. Area 34 Assembly meets the third Sunday of the month, except for June and December, rotating among the districts. The March assembly is our pre-Conference assembly in which we discuss General Service Conference agenda items, and we hold an assembly usually during the summer in the beautiful Upper Peninsula. Our area assemblies have become hybrid events, meeting in person and virtually, via a videoconference platform. While there are technical difficulties, sometimes the work that needs to be done gets done. Several groups in Area 34 fell victim to the pandemic, with meeting locations closing and groups just not able to get going again, although many virtual groups have formed and are looking to be a part of the General Service Conference structure. I'm grateful to be of service to A.A. — *Jim H.*

Minnesota (Northern): Alcoholics Anonymous began in Area 35, in Duluth and Hibbing, Minnesota, in March and July of 1941 after Jack Alexander's *Saturday Evening Post* article came out and just before the start of WWII. Area 35 consists of northern Minnesota. If you draw a line west from the bottom of Wisconsin's nose to South Dakota and include everything north of that line, including Superior, Wisconsin, this is our geographic area. We have 17 districts that consist of 511 groups with one virtual group. We are a heavily rural area with only two cities that have a population of around 100,000 people. The town I live in has fewer than a thousand souls. We needed to figure a way for the area to connect with the far rural corners and the inner-city groups. The *Northern Light*, the area's newsletter, has become the primary source of written communication for our area. We still have to address the lowest common denominator for communicating to the Fellowship. A difficulty we have is that not everyone is on the same technology level. We have people in service without an email address. Area 35 has a rotating system for assemblies and our area workshop. We divided the area into four zones; rotating assemblies to different zones allows for more people to have the opportunity to attend an area function. This has worked very well to bolster participation in our area. We also hold four area committee meetings between assemblies. So, the area meets every two months to discuss business. Area 35 has a full slate of action committees and support committees: WEB Master, NL Editor, Records Secretary (Registrar), and Audio Tech. Depending on how active each action committee is, service work continues to funnel back to the districts, the groups and group members. In my experience, active action committees promote participation in carrying the message to the suffering alcoholic. — *Steve L.*

Mississippi: Area 37 encompasses the entire state of Mississippi. There are 24 geographic districts in five zones. We serve 202 active groups. Our area assemblies are held four times per year in Pearl, Mississippi, which is centrally located in the state. We meet quarterly for a one-day assembly during the months of January, April, August, and November. We have ten standing service



committees that meet at each assembly. Our annual state convention rotates throughout the state by each zone; last year's was held virtually for the first time. Area 37 also has two central/intergroup offices in the state that provide phone hotlines and literature. In the past two years the pandemic created many challenges, limited face-to-face meetings, virtual meetings, hybrid meetings, and virtual baskets. We navigated through every situation and met each challenge with the spirit that A.A. has given each of us. Last year we had a hybrid mock pre-Conference workshop, a virtual pre-Conference assembly, and a virtual post-Conference report. Our area assemblies have returned to all face-to-face meetings since August of last year. Most of our groups have returned to face-to-face meetings. The greatest thing that we have learned from the pandemic is how Area 37 can utilize online meetings. The standing committees have started having virtual meetings between assemblies. This has added more involvement and enthusiasm by the

GSRs, DCMs, and groups. We are always looking for ways to improve our ability to communicate with the groups and fulfill our duties and responsibilities as an area. — *Charles T.*

Nebraska: Area 41 stretches across the entire state of Nebraska. If you were to start at one end and drive to the other, you would've spent eight hours in the car and would've seen the other end the whole time, not a single mountain in your way. Okay, that might be an exaggeration, but we're still flat out here. We have 30 active districts, including one Spanish linguistic district. Just like everyone else, we've spent the last few years doing our best to navigate the pandemic, to find grace between guidelines and personalities. Fortunately, our committees and groups adapted quickly to continue to carry the message. Our assemblies occur every quarter for a whole weekend — some committees are meeting more now that virtual meeting rooms have been introduced. We also host an annual state reunion that highlights the delegates report, speakers, and other fun activities every June. Accessibilities, Accommodations, Treatment and Remote Communities (a newly combined committee) has an active bridging the gap presence and is starting to seek out ways to reach our nursing homes and other "remote spaces." Public Information/Cooperation with the Professional Community (PI/CPC) has created a business card to hand out at their annual state fair booth; it lists info from the Meeting Guide app to the information listed on area41.org. Oh, speaking of area41.org: Our website committee has been discussing embarking on building a new, more user-friendly website. The corrections committee has spent the past several rotations working hard to get Grapevines into the many institutions, and over the past year continues to keep an A.A. presence behind the walls, even though we were physically locked out. Our literature committee has noticed an excess inventory of pamphlets and decided to disburse them to districts and committees to use in outreach materials. They even looked at an award for districts who bring the most GSRs to the area assemblies. Our Grapevine committee has started talking about ways to get the area more excited about the new podcast and to encourage local story submissions. While we might have more cows than people in Area 41, we do our best to carry the message to anyone who might be struggling. So next time you're planning on flying over, stop and have a cup of coffee; we'd love to host you. Nebraska, it's nice, but not for everyone. — *Cara G.*

New Brunswick/Prince Edward Island: Area 81, like most areas, is having its difficulties in getting together because of the Covid epidemic. Area 81 serves two provinces in Eastern Canada: Prince Edward Island and New

Brunswick. The area has not met in person since I was elected as alternate delegate in March of 2020. This year, we will have had our first in-person meeting for the pre-Conference, March 5, 2022. We have been shut down travel-wise since late March 2020. Meetings were shut down for lengthy periods of time early in the pandemic. The meetings gradually reopened, but when the Omicron hit, we were shut down again for a month. We did manage to have our area service meetings virtually through it all. Reaching out to do service in treatment centers, correctional centers and recovery homes was problematic. There are two separate jurisdictions with two somewhat different sets of guidelines. One province allowed visits; another did not, and at the time of this report still does not. We did manage to carry on. A.A. members who were computer-savvy and some of us who were not opened virtual meetings immediately, which was a gift to everyone. We did manage to have our area elections virtually as did the districts. Area 81 has one district that does not have representation at our area meetings. Hopefully after this pandemic is over and normalcy returns, service work will be renewed with enthusiasm and vigor. On May 13, 14 and 15, Area 81 will be holding the first in-person regional forum in Charlottetown, Prince Edward Island. Check the flyer on the Area 81 website. Registration is free and will open online on April 18, or you can call 212-870-3120. — *Fred A.*



New Hampshire: On occasion, an event jolts us in such a way that we can clearly see our strengths and our weaknesses. For Alcoholics Anonymous in New Hampshire — Area 43 — the global pandemic was such an event. Developing and maintaining effective communication networks across the Fellowship has always been a challenge. The pandemic showed us how important it might be — and how difficult it really is — for Area 43, or any of our 15 districts, to quickly contact groups. Some A.A. groups in New Hampshire choose not to participate in the general service structure, and even for groups with a GSR, contact information is not always accurate and up-to-date. We are committed to overcoming this challenge, but there is a long way to go. The pandemic also revealed a significant strength. The 600-plus A.A. groups and 9,000-plus A.A. members in New Hampshire are resilient. We adapt in the face of change. Area 43 quickly pivoted to digital platforms for area meetings and events, held a virtual convention, added a virtual roundup to our annual statewide event calendar, and voted to continue using a virtual platform for our monthly area committee meetings. During the pandemic we undertook a yearlong review of our Area 43 hotline, which resulted in changed procedures, a new vendor, and much faster response to those seeking help with alcoholism. We also witnessed a dramatic and sustained increase to financial contributions in response to the area's call for support during the pandemic. After drawing from our prudent reserve in 2020, we were able in 2021 to replace those funds three times over, bringing us much closer to our prudent reserve goal than we have been in years. — *Grace F.*

New Jersey (Southern): Area 45 is one of two General Service areas in the state of New Jersey, located in the Southern region of the state. Area 45 consists of 27 active districts, and approximately 600 groups. The southern part of New Jersey is less populated, has large state forest acreage and miles of shoreline. There are some large cities, small rural towns, shore tourist area and farmlands. In the 1940s the first recorded A.A. groups started, growing into approximately nine-to-ten thousand members today. We have three intergroup/central offices in our area. Area 45 has a history of working closely with all three, and intergroup presence in area events is the norm. Intergroup invites area participation at all of their events as well. In the last two-plus years, our intergroups led the way in the virtual transition during the pandemic, and we have benefited from the technical deep dive that provided access and expertise using the virtual platform. During this time, making meetings available and allowing the service structure to conduct the business of A.A. has been critical. Participation dropped off at the district level during that time and is slowly increasing now. Although the virtual platform allows us to connect with more members interested and involved in service, in my experience what works are in-person visits from area panel members and committee chairs. Area 45 is divided into four sections that host area assemblies on a rotating schedule. At our winter

assembly a motion passed to invest in technology to host hybrid assemblies, district and area events moving forward. Non-connected groups and inactive districts will always be a challenge, but not as a result of past and present area efforts to carry the message of service participation and staying connected to A.A. as a whole. The life-changing break in normal in-person life has exposed a new way to communicate, not only for A.A. meetings, but allows more connectivity for service workers to share experience globally. As soon as the virtual format was stabilized, the Northeast Region was meeting regularly, all 18 areas and our Northeast Regional Trustee. This was invaluable to me, and we all learned much from the shared experiences of our many delegates and alternates. I'm honored to serve, and consider it a privilege to have this opportunity. — *Ken T.*

New Mexico: Area 46 is all of the state of New Mexico and part of the Southwest Region. Our neighbors are Texas and Oklahoma to the east, Colorado to the north, Arizona to the west, and Mexico to the south. Also known as one of the Four Corners states, this also includes the State of Utah. We have a diversity of people, cultures, and spiritual beliefs. As of the 2021 U.S. census, 2,115,877 people reside in New Mexico. According to the most recent census, the racial composition of New Mexico: Whites are 74.81% with Hispanics/Latinos being 49.3% of that number. Native Americans come in at 9.55% and other races at 8.63%. Here in New Mexico, we have 19 districts that serve 161,697 square miles, with 328 active A.A. groups and four that are strictly virtual, far less than the pre-Covid number of 375 groups. Two of our 19 districts are Spanish-speaking, Districts 17 and 19. They split New Mexico almost in half with the boundary line going from east to west below the town of Socorro, District 17 to the north with 17 groups and District 19 to the south with five groups. South of Las Cruces, there are seven more Spanish-speaking groups that chose to participate with El Paso, Texas. We have three assemblies a year. Our first of the year is in March. We call it our pre-Conference assembly, where we discuss some of the Conference agenda items. Our August assembly was just moved from September to accommodate the recent new deadline of September 15 to submit Conference agenda items, and we finish with a December assembly. In June we have our state convention and in July of the second year of our rotation, we have our Area 46 service forum, which is modeled after the Southwest Region service assembly. I will finish with this: Before Covid, we had around 8,000 members; today we really don't know the count of our membership. Covid took many of our members from us and changed our rooms



forever. It will be some time before we really know the true impact of it. I do know that Area 46 and our membership are doing our best to keep as many rooms open as we can and carry the A.A. message of recovery to the suffering alcoholic. — *Eloy M.*

New York (Northeastern): Geographically, Area 48, Northeastern New York or NENY (transitioning from HMB, Hudson, Mohawk, Berkshire), is the largest of the four New York State areas. It extends from the southern borders of Dutchess and Ulster counties, north to the Canadian border, and from Massachusetts in the east to Madison County in the west. In addition to wide-open spaces, rolling hills and farmland, Area 48 proudly houses Plattsburgh (mentioned in "Bill's Story"), the gravesite of Ebby T., Woodstock, the Adirondack Park, and our state capital. Add to that, in early 2020, our Northeast Regional Trustee calculated what he thought to be the geographic center of the Northeast Region as Gloversville, New York, located in District 4 and home of Club 24, which hosts a number of groups and meetings. Area 48 currently services over 800 registered groups, with more than 150 of them hosting virtual meetings, either exclusively or in conjunction with face-to-face meetings. The oldest group and first to form in 1939 is the Glens Falls Original Group. It is still in existence today. There are 19 districts serviced by the area, including the newly formed District 20, a fully virtual district serving the ever-expanding number of virtual groups and giving them a voice and a vote in the service structure. Area 48 is home to 40-plus state and county correctional facilities, including drug treatment camps. During the pandemic, Area 48 provided literature packages to all state facilities willing to accept them, as well as many county facilities. Treatment centers, too numerous to count, also receive support from Area 48 in the form of inpatient meetings. During the pandemic, the Treatment Committee was able to organize virtual speaker meetings that many of the centers welcomed with open arms. As the A.A. world begins

to transition back to face-to-face meetings, and incorporate hybrid meetings as well, Area 48 has ad hoc teams in place to assist with that process and serve as a resource of shared experiences by groups and districts that have already gone through the process. I could not have picked a better place to get sober and serve. — *Tammie E.*

New York (Western): Area 50, Western New York, spans the westernmost portion of New York State from Niagara Falls in the north to Pennsylvania in the south, including some A.A. groups in northwestern Pennsylvania. We are bordered by Lake Erie in the west and Lake Ontario in the north. Area 50 encompasses eight counties, comprised of 22 districts, and supported by four intergroups. Prior to the pandemic, we had experienced an increase in activity in previously silent and unrepresented districts, due to the A.A. service leadership vision of previous panels. As a result, 13 districts were regularly represented at area assemblies and committee meetings. While the area is experiencing the need to rebuild some of this participation, due to the effects of the pandemic, we are experiencing great and appropriate service and change. Through our loving God, miraculous spiritual events are happening with the purpose of reaching the suffering alcoholic. One district ran two A.A. public information billboards last month. Another responded to the changing meeting schedule brought on by the pandemic by creating bookmarks with a QR code to the A.A. meetings served by their district and intergroup. Two districts working closely together hosted a hybrid workshop on women in A.A. Yet one other district has led the charge in stepping up to host the in-person portion of hybrid assemblies, to allow some to meet in person, if warranted and if safe, while the pandemic lingers. Our Cooperation with the Professional Community and Accessibilities committees are pairing up to reach migrant workers in our farm communities. The Public Information Committee is reaching out to the community through churches, schools, and local publications. Treatment has several districts participating in bringing meetings to the facilities in our area. Corrections hosts a weekly virtual meeting to connect with members in a county holding center, standing ready for when we can visit in person with our members behind the walls. Our Archives Committee has been showing up in every corner of the area, with beautiful displays in tow. Finally, among the greatest of the happenings, our 330 active and registered in-person groups have been joined by two registered virtual groups, whom we welcome to our area service structure with open arms. In unity, the groups of Area 50 commence shoulder-to-shoulder on our common journey. Welcome to our family. — *Denise M.*

Ohio (Northwest): Area 55 started with one meeting in 1940, a flickering beacon of hope for the suffering alcoholic. Today Area 55 is struggling to gain control over the impact of Covid at meetings. The unfortunate consequence is that many A.A. members fear attending meetings in person. The size of meetings is smaller, but the

doors are still open. We lost long-term members. We lost some of the oldest groups in the area, the meetings closed forever. I am glad to tell you that from March 2020, when everyone was quarantined, our area did not miss any monthly assembly meetings. Tech-savvy members assisted with a transition to a virtual platform within days. We resumed in-person monthly assembly meetings in September 2021. The DCMs meet prior to the assembly and provide updates and reports on activities in their respective districts. I do see a disconnect from joining as a group member, a hesitancy to serve on committees, whether as a member or as chair, a malaise that spread in the area. So, this year's theme, "A.A. Comes of Age 2.0: Unified in Love and Service," is both hopeful and timely. The theme is like a call to reboot our area. We were in the process of unifying our districts and redistricting when this pandemic hit. I know that it will take patience to reignite the districts, but I also know that it is possible. This reboot involves an ad hoc committee, the registrar, group services, our DCMC and the DCMs unifying their efforts to gather a clear, realistic understanding of groups in Area 55. Some have closed permanently, transferred to virtual platforms, or new groups formed but did not register with GSO in New York. May God continue to unify our efforts of love and service for the alcoholic who is sick and suffering today. — *Sherry S.*

Ohio (Southwest): Area 56 makes up the southwest portion of Ohio. This "boot"-shaped area spans along the Ohio River from east of Manchester, moving west to the border with Indiana and then north along that border for



approximately 150 miles. The I-75 corridor from Cincinnati through Dayton to Wapakoneta makes up the eastern portion of Area 56. There are approximately 485 active groups with no current Covid restrictions for meeting in person other than groups honoring the masking and social-distancing requests of some facilities. Some groups have folded because of Covid, many are meeting in person, and still others are meeting in a hybrid fashion, either by online platforms or phone conferences. A new phone meeting has recently become part of our Fellowship with representation by a GSR. There are two active intergroups in Area 56, which serve the Cincinnati and Dayton metro and surrounding areas. Until the last few years, the ten districts within the Cincinnati loop had not been active, but recent efforts have been successful in creating a multi-district service structure. As we move north, we enter the Miami Valley, which encompasses Dayton, Springfield, Middletown, and Hamilton. The groups that meet in the clubhouses in and around Dayton have been designated their own districts. Efforts to help activate them are underway to bring those groups into our general service structure. As we continue north, we leave the valleys for the flatlands and begin to see smaller towns dotted with active groups. The districts in these areas take a greater role in providing the groups with schedules, phone services, and jail meetings, acting in part as their own intergroups with many service opportunities. The largest district with the most beautiful farmland on earth is made up of four rural counties and provides a great service for the northernmost groups and communities. This is the district I live in and where I became active in general service, but it is the greatest honor of my life to represent *all* of Area 56 in southwest Ohio. — *Andrea H.*

Ontario (Northeast): Northeast Ontario is a sprawling expanse of wilderness covering 300,000 square kilometers (116,000 square miles) with a population of about 510,000. As you can see, we have a small membership spread over a vast area. The area is broken into seven districts consisting of 130 groups. Usually we hold three committee meetings on the first weekend of February, June and November in Sudbury because of its central location, and an assembly on the last weekend of September, which is rotated through the districts. In the past two years, all area meetings and assemblies have been virtual and have done well, though attendance was down. The last two years have brought on a new set of challenges, and new ways (to us) of carrying the message. Shortly after Covid started, the area began having a virtual meeting three nights a week, and quite a few groups moved to virtual meetings for the interim. This was a good thing because in Ontario we have several lockdowns where face-to-face meetings were not permitted. Regular face-to-face meetings are back up and running, though limited to only 25 members. I hope that some of the virtual meetings become permanent groups. We have seen a lot of new people from small communities and rural Ontario join us because there are no regular meetings anywhere near them. It would be nice to

■ Estimates of A.A. Groups and Members as of December 31, 2021¹

	Groups	Members
United States	64,541	1,350,415
Canada	5,074	86,036
Sub-Total²	69,615	1,436,451
Correctional facilities	1,522	38,299
Loners, Internationalist, Homers	1	208
U.S. & Canada Total:	71,138	1,474,958
Outside U.S. & Canada	49,317	492,655
Worldwide Total:³	120,455	1,967,613

1. The General Service Office does not keep membership records. The information shown here is based on reports given by groups listed with GSO, and does not represent an actual count of those who consider themselves A.A. members. The decrease in groups and members is not reflective of the pandemic, it is due to a more accurate database.

2. In April of 2021, at the 71st General Service Conference, it was recommended that the U.S./Canada General Service Structure recognize online groups and encourage their participation, listing those groups who ask to be listed within the group's preferred district and area, with the default option being the location of the group's primary contact. This supersedes the 1997 Advisory Action that designated online groups as "International Correspondence Meetings." We currently have 309 Virtual Groups in the U.S. and Canada listed with the GSO.

3. We are aware of A.A. activity in approximately 180 countries, including 66 autonomous general service offices beyond the U.S./Canada. Annually we attempt to contact those GSOs and groups that request to be listed in our records. Where current data is lacking we use an earlier year's figures.

use this technology to get meetings and support set up in our remote communities, but the cost of internet and availability in these areas may work against us. It is an honor and privilege to be asked to serve as the Area 84 delegate — *Paul F.*

Ontario (Western): Area 86 currently serves approximately 960 groups, of which 617 groups are active with four being virtual. There are 10,500–11,000 alcoholics in Area 86. We are geographically situated in Western Ontario, Canada and are blessed to have three Great Lake shorelines, Huron, Erie, Ontario, and Georgian Bay, as predominant bodies of water within the area. Every year we host a pre-Conference spring assembly and a fall assembly. In the odd year at the fall assembly, we elect our five area officers. In even-numbered years we have three area committee meetings; in odd years we hold four area committee meetings with December being primarily for subcommittee elections (nine positions). If you have ever been curious about visiting Niagara Falls on the Canadian side, you would be standing in Area 86. There are many entry points available for our friendly neighbors to the south, and with bridges having names like Blue Water, Ambassador, Rainbow, and Peace, you know you will always be welcome in Area 86. We participate and support the ODC (Ontario Delegates Committee) meeting

and CERAASA (Canadian Eastern Regional Alcoholics Anonymous Service Assembly), rotating biannually. We have a new initiative, the ECDO (Eastern Canada Delegates' Orientation), which is a virtual conference orientation-style meeting started by our Eastern Canada trustee Jan L. and includes all 10 areas of Eastern Canada. We also share the starting points with our neighbors to the East Area 83 as you begin your journey toward our scenic North Country to visit Areas 84 and 85. We are polite and friendly and love nothing more than helping the still-suffering alcoholic and welcoming our A.A. friends to Area 86 Western Ontario. — *Jeff S.*

Oregon: Area 58 is comprised of over 1,000 groups within 36 districts, three of which are Spanish-speaking districts. I'm also honored and excited to announce that we have added American Sign Language (ASL) groups to our District 16. In October we held a virtual ASL-translated GSR school with around 20 people in attendance. I am so proud of the work they continue to put in! 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. Our other groups are to the east and west and throughout the Cascades, which tend to be more rural areas. We hold four service assemblies throughout the year, which we have been having virtually. We are eagerly looking forward to returning to our process of rotating locations throughout the state. February is our pre-Conference assembly; May is our post-Conference assembly. September is our General Service Assembly (when our area officers are elected). During our service assembly in November, our newly elected area officers and 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), PRAASA (Pacific Regional Alcoholics Anonymous Service Assembly), and 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 visit us (virtually or physically). — *Amber N.*

Puerto Rico: Area 77 is composed of seven districts, and within these districts are 73 Spanish-speaking groups. To this we add 12 English-speaking groups, which are a challenge to our area as we try to integrate them as a linguistic district. Efforts are continuing to accomplish a diverse but unified service area. Area and district meetings are held monthly, with area meetings rotating within each district and district meetings rotating among the groups. Every October we conduct a Budgetary Assembly, and every November on an odd year, we conduct an Electoral Assembly. In our area service office, both English and Spanish literature is available; Twelfth Step

FAST FACTS:

Of the delegates representing the 93 service areas across the U.S. and Canada, the average age was 57, with the oldest delegate being 80 and the youngest 35. The average length of sobriety for delegates was 22 years, with the longest being 43 years and the shortest being 8. The average length of involvement in service was 17 years, the longest being 37 years and the shortest being 6.

calls are answered and allocated. Group info is distributed, a part-time employee keeps track of contributions and responds to groups' activities, and supports the community to stay connected. With the coming of the pandemic times, a boom of virtual meetings started. However, more and more groups are opening their doors, resulting in six meetings still being virtual. This is a challenge to incorporate into the service structure. Another effect of Covid-19 has been a 35% membership decrease — another challenge to overcome. Still there's light at the end of the tunnel. Last but not less important is my area's need to catch up with technology. Knowing that it's here to stay, we are making efforts to stay in tune. In a changing world, our office is always ready to fulfill our primary purpose: carry the message to the sick and suffering alcoholic. — *Pablo R.*

Québec (Northwest): Area 90 began its activities in August 1976 and covers a vast territory located in northwestern Quebec. Our territory covers from Ottawa in the east to Joliette in the west, more than 152 miles — and from the south, the northern part of Montreal to Kuujuaq, Nunavut, the northernmost point, more than 898 miles. We have a total of 374 groups in 24 districts. Although difficult to establish, we estimate about 8,000 members. We have more than 20 groups in correctional institutions and a dozen in treatment centers. Although mainly French-speaking, we are a diverse, multicultural and multilingual area. We have seven regional officers, six standing committees (corrections, treatment and accessibility, literature, public information, La Vigne A.A. [similar to Grapevine], and "Bulletin Heritage," our regional service bulletin). To this are added two working groups, the archives and the website. Our service calendar contains six regional meetings, two general assemblies, a welcome assembly for new servants or any member interested in service as well as a pre-Conference day and a day on the Concepts. Several service activities are added to this calendar, such as information session days (the GSR, the DCM, finance, etc.), and exchange-of-views sessions with the committees. All these activities keep our members in the spirit of service and stimulate interest in it. We have been able to adapt to the new reality, and many of our meetings are either in person or by videoconference, or even in hybrid. Area 90 is vibrant and healthy, thanks to service. — *Normand P.*

Québec (Southwest): Area 87 is the smallest area in the province of Québec. However, it has approximately 38% of the total membership. It is officially a bilingual area — French and English. Area 87 is located in the southwestern part of the province, just north of New York (Area 48) and Vermont (Area 70). In 1991, the area and the intergroup merged together. It was then that our administrative entity, Bureau des Services-Region 87, was born. We have 24 districts and 14 active committees. Before the pandemic, we had about 540 groups. Since then, some of them have already reported to us that they have completely ceased their activities. The postmortem of Covid-19 will force us to review our ways of doing things. The use of technology in our meetings has allowed us to make a new connection with younger members. The language of the younger generation does not mesh well with the language used in 1935 when A.A. was created. It is becoming urgent to communicate our message of hope to current and future generations if we want A.A. to be there for the still-suffering alcoholic. It is imperative that the broad principles that underlie our program remain in place, but we must use a language that is relevant to actual and future generations. For the first time, we had an assembly in February to prepare the delegate for the Conference with presentations by DCMs and GSRs. Although we only presented some of the questions pertaining to four committees, it was a great suc-



cess. Members asked that we do more next year. Reflecting on my responsibilities, this inverted pyramid that defines our structure made me realize that the delegate is nothing more than a servant, of servants of servants. — *Claude M. G.*

Rhode Island: Area 61 Rhode Island — our pint-size state has an expansive A.A. heart. For perspective, you can drive from our north to south tip in an hour, or east to west in 45 minutes. Diminutive size notwithstanding, Rhode Island boasts charming colonial towns, a beautiful coastline, and beaches. Our state motto, *Hope*, figures into A.A.’s history. It was hope that bloomed in 1934 when a Rhode Island native and patient of Dr. Jung, Rowland H., brought the message of the Oxford Group to Ebby T., who later sparked Bill W.’s journey in sobriety. Last fall marked 80 years of A.A. in Rhode Island. Today, Area 61 is comprised of slightly over 300 registered groups, 6,000 members, and 540 meetings per week. The area is divided into seven geographic districts and a linguistic district. Group contributions permit us office space where all monthly area and service committee meetings are held. The past few years have ushered in a new standing committee and a new special committee, Information Services and Rhode Island Service Committee for Young People in A.A., respectively. Five area officers ensure that all districts and standing committees are visited each month. In addition to the quarterly assemblies, we devote eight meetings a year, one in each district, to the “Joy of Service.” The annual Rhode Island Convention is held in scenic Newport. Due to pandemic challenges, service meetings have suffered as a result of frequently changing locations. After going virtual for 15 months, we returned to hybrid or in-person meetings. More recently, meetings have reversed course back to hybrid or virtual. On a positive note, the assembly authorized the purchase of audiovisual and computer equipment and Wi-Fi service to support hybrid area committee meetings and service committee meetings at the office. Also advantageous, virtual pre-Conference roundtables and a web-based questionnaire were introduced for 2020 and 2021 Conference preparation. These efforts expanded accessibility and have been effective in reaching Rhode Island groups and gaining their input. — *Alison H.*

South Carolina: Twelve years ago, when I started my general service work in Area 62, our area was struggling with a low prudent reserve (due to high hotel meeting costs) and apathy, demonstrated by low attendance at the area assembly and bickering among ourselves at the business meetings. Five years later, we moved to a cheaper remote retreat location where everyone stayed on-site during the entire weekend of the assembly. There were no outside distractions. The agenda for the assembly was filled with service committee work, and more workshops were added to the assembly weekend. Casual conversations between meetings were about this program of recovery. The business meetings became a much smaller part of the event. It changed us. The number of attendees doubled. Contributions to Area 62 from



groups and districts doubled. We made more funds available to our service committees for service work. We became loving and tolerant and worked through our business issues with grace and love, almost always reaching substantial unanimity when votes were taken. From this experience, we found that any problems in the service structure of Area 62 and this spiritual, principled, and simple program can and will be resolved through practical and pragmatic solutions, so long as we apply the principles of this Fellowship and act with love, grace and tolerance. — *Jack M.*

South Dakota: Where can you find longtimers becoming video-conferencing professionals? Where can you find people shouting from the front of an un-airconditioned room on a hot July day so people in the back can hear over the fans? Where can you attend an area assembly from your tractor? Where can you find a fellowship that wonders if their delegate is wearing pajama pants to the GSC? Why Area 63 of course! With 169 active registered groups and one registered virtual group, the state of South Dakota encompasses Area 63. There are 14 districts; 11 of them are active with the area on a regular basis, and some pop into area events when they can. The pandemic had Area 63 meeting virtually for about a year, and we were able to learn and experience a lot during that time. We found that virtual meetings brought many new faces to assemblies, as well as a few faces we had not seen in a while. There were a few bumps in our virtual road, but we made it through, and it led to a new appreciation and

joy when the area resumed in-person assemblies. This experience was used when the fall assembly voted unanimously to alter our service schedule, beginning in the spring of 2022. We will have three assemblies throughout the year to conduct area business (one of the three will be virtual). The spring conference will be used to discuss GSC agenda items while informing and preparing the delegate for the GSC. The fall conference will be focused on Fellowship, Unity and Service, as well as holding area elections in odd-numbered years. Area 63 utilizes the committee system, similar to the GSC. Committee chairs are elected in odd-numbered years and serve a two-year rotation, apart from the archivist, who serves the area for six years. We are incredibly excited to be launching an updated fancy-pants website as well. The year 1996 called and wanted the old site back, so we decided to join the rest of the 21st century and utilize www.area63aa.com to help carry the message as best we can. Please give it a visit! If you are ever around, please stop by any of our meetings in Area 63. We take Rule #62 very seriously and welcome you to join us as we trudge both hills and plains to happy destiny. May God bless you and keep you until then. — *Katie B.*

Tennessee: Across the rolling hills of east Tennessee through the musical sounds of middle Tennessee to the smells of mouthwatering barbeque in west Tennessee, Area 64 has 613 registered groups that make up a total of 41 districts. We hold four quarterly assemblies annually that travel around the area. In odd-numbered years, we hold our area officer elections. Each of our assembly's host committees acquires a Spanish-speaking interpreter for our two Hispanic districts. Area 64 has eight standing committees and two appointed committees. These committees meet twice at each assembly and continue to do the work of Alcoholics Anonymous in their districts and groups. Some of these committees have chosen to hold workshops each assembly or have general sharing sessions to find better ways of how we can be most effective. We have a standalone archives building in Murfreesboro, Tennessee, which is centralized in our state for all to visit and see the history of A.A. in our area. We also have a strong relationship with young people's service committees, specifically TCYPAA (Tennessee Conference of Young People in Alcoholics Anonymous) and occasionally SERCYPAA (Southeastern Regional Conference of Young People in Alcoholics Anonymous). Our area strives to carry the message of Alcoholics Anonymous in all our affairs. I am truly humbled beyond belief to be capable of serving Area 64 in any capacity. — *Shannon C.*

Texas (Northwest): Northwest Texas Area 66 serves an area of 96,000 square miles, from Amarillo in the Panhandle, out southwest to El Paso, and down to the Big Bend area in Alpine. NWTA 66 is comprised of nine districts — three of them in El Paso, with two of those being Spanish-speaking. We have 582 groups registered and 245 are fully active. Our area officers consist of a chair, alternate chair, secretary, alternate secretary, treasurer,

alternate treasurer, and an alternate delegate. We have committee chairs in Archives, Bilingual, Cooperation with the Professional Community, Corrections Facilities, Finance, Grapevine/La Viña, Literature, Newsletter, Public Information, Treatment, and Website. The primary purpose of the Northwest Texas Area Assembly service guidelines is to complement the *The A.A. Service Manual* in items that are particular to our area service structure. The ultimate goal of NWTA 66 is simple: Continue to carry the message to the still-suffering alcoholic, having our primary purpose foremost in our minds, heart and conscience. — *Shellia D.*

Texas (Southwest): Southwest Texas Area 68 is big in size, population, and spirit! Our 34 districts carry the message in English and Spanish, and our 618 groups speak the language of the heart in English, Spanish, and American Sign Language. Eight of our districts are currently “silent” and without a DCM. Our Silent District Committee reaches out to the groups in these districts so they can remain connected to the rest of A.A. SWTA68 has returned to in-person assemblies and conferences, with each event hosted by a different district. Our online-only experience during the 2020–2021 pandemic was initially strong, but attendance dwindled as the pandemic stretched on and on. It was wonderful to see participation rebound to pre-Covid levels at the first in-person event in July 2021, and the same high level of participation continues into 2022. Interest in a hybrid format appears low at this time. We have nine standing committees: Archives, Bilingual, Correctional Facilities, Public Information/Cooperation with the Professional Community (PI/CPC), Newsletter, Grapevine/La Viña, and Treatment, plus our two newest committees, Accessibilities and Technology. We were very fortunate to create our Technology Committee at the final voting assembly of 2019 just before Covid struck. All area com-

munication is available in English and Spanish, and our Bilingual Committee translates “on the fly” during our area assemblies and conferences. I am so grateful to be a part of SWTA68 and to have the opportunity to serve as delegate. Our area is poised to grow and thrive for many years to come. — *Barbara R.*

Vermont: Area 70 has an aging population of people who perhaps feel less ease and familiarity working with computers and smartphones. Therefore, the move to virtual area meetings and assemblies over the past two years has sharply reduced attendance at service functions. Area 70 has yet to make a decision on resuming in-person service meetings, though many recovery groups continue to meet in person as well as virtually. We canceled our annual state convention in April and will be holding our pre-Conference sharing session and full area assembly via videoconference on March 20. The Area 70 Archives Committee chair has established an archives repository in a former mill property in Bennington, and the Area 70 Corrections Committee chair publishes a monthly newsletter. — *Michael K.*

Washington State (East): Formed in 1992 as the result of a “split” from Area 72, Area 92 is relatively large geographically, yet sparse in population. With 491 active groups, our boundaries reach north to the Canadian border, west to the Cascade Mountain range, east into a small northwest corner of Montana, and south into a small section of Oregon along its northern border. We have 25 districts, four of which are Spanish-speaking and are designated as non-geographic linguistic districts. Our districts bid on hosting two area assemblies and two quarterlies, as well as standing committee workshops held the month prior to each quarterly event. At these workshops, area committees support our districts in breakout sessions sharing ideas and information regard-



ing their Twelfth Step efforts. The March workshop focus is primarily on the GSC agenda in preparation for an “informed” discussion at the pre-Conference April assembly. As all of Alcoholics Anonymous, our area Fellowship stepped up to the challenge of the 2020 pandemic. We are emerging with a whole new opportunity before us in the use of virtual technology. Our new technology committee will help extend the hand of A.A. in carrying our message of hope. The potential to enhance communication with our Latino, Native American, and the many ethnic communities is an opportunity to be embraced. The advantages to this virtual component are just being realized. Exciting times lie ahead indeed! I am honored and humbled to serve the groups of this wonderful Area 92 as their Panel 72 delegate. — *Ben N.*

Wisconsin (Northern Wisconsin and the Upper Peninsula of Michigan): Area 74 consists of the northern half of Wisconsin and most of the Upper Peninsula of Michigan. We have access to two great waterways, the Mississippi and St. Croix Rivers to the west, and the Great Lakes to the east and north. To drive from one end of the area to the other would be 475 miles and take about eight hours. We have 24 districts with 630 active groups and two active virtual groups. During the last two years, our Public Information Committee and our webmaster held a workshop on the Meeting Guide app and developed a system to assist the districts that did not have their own web page to upload their meeting information. As a result of this effort, the Meeting Guide app works in

most of the area. We have four assemblies a year and four area committee meetings, with a fifth being optional. Since the beginning of the pandemic, we held virtual service meetings until we held a hybridstyle delegates workshop in March of 2021. All the assemblies have since been hybrid and the area committee meetings have been both hybrid and virtual. There is currently a discussion in our area on “Where do we go from here?” Some of the questions we are wrangling with are: Do we continue with the hybrid format into the foreseeable future? How does a hybrid meeting fit into accessibility? Do we discontinue the hybrid format after the pandemic passes? More will be revealed to us as we discuss these issues at our assemblies. Our monthly newsletter, the *Now and Then*, has been in print since July of 1959. Today the *Now and Then* is delivered mostly electronically via email, but there are some special requests to mail hard copies via USPS. Overall participation in the Area 74 service structure has taken a dip, but the enthusiasm has not waned. We are still committed to carrying the message to the still-suffering alcoholic. — *Bryon B.*

Wyoming: Area 76 is the ninth-largest state in area and has the smallest population of any state. There is more to Wyoming than wind and road closures. Even more spectacular than the geographical beauty are the lives that have been transformed since A.A. got its start in Wyoming, in 1945, with one alcoholic talking to another in Evanston. We have twelve districts, 106 listed groups, and approximately 1,847 members who carry the A.A. message to the still-suffering alcoholic. There are two assemblies and one convention each year. We average 125 people at our in-person assemblies. Our assemblies mirror the General Service Conference (GSC). Area 76 contributes additional money to the General Service Office at the end of each year to offset delegate expenses at conference. The alternate delegate facilitates orientation for districts and new General Service Representatives (GSR). The area chair facilitates a monthly sharing session. With this rotation, our goal is to focus on the needs of the GSRs. The *Tributary* is the area newsletter that is distributed at each assembly and convention and posted on the area website. We are part of the West Central Region and participate in the yearly service conference and the forum every other year. In March 2020, our members reached out to local newspapers to ensure the public knew how to contact Alcoholics Anonymous when many of our meeting doors were closed. Members held tailgate meetings, various virtual meetings, met in the parking lot in case someone showed up, and a few groups continued to meet in person. Our assemblies were virtual, but we had in-person conventions. Most groups now meet in person, and some groups have transitioned to hybrid meetings and/or hybrid groups. Our members participate in two weekly virtual meetings with the Wyoming Department of Corrections (WDOC). On behalf of Area 76, I would like to thank the West Central Region and the General Service Office for the many virtual opportunities they have provided to keep us connected and informed during the past two years. — *Mary M.*



■ Presentations



Going Beyond Fear

Greetings fellow Conference members! My name is Sheryl T., and I am an alcoholic. I have the privilege of serving Area 69, Utah, as their Panel 71 delegate. I want to thank Steve for sending me the loving invitation to present at this, the 72nd General Service Conference. My topic is “Going Beyond Fear.” What an order!

Our Big Book describes fear this way: “It was an evil and corroding thread; the fabric of our existence was shot through with it.” (*Alcoholics Anonymous*, Fourth Edition, page 67) As a newcomer to A.A., I was afraid of everything and everyone. The biggest challenge I faced was that you spoke of God, and I was afraid of God. The God of my childhood was a punishing, scorekeeping deity to be feared. Alcoholics Anonymous helped me change my early conception of a higher power to one of unconditional love that will guide me, and help me to live a life of joy and purpose. I learned to take action to be rid of my fears. Working the Twelve Steps, lots of prayer, and working with other women helped me move from fear to faith.

It is hard to fathom the kind of fear our co-founders and early members dealt with when there was no Big Book with its Twelve Steps, and no guidance on how to manage the struggles that beset them daily. The early members did agree that dependence upon a power greater than themselves had relieved them of the compulsion to drink when their human desire to stop consuming alcohol failed them. There was no time for fear! These early ones worked together tirelessly to help others dying

of alcoholism. Their action led them to some successes and strengthened their belief that they had a message of hope and recovery to share. In 1939, they recorded this message in a text which continues to save countless lives around the world.

Do we have anything to fear in A.A. today? I would say that anything that threatens the unity of our movement is something to be feared. The past two years have seen outside issues and divisiveness, fueled by a global pandemic, become an “evil and corroding thread” trying to make its way into our Fellowship, attempting to take root and grow. In sharing with other delegates during these tumultuous times, I have learned that my area is not alone in these struggles. In some areas, fear has given way to anger and infighting among members of home groups, districts, and area committees. Why the fear and anger? Is it because of change? Is it because of technology? Is it because Alcoholics Anonymous had to turn on a dime and hold meetings and service events in different formats than the ones we grew up with? Are we not carrying the same message, just in new and different ways? When we are fighting with each other, are we not wasting the precious time we could be using to carry the message?

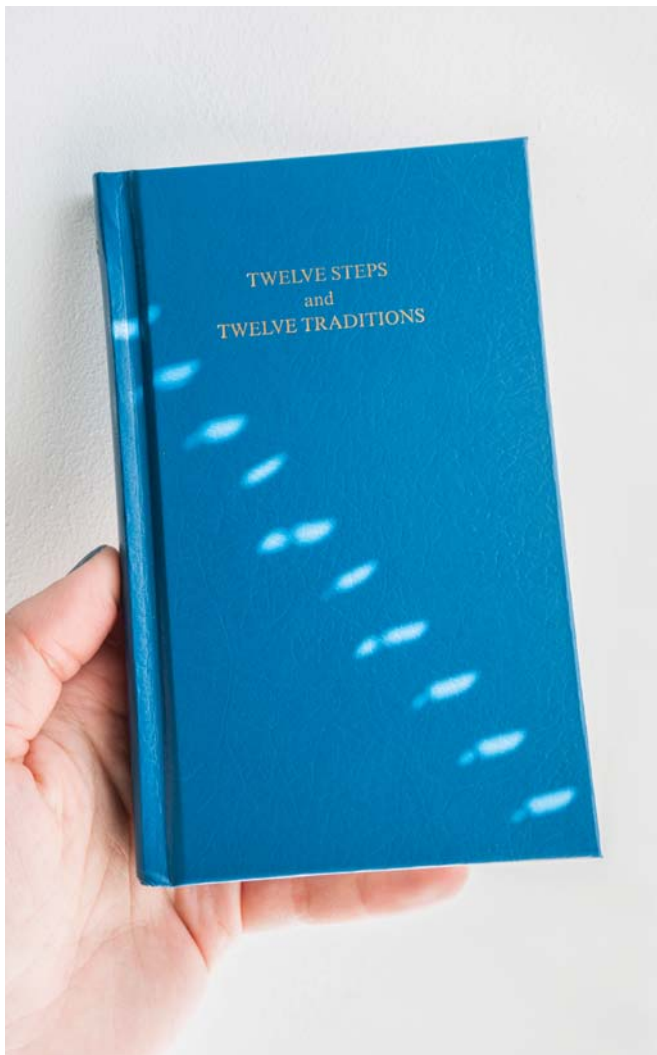
What are we to do? How are members today going to grow past these very real fears? Well, thanks to our co-founders and early members, we have Twelve Steps, Twelve Traditions and Twelve Concepts that give us a set of principles to help us weather any storm. We know that trust in a higher power and action are the solutions, just as they were for our forefathers. Again, there is no time for fear when our precious unity is at stake. We must

move past our differences and work to ensure our unity and our future.

How do we move past our differences? Dr. Bob was known to say that everything we do in A.A. boils down to Love and Service. We are all servant leaders. If we can treat each other with just a little more kindness, patience and tolerance, newcomers will get the same warm welcome to Alcoholics Anonymous we received. If we can be better examples of Recovery, Unity and Service and treat each other the way we would like to be treated, newcomers will want what we have. Our primary purpose will remain intact, and the message we share will continue to be one of hope. In the end, I believe we all want what is best for Alcoholics Anonymous, and that is for us to remain unified and strong, not fractured and full of fear.

In closing, I would like to share a quote from Bill W., which appears on page 322 in *The Language of the Heart*: “And above all, let us remember that great legion who still suffer from alcoholism and who are still without hope. Let us, at any cost or sacrifice, so improve our communication with all these that they may find what we have found — a new life of freedom under God.”

Sheryl T., Utah



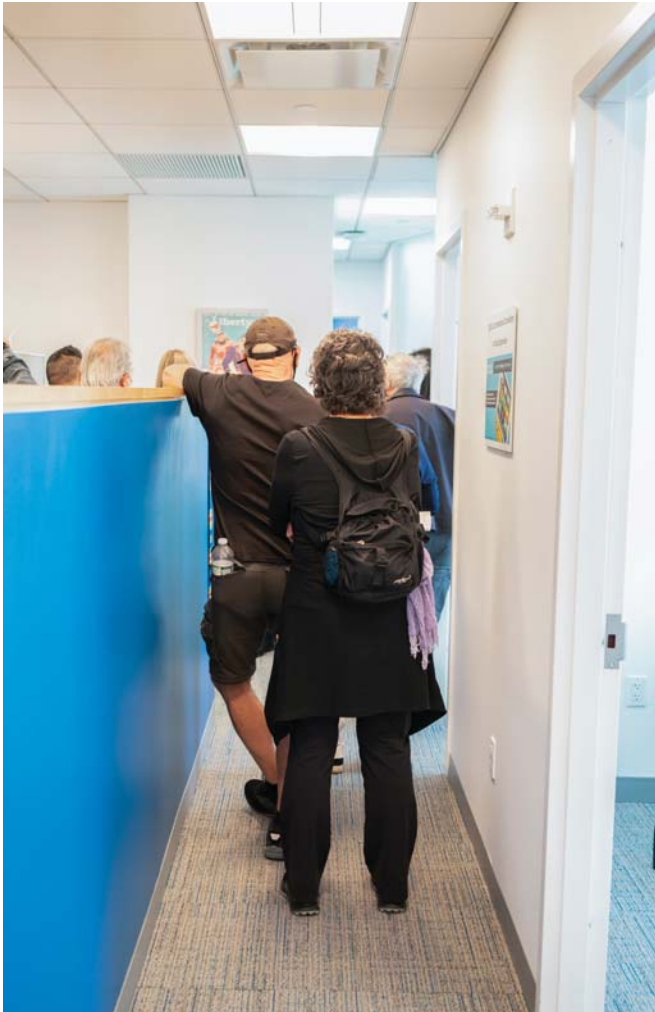
How Do A.A.s Go to Any Lengths to Recover, Unify and Serve?

Our General Service Conference theme this year, “AA Comes of Age 2.0: Unified in Love and Service,” is quite appropriate for the shift in the ways we communicate that the Fellowship has experienced over the last few years. As our basic text states, “If you have decided you want what we have and are willing to go to any length to get it — then you are ready to take certain steps.” (*Alcoholics Anonymous*, p. 58) Members have found a multitude of ways (or “lengths”) to communicate to address the challenges of not being able to meet in person, whether it is for recovery, unity or service. We had begun to explore new technologies even before the pandemic physically isolated so many of us.

As Bill W. stated in 1960 (*Our Great Responsibility*, “An Era of Change,” p.104), “We live in an era of change. Our Twelve Steps probably won’t change; the traditions not at all likely. But our manner of communication, our manner of organizing ourselves for function, for service — let us hope that this goes on changing for the better, forever.” So the ways we communicate have changed significantly and continue to change since Bill spoke those words in 1960, but as we often say “progress, not perfection”!

The importance of unity is highlighted in the Tradition One essay in our book *Twelve Steps and Twelve Traditions* (p. 130), “Neither he nor anybody else can survive unless he carries the A.A. message. The moment this Twelfth Step work forms a group, another discovery is made — that most individuals cannot recover unless there *is* a group.” Home groups have adapted over the course of the pandemic including meeting outside with spacing, meeting virtually, meeting in a hybrid format, and meeting in-person. Masks have sometimes been required by the meeting locations at times, but may not require it at the moment, so some currently leave it to personal preference. It has been amazing to see how our home groups adapt to “new normals” even as they continue to change. So, many groups that already existed when the pandemic started have flourished and even grown through these adaptations such as my home group has. Also, we have seen a significant growth of virtual meetings even as restrictions eased here in Florida, even seeing some members who have never been to an in-person meeting in their sobriety. So that idea of “most individuals cannot recover unless there *is* a group” has been very supported as we have explored new forms of communicating.

In recovery, when we speak of “going to any length” in this new age of A.A., I believe we have seen a double-edged sword with the pandemic. Since we have some tendencies toward isolation, some of our members have taken the pandemic as an opportunity to isolate, while some of our members have jumped in with both feet with our new ways of communicating. For example, I have been able to attend virtual meetings based in different countries on the same day — it has been amazing! Even sponsorship utilizing virtual technologies is possible now, and I hear many stories of new multinational meet-



ings being well attended. I wouldn't have been able to imagine all of the possibilities now available to us, such as hearing speakers virtually that I may have only heard via a recording previously.

We are even working on new “manners of organizing” or, if you will, of serving, such as the new virtual groups and virtual districts being a part of the general service structure. We have, as an area, encouraged and helped virtual-only meetings get listed with the General Service Office and local service entities. Also, there has been an explosion of meetings and workshops on topics relating to service such as Traditions, Concepts and the Service Manual. The Fellowship has been able to enjoy and benefit from past (and current) trusted servants sharing on these topics, leading to a more well-informed fellowship. Our area has been meeting virtually for almost two years, although we are working toward in-person assemblies. We are also investigating the way we do business in light of our new experiences, including the possibility of conducting our business in a hybrid format using in-person combined with virtual meeting technology. The ability of committees to meet virtually between business meetings has increased communications incredibly; innovation and ideas are flowing!

I never personally considered the possibility of needing to find a meeting with the whole country shut down

due to a pandemic when my sponsor originally asked me that often repeated “Are you willing to go to any lengths?” Amazingly all aspects of our Fellowship went to the lengths to continue on carrying the messages of unity, service and recovery. From a Society that has a history of reluctant or, at a minimum, slow change, the past few years changes have been at warp speed. Our flexibility has grown by leaps and bounds, and hopefully it doesn't take other emergencies to continue making progress in these areas! We need to remain relevant and be willing, as a Fellowship, to go to any lengths. I am willing, are you? Thank you for the opportunity to serve.

Thomas W., South Florida/Bahamas/VI/Antigua

How to Reach Anyone, Anywhere

would like to start off by quoting the Responsibility Statement and giving a short piece of history behind it.

The Responsibility Statement reads:

I am responsible. When anyone, anywhere, reaches out for help, I want the hand of A.A. always to be there. And for that: I am responsible.

It was written for the 1965 A.A. International Convention in Toronto. A former A.A. trustee, Al S., is the author of the Responsibility Statement. In the souvenir book for the 1965 Convention, Dr. Jack Norris writes: “We must remember that A.A. will continue strong only so long as each of us freely and happily gives it away to another person, only as each of us takes our fair share of responsibility for sponsorship of those who still suffer, for the growth and integrity of our group, for our intergroup activities, and for A.A. as a whole. It is in taking responsibility that real freedom and the enduring satisfactions of life are found. A.A. has given us the power to choose — to drink or not to drink — and in doing so has given us the freedom to be responsible for ourselves. As we become responsible for ourselves, we are free to be responsible for our share in A.A., and unless we happily accept this responsibility we lose A.A. (“What is the history behind A.A.'s Responsibility Statement?” — GSO Archives, GSO Newsletter, *Box 4-5-9*)

So, how do we reach anyone anywhere? The answer lies within each of us. Who is anyone? Hopefully, we all answer that with “anyone who has an alcoholic problem.” This would include anyone, regardless of gender, race, sexual orientation, social status, etc.

Where is anywhere? Alcoholics are found everywhere but I believe the real question I need to ask is am I willing to go anywhere? I need to be willing to go where they are and make them aware of our program. We reach them by making A.A. available to them.

This is done in many ways:

Public Information — The purpose of PI service work is to provide accurate A.A. information to the public when requested. PI committees visit schools, businesses and community meetings for this purpose. They also serve as resources for our friends in the local media, emphasizing our Traditions of anonymity, singleness of purpose and

non-affiliation, as well as offering A.A. public service announcements to radio and television stations.

Cooperation with the Professional Community — Members of these committees provide information about A.A. to those who have contact with alcoholics through their professions. This group includes healthcare, EAP and HR professionals; educators; members of the clergy; lawyers; social workers; military professionals; government officials; and those working in the field of alcoholism. Information is provided about where we are, what we are, what we can do, and what we cannot do.

Corrections and Treatment — The purpose of corrections, treatment, or combined institutions committees, is to coordinate the work of individual members and groups who are interested in carrying our message of recovery to alcoholics in hospitals, alcoholism treatment and rehabilitation centers, and correctional facilities. In many areas, liaisons have been established among these committees — e.g., corrections, treatment, accessibilities and PI committees send a liaison to CPC committee meetings. There are many instances of overlapping responsibilities. It should be clearly established that A.A. committees are not in competition with each other. Local circumstances determine who does what (taking from the A.A. Guidelines for PI, CPC, Corrections and Treatment).

As A.A. continues to change to meet the needs of potential members, I believe we are reaching Anyone Anywhere. This begins with an individual member, group, district, area forwarding ideas to A.A. as an agenda item for the General Service Conference. As those ideas are discussed, voted on and become advisory actions, we see change in A.A. Perhaps sometimes they are unpopular to some members and groups. We A.A.s are not always quick to accept change. However, as time goes on we see the hand of God spoken through our voice. I need to ask myself what am I afraid of? Am I afraid that the A.A. I got sober in isn't the A.A. I now participate in? Thank God it isn't! I am of course referring to the Fellowship. I believe that you will agree that it is necessary to follow the path or, if you will, the clear-cut directions that are masterfully detailed within our Big Book. Therefore we can only hope that A.A. continues to change to meet those potential members that we will meet at the treatment centers, correctional facilities, at our home groups, through our doctors, lawyers, counselors, faith leaders, etc.

I would like to leave you with a quote of our co-founder Bill W:

“We live in an era of change, our Twelve Steps probably won't change; the Traditions, not at all likely. But our manner of communication, our manner of organizing ourselves for function, for service — let us hope that this goes on changing for the better, forever.” (Bill W., 1960 GSC talk)

Gordon N., Southern Illinois

A.A. Around the World

Greetings Conference members. My name is Trish L., and I am an alcoholic. I serve as the trustee-at-large/Canada and it is truly a privilege to be

among you today to talk very briefly (I was told five minutes and I will try to stick to five minutes) about “A.A. Around the World.” The theme of this year's Conference, “A.A. Comes of Age 2.0: Unified in Love and Service,” is so very apt when talking about our current international work. It also provides much-needed hope in a troubled world, where we can all be grateful for the unity and principles of A.A. which allow us such grace.

As many of you know, to the best of our knowledge there are currently (and this information can be accessed on the aa.org web site under the “About A.A.” heading) more than 123,000 A.A. groups around the world; our literature has been translated into more than 100 languages; there is an A.A. presence in about 180 nations worldwide; and our membership is estimated at two million. That's the bare statistical information. What it doesn't convey is the love, the commitment and the respect for Alcoholics Anonymous, our message of recovery and our Twelve Steps, Traditions and Concepts that our compatriots around the world hold in their hearts, and the work they do to carry the message in their respective countries — many times in the face of obstacles that we in the U.S. and Canada could not even imagine.

That has been especially true during these pandemic years. While I light-heartedly refer to myself sometimes as the “trustee-at-small” (and my husband calls me the “trustee-at-home”) because of the little squares that we have been seeing each other in, those squares have nonetheless been the windows through which we have been able to see and participate in the larger A.A. world. I'm sure a lot of you have been to a number of international meetings by now. That untethered freedom of time and space has allowed each of us to have a sense of that “at-large” world. Your trustees-at-large though (one from Canada — that's me right now, and one from the U.S — that would be Marita R.) are given a special glimpse into the service structures around the world. We are given the opportunity to share and learn about carrying the message in ways both tried and true, and innovative. There are some 60 General Service Offices throughout the world, each of them unique, each of them serving their respective fellowships in the way that works best for their particular needs. While Bill's initial vision was for a central A.A. global future, he soon came to realize that local matters required local structures. So, although the General Service Conference Charter adopted at the St. Louis Convention envisaged that our Conference would eventually have “Sections” in foreign countries, each country instead developed its own, autonomous service structure. While more or less generally patterned after the U.S./Canada structure, they are all independent.

Since the last U.S./Canada General Service Conference, we have been able to respond to invitations and attend 19 service-related sessions, events or celebrations. All of that “travel” has been virtual. That is a high number, but it's also the breadth and nature of the events we have been able to attend that have been the silver lining in the pandemic cloud — the A.A. 2.0.

We have had an opportunity to witness events such as the first anniversary of the creation of a National



technical equipment, we were able to participate remotely. Because we added the virtual component to REDELA this year, Brazil, Panama and Paraguay were also able to attend virtually. Like many things during these pandemic times, we can always find the opportunity to serve others if we look.

Many participants brought their national flags to display. As the week continued, I realized that although there were many flags in the room, there really are no borders involved in A.A. We share, serve and grow together.

Listening to each country's highlights, it became clear to me that the pandemic has had serious economic effect on all our service structures. While the delegates' ability to participate was difficult, there is an even greater need to share our experiences with each other.

Many of the topics are those we could hear in our service meetings. There was discussion about how to include the participation of women at all levels of service; how to list and integrate online meetings into the service structure; as well as ensuring safety and respect for all in our meetings. Our general manager, Bob W., gave a keynote address stressing the 36 principles. Trish did a wonderful presentation on "Communications in the Digital Age: threats and opportunities." Racy, our international desk staff person updated all on "A.A. advances in social media," while I was given the opportunity to present on "Our Seventh Tradition and how it is working now." We shared common challenges and new solutions in robust discussions.

The previous bi-annual REDELA was pre-pandemic and much has changed since then. The U.S./Canada service structure has had two virtual Conferences since then and we were able to share our experience with other structures, most of which had virtual conferences as well. Out of the need for sharing lessons learned, REDELA has

grown again. We now meet monthly via a digital platform in Spanish. Trish and I are full participants because of the excellent work by our interpreter Hernán using an audio app in conjunction with the virtual meeting. Discussion has been wide-ranging from Licensing and Literature issues, online meetings, and the growth of digital media during the pandemic. We have been able to learn from each other how to continue to carry the message in new ways. Brazil had led the way in Digital Media platforms and messaging; Mexico carries the message into Corrections facilities via a half hour weekly TV meeting; and other countries shared their best ideas with each other so that we can all grow.

An exciting item that has come from our monthly meeting has been the expressed need of a REDELA Fund. Like our Conference members sending in a contribution to defray some of the costs of this Conference, REDELA countries also contribute to defray the REDELA meeting. Many countries are unable to contribute in full for various reasons from difficult economic times, being a young service structure, or the pandemic reducing the contributions from the groups. Some countries fees are paid by their Country-to-Country sponsor but that also adds a strain as the sponsor country may be going through some of the same economic conditions. Our service structure has been covering the shortfall so that this meeting continues. The solution found by REDELA was to create a REDELA Fund where countries that have a little extra money can contribute to hold in an account for those countries who may need assistance. REDELA is on its way to becoming self-supporting, another Coming of Age moment for our home zone, and another moment to celebrate.

What I felt coming out of the REDELA meeting was the amount of work yet to be done. They have all the same

struggles we do — remote communities, local literature translations, and the need for sponsors to teach the love of serving the fellowship to their spouses. Roberto from Argentina may have summed up best the feelings of the delegates at the end of the conference when he said: “You open my heart and when my heart is open, we connect forever. Even when my memory fails, my heart will remember you.”

Marita R., Trustee-at-Large/U.S.

Trustees’ Ad Hoc Committee on Participation Of Online Groups in the U.S./Canada General Service Structure

Please note that the following progress report, submitted as background for the 72nd General Service Conference, will continue to be updated up until Conference. It will be presented at Conference with the latest information.

PROGRESS REPORT

SECTION 1 — Background

The sudden onset of the pandemic in 2020, as we all well know, created a brand new (for most) environment for Alcoholics Anonymous groups around the world — the virtual one. No longer able to meet in a face-to-face setting, the quick pivot to available, inexpensive meeting platforms using internet technology by many groups has led to interesting new challenges and has pointed up the need for new ways of thinking regarding the incorporation of this new platform into A.A. life in a manner that respects our Steps, Traditions and Concepts.

Participation in A.A. life up to 2020 had logically relied on geographic structural organization, particularly for general service work. Has A.A. now outgrown a solely geographic structure? What new opportunities have arisen? What are we missing? What are the challenges? What are the constantly changing emergent concerns? The virtual reality will be with us long past the pandemic, and we need to be looking to the future.

These and many other questions were top of mind for delegates to the 71st General Service Conference. A result were two advisory actions directly pertaining to the topic:

- I. *The U.S./Canada General Service Structure recognize online groups and encourage their participation, listing those groups who ask to be listed within the group’s preferred district and area, with the default option being the location of the group’s primary contact. This supersedes the 1997 Advisory Action that designated online groups as “International Correspondence Meetings.”*
- II. *The General Service Board form a committee to explore future possibilities for the participation of online groups in the U.S./Canada General Service structure.*

An office working group was formed to respond to Advisory Action I, regarding the listing of virtual groups.

Advisory Action II, led by the General Service Board chairperson constituted an ad hoc committee of the GSB to explore the participation of online groups in our U.S./Canada general service structure. The following is a progress report from the ad hoc committee on our efforts.

It is important to note in the progress report that when we say “virtual,” we are referring to not only online groups but also telephone groups including the various formats our groups choose to use such as Zoom, Microsoft Teams, What’s App, email, etc.

As an ad hoc committee, we have developed a Composition, Scope and Procedure document, approved by the General Service Board, to guide our work. An important part of our scope is to be useful to groups as they list and to learn how to support changes, make improvements and provide services needed. We are in the gathering of information phase — the experience that we will need to draw on is being created as we work on this. Since the ad hoc committee was formed in August 2021, and after the Composition, Scope and Procedure document was developed and approved, the committee has met seven times, thoughtfully moving forward with the subject. Since this is new territory, without a parallel, our research is of necessity forward-looking rather than historical. We have therefore been meeting with other entities to try and gather shared experience, strength and hope from many perspectives.

As a committee, we are also keenly aware of our international responsibilities and perspectives. While our committee is looking at participation specifically in the U.S./Canada structure, we are also mindful of any impact that policy and/or procedural decisions may have on other service structures. It’s important to the Board and to this ad hoc committee that there is always global unity and strength as the A.A. message is carried around the world. We as an ad hoc committee understand that we can learn from our friends around the world in terms of their experience.

SECTION 2 — Existing tools to help the Fellowship

A number of possible agenda items were submitted to the General Service Conference coordinator for consideration as agenda items for the 2022 General Service Conference. The Conference coordinator forwarded these items to the appropriate trustees’ committee, and that committee chose to forward those items to this ad hoc committee. All of these possible agenda items were discussed, and while the trustees’ General Service Conference Committee ultimately did not recommend the forwarding of the items as agenda items, they did give a snapshot of current ideas and thinking. Primary among them was the formation of virtual areas. The current process for forming a new delegate area is outlined in the Service Manual, pages 108 and 109, and there is an extensive application form that can be found online on aa.org.

Another important document is the updated New Group Listing Guideline Form, which has been developed by the GSO Working Group. This document can also be found online on aa.org.

SECTION 3 — Shared experience that we have been able to gather so far:

SOURCES: GSO Working Group

This group has been tasked with implementing the advisory action mentioned before: The U.S./Canada General Service Structure recognize online groups and encourage their participation, listing those groups who ask to be listed within the group's preferred district and area, with the default option being the location of the group's primary contact. This supersedes the 1997 Advisory Action that designated online groups as "International Correspondence Meetings."

The ad hoc committee was grateful to attend one of the working group's regular meetings and heard from Craig W. (Group Services coordinator), Jeff W. (staff coordinator) and Racy J. (International coordinator) about the progress they have been making.

As part of the implementation of the advisory action, there was a thorough review of the New Group Form and a new one was created. This new form is both service material and a listing form in one. Discussion points include listing in the U.S./Canada service structure, meeting lists versus listing for communication purposes throughout our service structure, the recent advisory action regarding online groups, suggestions for how new groups can make a good start, helps inform the discussion of a group versus a meeting and of course the form itself which assists all groups including virtual groups listing with GSO.

The working group has consistently come across the question of geographic service structure with non-geographic groups and how to help most effectively facilitate that conversation. From an international perspective, the office continues to get inquiries from members from other countries wanting to weigh in on our Conference and list with us. The working group has also frequently been asked about how to allow an international member to be a GSR. Considering we are a U.S./Canada structure and as far as listing goes, we only have the capacity to list those trusted servants in the U.S. and Canada. The biggest challenge the working group has come across is an advisory action that gives direction but also asks the GSO to list groups in districts and areas we have not even had the chance to communicate in detail with or they themselves are just starting to have conversations about. Again, we are all learning...

Online Intergroup of A.A.:

Virtual meetings are not new — far from it.

From the OIAA website *"The first A.A. meetings online used Bulletin Boards and were around 1986. Email groups started forming in the early nineties and the development of the worldwide internet rapidly fueled the growth and variety of groups. The first online A.A. group, Lamp-lighters, was formed in 1990, and has met by email continuously since then. Now there are hundreds of A.A. groups with thousands of members, connected together through this Online Intergroup. Using various mechanisms such as video conferencing, phone conferencing, message boards, email*

list-serve, and chatrooms, the A.A. community is constantly connecting and finding new, creative ways to communicate the experience, strength and hope of recovery in Alcoholics Anonymous.

Ad hoc members attended, along with our staff resource person, a meeting with the Unity Committee of OIAA. We were to find out more about OIAA and their current concerns and experiences. There were about 45 participants in the meeting, coming from very different perspectives and experiences. It was quite international — there were at least four countries other than the U.S. and Canada in the meeting. If there was a common concern, it was expressed as a certain amount of frustration at a lack of recognition of the value and place of virtual meetings, particularly at the district level. It has active service committees, with a Twelfth Step Committee, PI Committee, Website Committee and others. While it cannot offer groups participation in the General Service structure (and there was some frustration voiced in that regard), it does provide service opportunities.

Other Twelve Step Fellowships

The Group Services desk stays in communication with other Twelve Step fellowships both through regular communication, and through the Day of Sharing (last held on December 7, 2021). Some fellowships are in the same position as we are, transitioning and going through growing pains. Others are further along a path forward. Here is some shared experience. Please note that each of the fellowships have their own structure — and all of them are different from our A.A. structure. Many of them for example, have a single World Service/General Service structure, so their experiences and solutions may not be directly applicable to the U.S./Canada situation. All fellowships agreed that the virtual world is part of a permanent reality.

Al-Anon Family Groups: Al-Anon recently formed an electronic area with 640 groups with 920 meetings. There are over 200 GRs (equivalent to GSRs). A temporary area chairperson was elected and will facilitate the assembly with elections for a delegate, chairperson and secretary. The virtual groups include Zoom, Second Life, phone, Discord, What's App, Skype, Jitsi. The process was in place for a couple of years and the plan is to have the newly elected delegate come to the GSC in April for official seating. Each area is discussing what their process is and how they will connect their local structure and the virtual groups. International groups are allowed to participate currently but where in the International Structure there is willingness to list virtual groups, they are encouraged to create their own areas in their respective country. The group's contact needs to communicate in English, Spanish or French.

Narcotics Anonymous: NA has been collecting survey data to find out what is happening in its communities in terms of needs. They want to continue discussing how virtual meetings are connecting to NA by listening at this point, before developing policies and tools. That's very similar to where we are.

Overeaters Anonymous: OA has a virtual region with its own trustee in its structure. They have had online meetings since the late 1990s. It was decided in 2018 to create a virtual region, with a dedicated trustee (their current trustee lives in Brazil). Since March 2020, virtual activity has of course exploded. Virtual groups have the choice to affiliate with a land-based service board or intergroup, rather than a virtual one. Anecdotally, many, if not most of the current virtual meetings are affiliated with land-based service boards — they went virtual only due to the pandemic. It's not clear what may happen with these pandemic-related virtual meetings once they have the option of face-to-face meetings again.

Cocaine Anonymous: CA's history with online and virtual meetings goes back to the early nineties. Their online groups were supported by IT services based in Southern California and when they decided to petition Conference to be recognized as an area they joined the Pacific South Region, even though the group's membership was spread across the globe. The Online Service Area (OSA) stayed fairly static at about 20 groups until the pandemic. What has become a little contentious is where the various types of groups "should" be aligned within the service structure. Some members of the OSA thought that all "Online Groups" should be part of that area. Within the first three months of the pandemic the OSA grew to approximately 80 groups. There was some reaction to this quick growth and groups started contacting the regional trustees asking if they really had to leave their areas to join another area aligned to a region on the other side of the world. During the pandemic the Board tried to steer away from any decision-making that wasn't absolutely necessary, both to avoid creating governance and to allow the situation to play out. Holland and the UK have both created online districts, aligned to areas within which their membership resides. There is an Online Service Area Manual, and at the next CA World Service Conference, a suggestion to form an Online Services Committee may be put forward.

International Experience

European Service Meeting (ESM): The trustees-at-large/U.S. and Canada attended the European Service Meeting, October 22–24, 2021, specifically to see if other countries are incorporating virtual groups into their service structure. Much as we are finding here, many ESM countries are unsure at this point what integration into a structure will look like. One comment that had a lot of heads nodding was that these questions will answer themselves, a solution will be found, and structures will be created to support those solutions. Ireland has agreed to incorporate virtual groups into its structure. Portugal is still seeking a way to do that. It was noted that the Central European Region — the English-speaking meetings of Continental Europe, which are part of the ESM, have long had both online meetings as well as regional participation in service as virtual groups. Their "First164yp" groups have been meeting using virtual technology for a number of years, and they send two representatives to regional assemblies.

REDELA (Meeting of the Americas): The countries in our home zone are in very different places in terms of their discussions about virtual groups (and meetings). Acceptance of them has not been universal, so for some countries, incorporation into the service structure is not an issue that is even on the radar yet. Other countries are, like us, seeking ways to make sure groups' voices are heard. In Brazil, many virtual groups want to become part of the structure, but there is also some resistance to the idea. Their GSB is working to find a way to build discourse. Other countries, such as Uruguay, are finding that virtual groups are participating through contributions, and are beginning to have group representatives. Argentina is, like us, working on a way to have virtual groups in the structure. The U.S. and Canada trustees-at-large meet with their REDELA colleagues monthly and will be updating as situations change.

SECTION 4 — What data do we have? What data do we need?

Here's what we have:

Currently in the GSO database there are over **595** active virtual groups in the U.S./Canada general service structure. All these virtual groups, like any other A.A. groups, have a district and an area they are listed with. Out of these over **595** virtual groups more than **300** have a GSR and more than **10** of those have an Alt. GSR. There are approximately **350** groups in our database that are in the process of being contacted regarding what district/area they would like to be a part of since there is no address associated with them currently. This is because of the previous practice of listing virtual groups prior to the most recent General Service Conference advisory action.

Here's what we know:

The highest number of groups in any given area is 2,300. The lowest number of groups in any given area is 159. The average number of groups per area is currently 765. As seen, the current number of virtual groups, spread across all 93 areas, is over 595. The Group Services desk reports there has been an increase in virtual listings consistently since the 2021 General Service Conference. It seems based on experience that this pace of virtual groups being listed, and the virtual groups still left to be contacted without a district or area, will easily reach the current "average" number of groups in an area in less than a year.

And here's what we really need:

Information/data from Area Delegates: We have some suggestions that may help create informed discussions locally. We also have a few questions we can send to the area delegates in survey form.

a. Suggestions for delegates:

- If you do not already have your "read only" access to Fellowship Connection, please contact memberservices@aa.org to get that.
- Once equipped with the "read only" access, please work with your area registrar to become aware of how many virtual groups there are in your area.

- Please contact these virtual groups and gather some information regarding participation in the U.S./Canada service structure.

b. Questions for delegates:

- What discussions regarding participation of virtual groups in your area/districts have taken place?
- Are your area/districts welcoming participation of virtual groups?
- What motions around this subject have been made/ passed?
- What is your area doing as far as participation at district meetings and area assemblies for virtual groups? Hybrid?
- What is the cost to facilitate virtual group participation?
- Does your area have virtual districts?

SECTION 5 — From submissions for consideration at the General Service Conference

As noted, a number of submissions for agenda items concerning virtual groups came to the Conference desk in September 2021.

Since the 71st General Service Conference passed an advisory action for the GSB to form this ad hoc committee to explore possibilities, it was felt that bringing these items to Conference at this point in time might work against a full exploration of the issues.

While the trustees' General Service Conference Committee did not forward them to the Conference, they were forwarded to this ad hoc committee to inform our discussions, and the committee is grateful for the time and thought that went into the submissions.

Some excerpts follow:

Hypothetical Scenario 1: A virtual group consists entirely of A.A. members in Connecticut. If the group decides to be listed as a group in Nebraska, even though all its members live in Connecticut, the 71st GSC advisory action indicates that this group would be listed in Nebraska.

Hypothetical Scenario 2: A virtual group consists of seven A.A. members — six from Connecticut and one from Tennessee. The group makes no preference about which district in Area 11 (Connecticut) to join. The one member from Tennessee serves as the group's primary contact and registers the group with the General Service Office. The group is now registered in Tennessee because the address of the group's primary contact serves as the default location.

Hypothetical Scenario 3: A virtual group has existed for many years and has thirty different members living in thirty different areas throughout the United States and Canada. Which district or area makes sense for them to be part of?

“How does a new area usually form? How does a new area form when it is not separating from an already-existing area? How do various international service structures differ from the U.S./Canada service

structure? What is the value of being registered with the General Service Office as a group and why do group records matter? How does an Intergroup/Central Office differ from an area? What are the different reasons members belonged to virtual groups prior to the Covid-19 pandemic? What is a linguistic district and how do the needs of virtual groups differ? What are some of the ways that different areas are autonomous in how they are structured, and how might that be relevant for a virtual area? **What exactly makes an A.A. group an A.A. group, anyway?**”

“(An international group) started on June 10th, 2019, on the WeChat platform as an English-speaking group. We moved to the Zoom platform in January 2020 with one meeting which focuses on the Steps, Traditions and Concepts of Alcoholics Anonymous. Today we have two other meetings. ... We are a group which has homegroup members, active in service, from 16 countries across the globe. We are not limited by one geographical location and have no physical address. Therefore, we are not eligible to participate in the existing service structures based on national or language guidelines. We are self-supporting through our own contributions.”

SECTION 6 — Moving Forward

Yes, we still have far more questions than answers.

This committee will continue with its exploration and research into future possibilities for the participation of online groups in the U.S./Canada general service structure. While many of the ideas that have come forward concern virtual areas, is there some broader, bigger, visionary thinking that we are missing? Perhaps the online groups might want to form their own service structure, not attached to any geography? (Something along the lines of what our Board chair called “Intergalactic A.A.”)

We will continue to report to the Board and to the Conference as we work together, in unity and with respect, to chart new territory in carrying the message of Alcoholics Anonymous. We cannot do that without you, and we thank you for your part in it.

Respectfully submitted by the GSB Ad Hoc on Participation of Groups in the US/Canada Service Structure, February 23, 2022.

Trish L., Trustee-at-Large/Canada

**Publishing Highlights:
Innovations in attraction, inclusion
and accessibility**

My name is David R., and I am an alcoholic. As many of you know, they call me “the Publishing Guy.” I have served in the professional position as publishing director of A.A. World Services, Inc. since mid-2016, and celebrated my eighth year in the office this past March.

I'm delighted to share with you today a brief presentation on:



What's new in A.A.'s global publishing efforts: innovations in attraction, inclusion and accessibility — with a focus on digital distribution

Let's begin with. . . the “why”

Why do we do what we do?

Why do we focus all of this painstaking attention to items of our literature, carefully attending to the integrity of the message, to the precision of words, to the accessibility of receiving this design for living, to the accuracy of translations, and more? To the copyrighting, licensing and distribution of literature within our international structures? Why do we do all of this?

One simple answer:

We work together to help ensure that the message of hope that we carry is not “garbled,” to use one of our co-founder Bill W.’s favorite phrases.

We do this in keeping with our primary purpose and our great responsibility to keep the doors of A.A. open.

We extend the hand of A.A. to the next sick and suffering alcoholic — and to help those who help alcoholics in recovery everywhere.

“I want the hand of A.A. always to be there. . .” and we in the Publishing circles like to believe that in that hand, there may be found an item of literature, say, a Big Book, or perhaps a pamphlet that “speaks” directly to a suffering individual’s own experience.

The “what”

In particular, we are making great strides forward with our items of literature in the significant areas of *accessibility, inclusion and attraction*.

Around the world and in the U.S. and Canada, our working groups, service committees, translation committees and the rest — are all working together, hand in hand in teams with writers, designers and production

professionals. Many folks are immersed in dozens and dozens of translation and distribution projects — each one moving forward in efforts to ensure that the powerful message of hope that our program of A.A. offers can be most effectively shared.

The emergence of digital and online access

In this “great colossus of information,” there’s been one major notable development, and it is no secret. What has become most apparent since the onslaught of the Covid-19 pandemic in early 2020 — and what appears to have followed the necessity of connection and increasing levels of comfort with *online participation* among our Fellowship — is the subsequent increase in expressed need for materials to be made accessible and available in digital formats (via PDFs, eBooks, audiobooks and other formats, some of which may not even be known yet).

All of this uptick in expressed need, we have found, is *in addition to and not a replacement* for print materials.

For the past couple of years — during this disruption of the pandemic and our collective search for connection and participation, as we await “a new normal” — we in Alcoholics Anonymous have participated in the astonishing resilience of our Fellowship in action, connecting on platforms such as Zoom, WhatsApp, and Microsoft Teams, providing vital access to A.A. meetings, workshops, workgroups, committees, conferences, conventions and other gatherings focused on service.

This is also important to note: We are mindful that not all people everywhere have access to digital or online communication devices and gadgets, WIFI, personal hot spots and all the rest.

But more and more, data in the world at large and in A.A. in particular show that many more folks of all ages and backgrounds *are* becoming comfortable in the digital arena.

Enhanced Ebook Digital Distribution

From mid-January to February, 2021, AAWS, Inc. reached a major milestone in the effort toward enhanced ebook and audiobook distribution, the result — addressing expressed need from the Fellowship and under the fiduciary oversight and encouragement from the AAWS board — of more than two years of research into industry best practices for digital distribution and a painstaking review of vendors, along with intensive collaboration across GSO departments (Publishing, Finance, Member Services, Tech Services, Staff Services).

Thanks to these efforts, our Conference-approved, AAWS, Inc.-copyrighted ebooks and audiobooks are now available for purchase on the platforms where most ebook readers and audiobook readers/listeners in the United States and Canada are accustomed to finding digital literature — platforms that serve individual readers, libraries, educational institutions, professional portals, subscription services and more.

These vendors include 38 major ebook platforms (Amazon, Apple, B&N, Kobo, Google Play books, BibliU, Hoopla, Libri, Mackin Education, Scribd, OverDrive, VitalSource and others).

Tangible Results — carrying the message digitally

We have charted an increase of 41 percent of eBooks and audiobook units distributed for the 12-month period 2021 as compared to 2020, and an 86% increase in units since 2019.

Libraries

OverDrive is the market-share leader go-to for library distribution (public, educational and so on). A cohesive outreach to local PI committees and to libraries on the availability of our ebook and audiobooks is in the planning stage, with OverDrive as a first step having spotlighted AAWS and AAGV titles available in *Content Wire*, its industry newsletter serving libraries, earlier this year.

Corrections and prisons

After more than four years of diligent research — first spearheaded by the AAWS Publishing professionals in response to expressed need from the Fellowship and publishing-industry best-practices consultants, and now fully in collaboration across departments and with colleagues in the AAGV team — we are pleased to report that our Conference-approved AAWS-copyrighted ebooks and audiobooks are for the first time made available on tablets and desktops in corrections venues, prisons and jails, and can now be accessed by people who are incarcerated and by the professionals who serve them. Contracts are in place and content has been uploaded and tested and books are now being delivered via the market-share leaders in this very specific distribution channel, Jpay, Edovo and GTL.

Edovo (GTL)

Reporting from Edovo/GTL has been made available with detail on items accessed, venue/state/area, and currently shows distribution among 27 distinct areas and 78 facilities. As of mid-March 2022, more than 800 individual

“starts” of AAWS-copyrighted ebook items of literature have been accessed.

Jpay (Securus)

Since mid-February 2021, all 27 available Conference-approved AAWS-copyrighted ebooks are available via tablets in 248 locales throughout the U.S., available on a pool of more than 200,000 tablets accessed by people who are in custody and the professionals who serve them.

Current ebook conversion project:

Our Great Responsibility

(in English, French and Spanish ebook editions)

Our ebook publishing program continues to move forward, with our books and booklets nearly all made available in EPub3 format. Based on expressed need, as there are more and more study groups, service workshops and A.A. literature meetings using this title, approved for conversion from print to ebook is *Our Great Responsibility: A Selection of Bill W.'s General Service Conference Talks, 1951-1970*, which should be available in our three languages in the second quarter 2022.

Translations

Let us now turn to our miraculous homegrown translations of A.A. literature...

For more than a decade now, the A.A. World Services Publishing department has seen a steady surge in translation and licensing activity worldwide.

We say “homegrown” because almost every new international translation of our literature begins with a local A.A. group or local service committee expressing a need and moving a project forward.

Today, our office is immersed in the continued surge of activity in licensing, translation and distribution for items to be distributed globally:

a) in print, as previously — and, also b) *digitally*

We are seeing a marked increase in queries coming to the General Service Office and our AAWS Licensing Administrator regarding digital, ebook and audiobook formats.

Our Big Book

The Big Book, *Alcoholics Anonymous*, published in English in the United States in 1939, and currently in its English-language Fourth Edition (with a Fifth Edition call for stories now in progress), is translated into 72 languages worldwide... *and counting*, in addition to the original English (so it is available in 73 approved languages total), which includes the two latest translations: Tatar (Russia) and Oriya (India). Fifty-six (56) languages are printed and distributed by AAWS, Inc., and 46 languages are licensed to be printed and distributed by local entities abroad, with 29 printed by both AAWS, Inc. and international entities.

There are 28 Big Book language translations pending, at various stages of completion, which includes 20 new translations in progress and eight revisions/re-translations.

Along with the Big Book, our items of literature range across more than 1,000 items in print, digital, audio, video and other formats. All told, these items are translated into more than 111 languages *...and counting*.

A word about this total number of languages

Note: This total of 111 languages includes rough drafts of indigenous, Native American and First Nations languages that we have collected in the office, for which we invite local A.A. members to help polish and move through the translation and review process, as was accomplished by a local committee achieving an approved and published Navajo Big Book in 2018.

Digital licensing

We are participating now in a rapid increase around the world in requests for ebook licenses; licenses to post AAWS-copyrighted works on official websites; and licenses to reproduce and distribute audiobooks.

Important to note: We have received sharing from many countries that confirms — consistent with the data on the sales of all books worldwide, at large — ebook sales do not replace or “cannibalize” print sales.

Uptick in requests for new items of literature

One marked area of uptick in worldwide requests is for the licensing for printing and distribution in English, French and Spanish — as well as for translating into local languages (Farsi, Polish, Portuguese, Swedish and Slovenian, among others) — of our beloved 2019 title *Our Great Responsibility*, plus the pamphlets “The ‘God’ Word,” “Hispanic Women in A.A.” and “Experience Has Taught Us: An Introduction to Our Twelve Traditions Illustrated.”

Our prioritized efforts to streamline the translation and licensing process

In efforts to address the sizable flood of requests for translations and licensing, which has exponentially increased the challenge of executing new licenses and renewals with expedience, a prioritized effort both *a) to triage backlogged and current requests* and *b) to streamline and automate our processes* for more efficiency is afoot.

The Publishing Licensing team currently has email contact with more than 100 international countries/entities, and we have charted Outlook emails received by Publishing from more than 65 countries in the last year alone.

With support of the AAWS board, assistance from our trustees-at-large U.S. and Canada, and under supervision of General Manager Bob W., a focused cross-department project bringing together Publishing, Tech Services, Staff Services, the ERP Steering Committee and NetSuite working groups is establishing use-case scenarios and implementation tools (accessing NetSuite native capabilities and limited customization) for improved data management, process workflow, tracking, communication with international contacts, and reporting. In tandem, a seven-week Licensing Process Audit is being conducted by industry best-practice consultants specializing in

International Licensing Rights & Processes.

General Manager Bob W. worked with the Publishing department to craft and share a letter communicating our efforts on February 17, 2022, which was sent to all international A.A. contacts. We have implemented an easier-to-access email address for all Translation and Licensing requests, and this is communicated in Bob’s letter: TL@aa.org. Forensic fact-finding and organization on licensing and automation is in progress on improved records and data management, including country-by-country licensing history, expired licenses, active licenses and renewals — culled from our records maintained currently only on spreadsheets.

A word about the International Literature Fund (ILF)

As we know, AAWS administers the ILF. Notable use of these funds to help carry the message internationally via our items of literature have included Big Books for distribution in prisons in Zimbabwe; distribution of Big Books and “Twelve and Twelves” with new approved translations in Turkey; continuing the translation of the Haitian Creole Big Book with help from a local committee in Palm Beach Area 15, District 8; a new translation of the Kinyarwanda Big Book, a language spoken in A.A. in Rwanda, Congo, Tanzania and Uganda; and providing Big Books for prisons and corrections in Ukraine — as well as sending Ukrainian translations of literature to Poland, to help carry the message to refugees and folks in Ukraine.

Accessibility and attraction — in language, content and design

Newly redesigned, revised and updated A.A. Service Manual 2021–2023: As you know, our service manual has been redesigned, revised and updated, having been approved by the 71st General Service Conference of the U.S. and Canada. As of mid-March 2022, we have distributed nearly 30,000 copies total (in three languages), at the list price of \$4, earning \$97,288 in gross revenue.

Inclusive language updates to literature per the 71st GSC: Formatting and language changes to the “Twelve and Twelve” have been implemented in English, Spanish and French in almost all formats, as well as in Braille. The revised Preamble continues to be included throughout our items of literature with every reprint, in English, French and Spanish; other changes to language per the 71st GSC — including new titles and revised text for Corrections-related material — are also well underway in our three U.S./Canada languages.

Other innovations

Audio and video formats of A.A. material: These are also being actively pursued, including leveraging the experience of our Class A trustees for short videos; audios from A.A. members in the military; AAWS — and AAGV-originated podcasts and others.

- *New Big Book audio recordings in CD set format:* Latest research shows that many remote populations, cultural groups and underserved populations experiencing a “technology access divide” continue to access audio

not via digital gadgets or broadband but via CDs. Sales in the publishing industry at large for books on CD as well as our own sales reflect continued need.

Now available for the first time are recently completed CD sets of the unabridged French and Spanish Big Books on CD, and new recordings of the unabridged English Big Book as well as the abridged English, French and Spanish Big Books. These are demonstrating robust sales via the AAWS webstore.

New videos

“Your GSO, the Grapevine and the General Service Structure” and “Regional Forums” have been completed and folks can watch them free of charge on aa.org. “Your GSO, the Grapevine and the General Service Structure” DVD (DV-07) is now off press, in stock and available for purchase.

Video public service announcements (PSAs), both animated and live action, move forward, as is customary via committee oversight and Conference Advisory Action.

Braille

With guidance and input from an appointed committee member, we have converted our Braille items to Unified English Braille (UEB). These items are also now being produced with spiral-bound (lay-flat) bindings.

Notable for 2021:

- New readable covers (for both sighted and Braille readers) for the UEB Braille Big Book.
- New readable covers (for both sighted and Braille readers) for the UEB Braille “Twelve and Twelve”.
- Revised and reformatted Braille “Twelve and Twelve”, implementing Advisory Actions of the 71st General Service Conference.

Large Print

Addressing one of our most requested formats during the past decade, we implemented an AAWS Large Print Strategic Plan, and we are moving through our books, booklets and pamphlets to redesign them to conform with now widely accepted standards (type-faces, font sizes, page layouts and so forth). Completed in English, French and Spanish and catalogued by April 2020 were the following pamphlets: “A.A. for the Older Alcoholic,” “This Is A.A.” and “Frequently Asked Questions About A.A.”

Also approved by the board to move forward are the following: the books *As Bill Sees It* (English printed; French and Spanish ready to print), *Came to Believe* (English printed; French and Spanish ready to print), and *A.A. in Prison* (ready to print in all languages), and pamphlets “Access to A.A.,” “The A.A. Group,” and “Questions and Answers on Sponsorship” (ready to print in all languages). These titles are on our deferred projects list and will be revisited mid-year 2022.

American Sign Language (ASL) and Quebec Sign Language (LSQ)

Addressing significant expressed need to update pre-

viously produced ASL videos to reflect changes in the ASL vernacular, new translations of the ASL videos for *Alcoholics Anonymous* and *Twelve Steps and Twelve Traditions* were completed and released on DVD in 2019. Visitors to aa.org as well as to YouTube may watch these videos free of charge, chapter by chapter.

- “Access to A.A.” pamphlet in LSQ and ASL
- A Quebec Sign Language version (LSQ) version of the pamphlet “Access to A.A.” is budgeted and moving into the production phase currently.
- An ASL version of the pamphlet is budgeted and slated to move to production in late 2022.
 - » *Spanish Sign Language (SSL)* Expressed need for SSL versions of our items of literature has been received, and we will explore production possibilities in 2022 for a proposed future project to be brought to AAWS.

Accessibility on digital platforms

Communications services’ Julie Gonzalez and Publishing Managing Editor Julia D. are beginning to explore new strategies and tools for integrating accessibility features across digital and print platforms.

Staple-less pamphlets

Based on expressed need from Corrections and CPC / Treatment & Accessibilities, an AAWS Strategic Plan has been implemented, with nine (9) items of literature slated by an intra-office GSO ad hoc committee and approved by the AAWS board in process of new staple-less production. Current printing supply chain disruptions combined with excess inventory of existing formats of these pamphlets have resulted in a pause, with inventory levels and budget to be reassessed mid-year 2022.

Conclusion

Our service corporation AAWS, Inc. has been assigned the deep moral and spiritual responsibility for preserving and protecting the integrity of our literature.

Our efforts move forward projects for the sharing of A.A.’s profound spiritual message, and, together with our global A.A. “able helpers,” we achieve real, tangible results.

In conclusion, from Bill W.’s message of 1964 (found on page 348, *The Language of the Heart*):

“Millions of our pamphlets and hundreds of thousands of our books are today in circulation. A.A.’s message can never be garbled; anyone at all can find out about us with ease. What the dividends of this single project in world communication have been, only God himself knows.”

The effect of all these efforts? To borrow one of Bill W.’s favorite words: *incalculable*.

We cannot even begin to measure these life-saving dividends!

Thank you very much.

David R., AAWS Publishing Director

■ GSO Department Reports

Administration — *Robert W., General Manager:* The general manager, an A.A. member, is employed by the General Service Board. The scope of the position of general manager is broad and encompasses participation in and support to both the General Service Board (GSB) and the AAWS Board; leadership in the General Service Office (GSO) and the general service structure; accountability for the oversight and management of GSO Operations. In addition, the general manager serves on the Board of Directors of Alcoholics Anonymous World Services, Inc., as president and is a voting member of and co-chairs the annual General Service Conference.

On June 1, 2021, Bob W. took on the role of general manager. During his first AAWS Strategic Planning Session in September of 2021, he brought forth goals to carry out office-wide. The central theme of the goals is rooted in the development of “Service Standards” that will address how services are delivered. Emphasis will be placed on prompt response times, answering and routing calls and emails, and in-depth training of employees on all aspects of service to the Fellowship. One of his goals is to continue expanding the native functions offered by NetSuite in order to streamline processes and allow for a higher level of services to our members. Another major priority is to address the growing number of translations making sure to meet the needs of our French and Spanish members. These efforts are not solely focused on the growing translation needs surrounding the General Service Conference but the number of translation requests throughout the office. A working group was formed to consider solutions for the translation requests to best serve French- and Spanish-speaking members. One improvement was translating all letterhead, GSO, AAWS, and GSB in French and Spanish. A seemingly small but very significant addition in better reflecting the Fellowship.

Another goal is to infuse A.A. principles into the daily life and operations of the office. Many of the employees at GSO are nonalcoholics. In a workplace survey, a number of employees expressed a desire to increase their knowledge of A.A.’s Three Legacies of Recovery, Unity and Service. As a result, the general manager, along with the help of the staff coordinator, developed an in-house GSO 1728 meeting, the first of which was held Friday, December 10. These

meetings will be held virtually and continue the second Friday of every month. The name “1728” is derived from 12x12x12: the Twelve Steps, Twelve Traditions and Twelve Concepts.

The virtual format is intended to encourage wide participation from all employees of AAWS and AAGV as well as trustees, nontrustee directors and appointed committee members, providing the opportunity to learn and understand more about the boards and our various roles and responsibilities.

The format consists of presentations that focus on the Concept, Tradition and Step each month. The meeting will begin with two informal talks, prepared in advance, on the Concept, Tradition or Step of that month and how A.A.’s principles may offer guidance and perspective on current projects at the office, actions by the board, and ideas bubbling up in the Fellowship. The brief talks are meant to inspire sharing from the floor and an opportunity for any questions. The goal is not only to expand the understanding of the principles but also to experience how they are part of the work done every day.

Executive Assistant: The EA provides high-level administrative support to the general manager and plays a key role with senior management. This EA serves as AAWS Board secretary and secretary to AAWS Nominating Committee.

Plans are in motion to bring further administrative assistance to the department to focus on legal affairs and coordination of projects, background and board meeting preparation.



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 our sobriety and helping other alcoholics achieve recovery, the Archives of the General Service Office will:

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

Communication Services — The Communication Services department welcomes a new director in February, Clorinda V. succeeding the leadership of Clement C., who retired from GSO after many years of service. What began as an assignment, Staff member and assistant in 2015 has blossomed into a department with very specialized employees. The department is currently comprised of a digital product manager, responsible for the development of the new A.A. website, Meeting Guide app; a digital analyst, accountable for analytics of the A.A. website, YouTube channel, Webstore and the Meeting Guide app, as well as various digital properties; a project coordinator, responsible for the scheduling, tracking, status of ongoing projects, tasks and the creation and maintenance of a content calendar; and an administrative assistant, who provides support in the development of agendas, background, Meeting Guide application support and development, and communication to internal and external facing entities. The director of the Communication Services department has oversight of the department, reports to the general manager, and works closely with the AAWS Technology/Communication/Services committee. The director also sits on the Executive Technology Strategy Committee and multiple digital property working groups; serves as a resource for the Public Information Comprehensive Media plan subcommittee and Ad hoc board committees as requested.

In December of last year, the department launched our new A.A. website, aa.org. It provides a wealth of

information to those with a drinking problem, professionals working with alcoholics, the media, and the public at large. Of particular note is the "A.A. Near You" feature that connects visitors to local area Intergroups allowing them to access local services and find meetings. Our website also provides accurate and consistent information about A.A., details about services coordinated by GSO, and encourages participation of A.A. members, groups, and committees in A.A. services and activities.

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 carry the message and effectively engage viewers of the channel. The Meeting Guide app has successfully expanded to provide local and virtual meeting information, Daily Reflections, news and alerts, and user contact with A.A. entities in the United States and Canada.

The department has grown into the hub of digital communication from GSO and the three boards, to the Fellowship and public.

The department collaborates with other GSO departments, staff assignments, working groups, corporate boards, and Grapevine on media and proposal creation, Conference Advisory Actions, and communications related projects of all types.

Finance and Accounting — *Paul Konigstein, Chief Financial Officer and Zenaida Medina, Assistant Director of Finance*: The mission of the Finance and Accounting department is:

- To provide the AAWS corporate Board, the General Service Board, and General Service Conference delegates with the information needed to ensure the financial health of A.A., be good stewards of A.A.'s assets and make sure financial activity is faithful to the Twelve Traditions and Concepts.
- To provide GSO department leaders with the information needed to make informed business decisions consistent with our financial plan.
- To facilitate GSO's day-to-day business by processing transactions such as contributions, literature sales and vendor payments.

Responsibilities of this department include: Accounts Receivable; Contributions; Accounts Payable; Budgeting; Assistance with Forum, Conference, World Service Meeting and International Convention planning; Management reporting; Facilitating audits; Literature inventory valuation; Assistance with the General Service Board's Reserve Fund and the AAWS and AA Grapevine employee retirement plans; Property and liability insurance; Sales tax.

Accounts receivable 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.

Contributions includes processing daily receipts of contributions, posting contributions to group accounts, acknowledging all contributions, answering inquiries and doing any research necessary regarding contributions. *More than 77% of contributions are received by paper checks, requiring additional research, time and money to process. You can help reduce processing cost by sharing our new contributions mailing address: PO Box 2407, James A Farley Station, New York, NY 10116-2407 and by encouraging online contributions through our new website: www.aa.org.*

Accounts payable includes verifying proper approval of payments and issuing payments to vendors through specialized software that records the expenses in the appropriate accounts.

Budgeting includes collaborating with board committees and senior management to develop a financial plan for each GSO department and assignment, monitoring actual financial activity compared to plan and recommending revisions to the plan when appropriate.

Assistance with Forum, Conference, World Service Meeting and International Convention Planning includes serving as secretary to finance committees and providing support to their chairs, being a resource for information during the budget process of these events, reconciling bank accounts and providing cash inflows/outflows reports.

Management reporting includes performing account analysis and bank reconciliations to ensure accurate reports, summarizing income and expense transactions, preparation of financial profit and loss, asset and liability and cash reports to staff, management and the boards on a monthly, quarterly and annual basis.

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

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

Providing information necessary for trusted servants to make appropriate decisions about the General Service Board's Reserve Fund and the AAWS and AA Grapevine employee retirement plans includes chairing quarterly retirement committee meetings, reconciling reserve fund and pension account statements, and reporting on funding adequacy to the Boards and the Fellowship.

Property and liability insurance includes collaborating with the AAWS Internal Audit Committee and insurance broker to ensure that financial risks are properly covered.

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

Human Resources — *Sareen Pearl, 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 GSO to attract, retain, develop, motivate and reward a highly competent and effective workforce.

The Human Resources department ensures that all aspects of the overall GSO 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.

Mail/Shipping/Receiving — *Aubrey Pereira, Manager*: The Mail/Shipping/Receiving department is responsible for annually processing nearly 47,717 pieces of incoming and 3,991 pieces of outgoing mail. Because of the pandemic and the lockdown at GSO, we did not process as large an amount of mail as we did in previous years. This department did not ship literature orders from New York to the Fellowship, the orders were shipped from our Kansas City and Canadian warehouses.

The department assembles, wraps and ships more than 70 different complimentary (no-charge) packages, including Conference and DCM Kits and Public Information packages, which are available in English, Spanish and French. This department completes an average of nearly 200 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 GSO.

As we enter into the future we will continue to explore methods to better serve the Fellowship and help carry the message through efficient distribution of printed and digital material.

Meetings, Events and Travel Services (METS) — *Sharon Vasquez, Manager*: 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 GSO/Grapevine. METS is available during all events to provide virtual and/or onsite assistance. The department is responsible for providing vendors with contract specifications and ensuring contracts are correct; maintaining an ongoing relationship with vendors; and recommending the best solutions for event planning. During the last year the METS department has managed events across virtual, in-person and hybrid settings.

Operations — *Malini Singh, Director of Operations*:

Inventory and Warehousing: This unit monitors inventory on-hand at the warehouses and reviews the rates of depletion to project future inventory requirements. The department determines reorder points based on average monthly distribution and advises the 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 NetSuite. 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 AAWS is getting the most competitive pricing and to secure new freight vendors as needed. Another function of this department is to audit the freight invoices to ensure that shipments are charged at the correct rates and that truckers' discounts are properly applied. The department assigns freight carriers for all shipments from the printers/manufacturers to the distribution points; 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.

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

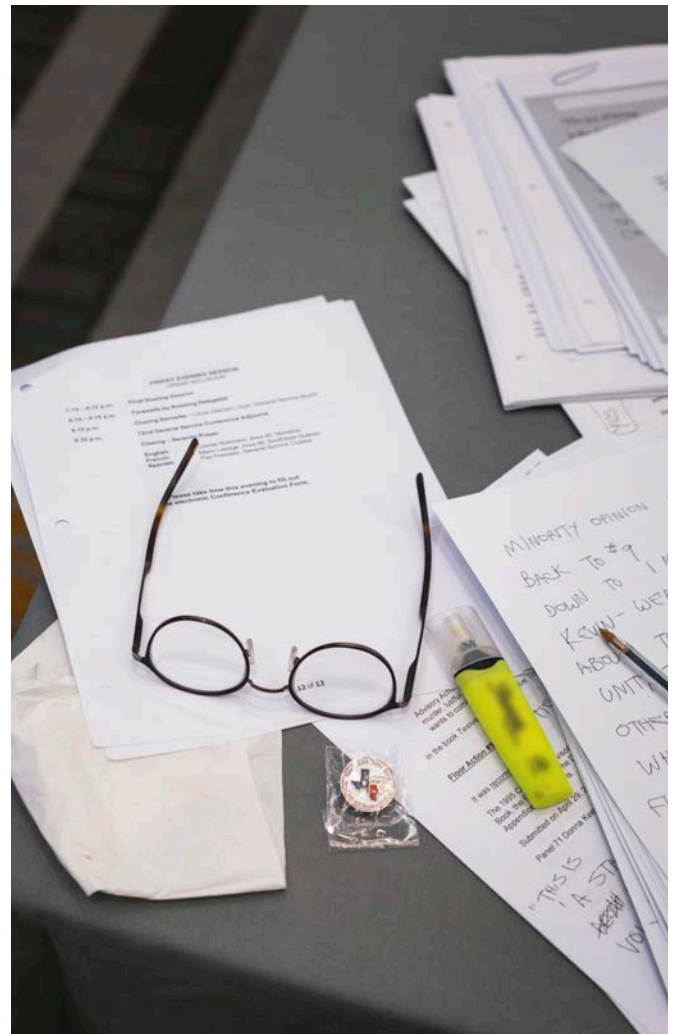
The Member Services department is responsible for processing and posting all orders. The team processes orders received each day from the United States, Canada and overseas. The orders are received by mail, phone, fax, email and the online bookstore. Overseas orders are processed from the Canadian warehouse. Member Services also generates and processes the invoices for

sales orders. The department gives price quotes and provides members and customers with general information regarding the ordering of literature. We also process all complimentary literature initiated by Staff, which includes New Group, New GSR and other complimentary literature. Orders being shipped from our warehouses are transmitted daily via Celigo integrator.

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

The Member Services team also process daily receipt of contributions; posting contributions to group accounts and making sure all contributions are acknowledged. They manage all the necessary research and inquiries relating to member contributions.

Front Desk/Receptionist: This department is responsible for managing operations at the Front Desk, including but not limited to greeting visitors to the General Service



Office, answering incoming switchboard calls and forwarding the calls to the appropriate individuals.

Publishing — *David R., Publishing Director:* All of the Publishing department's efforts continue to serve the mission of AAWS, Inc., and to support our primary purpose of carrying the message to the next sick and suffering alcoholic via our literature and to help those who help us in this mission. We work together across departments, in collaboration with our corporate boards, trustees' committees and Conference committees to achieve these goals 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 continued to achieve great strides forward, with several major projects reaching fruition, as we continued our focus on attraction, inclusivity and accessibility.

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

Publishing department divisions are: Editorial, Production (print and digital), International Licensing and Translation, Intellectual Property and Permissions, Spanish Translation, French Translation, and Webstore. The Publishing department coordinates all aspects of publishing literature, shepherding the origination, editing, revision and implementation of General Service Conference Advisory Actions that pertain to items of literature; translation into French and Spanish; production and manufacturing; and overseeing the webstore presentation of our portfolio of more than 1,100 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 110 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 GSO's website aa.org.

The publishing director oversees the department's team and its projects; and works with his team's managers, the general manager and the chief finance officer to determine the Publishing department budget requirements and sales projections. Regular reports are presented to the AAWS Publishing Committee. The publishing director works with the general manager and chief finance officer with cost information gathered and analyzed from our production and fulfillment department professionals for proposed new AAWS items to be presented to the AAWS board for their fiduciary oversight and pricing approvals.

The executive editor, managing editor, French and Spanish editors work closely with each GSO staff member to provide editorial direction and expertise regarding Conference-approved literature and a host of regularly distributed announcements, reports, service material, newsletters, and other items of literature in print and digital formats. Copyediting manuscripts, incorporating

board and Conference committee and staff suggestions for editorial changes, rewriting, proofreading 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.

Translation of Spanish and French Conference background material: Under the management of the managing editor, with linguistic supervision from our in-house French and our offsite Spanish editorial teammates, our enhanced French and Spanish freelancer pools successfully provided 2021 Conference background material for the fourth year running under tight deadlines.

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 and the publishing director, chief finance officer and operations director are apprised on costs, timing of printings, and opportunities for cost savings, as appropriate.

The senior production manager/digital works closely with the senior production manager/print, the executive editor, the managing editor, the chief finance officer, and members of the Communication Services department, as well as relevant staff services positions to gather costs, budget, produce and shepherd digital assets for ebooks, audiobooks and videos through the production, manufacturing and distribution processes.

The webstore operations manager works with the Publishing and Member Services departments and oversees all content and NetSuite-based operations of the AAWS webstore. Working closely with the publishing director, this position maintains and implements the AAWS calendar of special offers, posting of new items and special notices on new items and backordered items. This position analyzes sales results monthly and reports results and trends regularly to the AAWS board's Publishing Committee. Digital distribution operations including vendor relationships, onboarding, metadata consistency and maintenance in collaboration with an in-house workgroup, and content ingestion activities also fall under this position's direction. Addressing the needs from Intergroup/Central Offices (working with the Group Services staff desk and Member Services department) relating to special offers and webstore operations is also of primary concern for this position.

The routine monitoring and protecting of AAWS, Inc. copyrights and trademarks continues under the guidance 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, domain names, and responding to potential infringement falls under this position's purview.

The licensing administrator, with the assistance of an in-house part-time assistant, addresses the contin-

ual surge in queries regarding international translation and licensing of AAWS, Inc. and AA Grapevine, Inc. copyrighted material. Notably in 2021, the publishing director and international licensing administrator attended zonal gatherings via Zoom for the Asia Oceania Service Meeting (AOSM), Sub-Saharan Africa Service Meeting (SSASM), Meeting of the Americas (REDELA), and European Service Meeting (ESM), along with dozens of one-on-one follow-up Zooms with individual countries' literature and translation committee representatives.

New: Translations of A.A. material have been submitted in the Paraguayan language of Guarani (spoken in Argentina, Bolivia, Brazil and Paraguay). Also, a Kinyarwanda Big Book project moved forward, with a local Rwanda A.A. committee reviewing translated text. This language is spoken in Congo, Rwanda, Tanzania, and Uganda.

Notable: Arabic-speaking countries joint translation and licensing has been instituted in collaboration with the Middle East Regional Committee of Alcoholics Anonymous (MERCAA) in efforts to address widespread expressed need for enhancing the availability of A.A. materials in the MERCAA-member countries of Bahrain, Egypt, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, and United Arab Emirates.

New 8th Floor Offices

The Publishing department moved into its new office space on the 8th Floor, and employees returned to the office on hybrid schedules in this new space starting in April 2021. The organization has made use of the new 8th Floor conference room this year as well.

New aa.org website

The publishing director and members of the Publishing department were integral participants on the steering committee and workgroups in the development and review of content for the new aa.org website. Next phase of continued added content, corrections and polishing is ongoing.

New enhanced AAWS ebook and audiobook distribution

In mid-January 2021, AAWS, Inc. officially launched its enhanced ebook and audiobook distribution implementation with Ingram CoreSource Plus, effectuating distribution via 38 major ebook platforms (including Amazon, Apple, B&N, Kobo, Google Play books, BibliU, Hoopla, Libreka, Libri, Mackin Education, Scribd, and OverDrive: as well as 13 major audiobook vendors, including Audio Apple, Audible, Audio Kobo, Audio Google Play, Hummingbird, and Storytel).

Corrections-specific digital distribution

Progress milestones in our efforts to get items of AAWS, Inc.-copyrighted literature in PDFs, ebook and audiobook into prisons, jails and other corrections venues via tablets and other devices included signing contracts with major vendors Securus Jpay and Edovo. Ingestion of ebooks and audiobooks and content testing are in progress. In

the works are continued explorations with Corrections Service Canada and local A.A. Corrections efforts.

New souvenir gift book

With the cancellation of the 2020 International Convention in Detroit, the event souvenir book, *A Visual History of Alcoholics Anonymous: An Archival Journey* was released in English, French and Spanish editions on February 14, 2021. The book includes a highlight on the Virtual 2020 International Convention, a special focus on A.A. in Detroit, and updated coverage of recent digital innovations in A.A. group life. By end of 2021, more than 20,000 copies have been distributed.

New Big Book audiobooks in CD sets

Alcoholics Anonymous, the Big Book — in new professional recordings with state-of-the-art production features — were released in newly manufactured CD sets to address widespread expressed need for accessibility of the Big Book in audio CD format for members who have limited digital and WiFi access and other barriers to access.

Daily Reflections audiobook production

Following approval by the AAWS board for professional narrator production to commence, audio recordings in English were completed in 2021. French and Spanish recordings to proceed in 2022. Plans for distribution will be formalized when all three (English, French, and Spanish) editions are professionally recorded.

Supply chain delays

Due to Covid-19 disruptions, 2021 was a year marked by delays in the paper supply, manufacturing, printing, shipping, and trucking delivery supply chain for the delivery of printed materials worldwide, and these disruptions directly impacted the supply chain for AAWS literature and other items. Working together across our GSO service departments, and having regular communication with our members, service structures and Intergroup/Central Offices — and implementing daily updates about stock availability item-by-item on our AAWS webstore — has been a key focus.

A.A. Service Manual combined with Twelve Concepts for World Service, 2021–2023 Edition

By Advisory Action of the 71st General Service Conference, the newly updated, revised and redesigned service manual was released in print in English (BM-31), French (FBM-31) and Spanish (SBM-31).

Pamphlets

By Advisory Actions of the 71st General Service Conference, two new pamphlets were released in English, French and Spanish: “Experience Has Taught Us: An Introduction to Our Twelve Traditions” and “Hispanic Women in A.A.” Revised and retitled: “Faith Leaders Ask About Alcoholics Anonymous” (formerly titled “Members of the Clergy Ask About Alcoholics Anonymous”).

Revised A.A. Preamble items

By Advisory Action of the 71st General Service Conference, the A.A. Preamble was updated in the following materials (in English, French and Spanish): Preamble Placard and Wallet Card.

Revised and reformatted Twelve Steps and Twelve Traditions

By Advisory Action of the 71st General Service Conference, revised and reformatted "Twelve and Twelves" in English, French and Spanish have been printed and made available. This effort will continue as reprints in different formats are needed.

"Your General Service Office, the Grapevine and the General Service Structure" DVD

Manufacturing was completed, with delivery to warehouse and on-sale dates projected for early January 2022.

Our Great Responsibility ebook project update

English ebook conversion is completed. Projected final review of Spanish and French editions to be completed for an on-sale release date of all three languages in first quarter 2022.

Quebec Sign Language (LSQ) video and American Sign Language (ASL) video of "Access to A.A." pamphlet

Production to begin in early 2022.

Alcoholics Anonymous, Fifth Edition; Alcohólicos Anónimos, Cuarta Edición [Fourth Edition]; Plain & Simple Language Big Book project

See the report of the trustees' Literature Committee for information on these projects recommended by Advisory Actions of the 71st General Service Conference.

Five-month Reduced Shipping Charges Test Pilot results

AAWS had widespread participation in its Five-Month Reduced Shipping Test Pilot, which ran from May 17 to October 18, 2021. As a result, a new schedule of shipping charges for items of AAWS literature will be implemented in first quarter 2022.

Registering Canadian copyrights

In response to recent developments specific to Canadian copyright law and term limitations of copyright, our IP team (with research assistance from nonalcoholic Archives director Michelle Mirza) completed copyright registration with the Canadian Intellectual Property Office (CIPO) for our Big Book, *Alcoholics Anonymous*, and 36 other AAWS, Inc. books and booklets in their English, French and Spanish editions.

Staff Services — *Sandra W., Director:* The director of staff services reports directly to the general manager and is responsible for the oversight and management of GSO Staff and services. The position works closely with the general manager on a broad spectrum of activities that are critical to the operations and management of the General Service Office. The director undertakes, at the request of the general manager, special projects and committee assignments and informs the general manager on all significant issues involving the Fellowship and/or the GSO that come to his or her attention.

The principal duties and responsibilities of this position are the following:

- Provides supervision and leadership to GSO staff and staff services manager, ensuring sound performance management and procedures are implemented.

- Ensures staff functions are effectively and efficiently supported, including, but not limited to assessment of staffing needs and requirements.
- Coordinates budgeting and monitors the annual budget for the Staff Services department. Works with CFO to ensure accounting for staff services projects and activities is accurate and timely. Authorized to sign checks within identified thresholds.
- Participates as part of the senior management team of the GSO.
- As senior management, assists in the development and implementation of strategic planning policies and initiatives necessary to meet the objectives of the GSO.
- Chairs or participates on various committees and teams as requested.
- Lends support, at the direction of the general manager, in the execution of special projects and programs in furtherance of the mission and goals of the GSO.
- Provides support in coordination of the General Service Board meetings.
- Communicates with the general manager on all relevant matters of Services including the Fellowship and the General Service Office.
- Coordinates with the staff coordinator and staff services manager the training of new staff and staff assistants.

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

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

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

The Technology Services department provides leadership and expertise to the entire organization on company-wide projects, such as the launch of the new aa.org website in December 2021 and the development of GSO's Business Continuity/Disaster Recovery Plan.

■ Literature Distributed — 2021

ENGLISH

Books

Alcoholics Anonymous (hard cover)	396,883
Alcoholics Anonymous (soft cover)	250,904
Alcoholics Anonymous (large print)	49,247
Alcoholics Anonymous (pocket abridged)	45,535
Alcoholics Anonymous (large print/abridged)	22,072
Daily Reflections	95,427
Daily Reflections (large print)	13,504
Twelve Steps and Twelve Traditions (hard cover)	137,027
Twelve Steps and Twelve Traditions (gift ed.)	2,258
Twelve Steps and Twelve Traditions (soft cover)	122,426
Twelve Steps and Twelve Traditions (large print)	33,614
Twelve Steps and Twelve Traditions (pocket ed.)	11,684
A.A. Comes of Age	7,436
As Bill Sees It	11,030
As Bill Sees It (soft cover)	18,225
As Bill Sees It (large print)	3,380
Dr. Bob and the Good Oldtimers	3,368
'Pass It On'	3,990
Our Great Responsibility	4,016
Experience, Strength & Hope	5,610
A Visual History of Alcoholics Anonymous: An Archival Journey	18,694
Total	1,256,330

Booklets

The A.A. Service Manual/Twelve Concepts	17,492
Twelve Concepts for World Service	447
Living Sober	75,186
Living Sober (large print)	8,266
Came to Believe	19,473
Came to Believe (large print)	3,068
A.A. in Prison: Inmate to Inmate (now A.A. in Prison: A Message of Hope)	4,301
Total	110,741

Pamphlets

A.A. and the Armed Services	4,255
LGBTQ Alcoholics in A.A.	12,899
A.A. as a Resource for the Health Care Professional	10,851
A.A. for the Native North American	4,813
Women in A.A.	25,866
The A.A. Group	36,363
A.A. in Your Community	12,086
A.A. in Correctional Facilities	6,277
A.A. in Treatment Facilities	7,489
The A.A. Membership Survey	5,189
The A.A. Member — Medications and Other Drugs	23,014
A.A. Tradition — How It Developed	7,611
A.A.'s Legacy of Service	3,148
A Brief Guide to Alcoholics Anonymous	40,132
Circles of Love and Service	14,288
Bridging the Gap	9,960

Faith Leaders Ask About A.A.	8,970
The Co-Founders of Alcoholics Anonymous	6,093
Do You Think You're Different?	33,886
Frequently Asked Questions	69,825
Frequently Asked Questions (large print)	2,185
G.S.R.	14,195
A.A. Grapevine and La Viña — Our Meetings in Print	8,584
How A.A. Members Cooperate	5,218
How It Works	23,858
If You Are a Professional	9,097
Inside A.A.	15,565
A.A. for the Black and African-American Alcoholic	7,355
Is A.A. for You?	143,965
Is A.A. for Me?	37,451
Is There a Problem Drinker in the Workplace?	5,867
Is There an Alcoholic in Your Life?	13,993
It Happened to Alice	7,365
It Sure Beats Sitting in a Cell	10,913
The Jack Alexander Article	4,191
Let's Be Friendly with Our Friends	2,327
A Member's-Eye View of A.A.	12,682
Memo to an Inmate Who May Be an Alcoholic (now Behind the Walls: A Message of Hope)	9,932
A Message to Correctional Facilities Administrators	4,630
A Newcomer Asks	130,318
Problems Other Than Alcohol	25,826
Questions and Answers on Sponsorship	100,568
Speaking at Non-A.A. Meetings	4,438
The Twelve Concepts for World Service Illustrated	13,914
The Twelve Steps Illustrated	18,892
Twelve Tradition Flyer	2,062
The Twelve Traditions Illustrated	22,976
This Is A.A.	109,561
This Is A.A. (large print)	2,384
A.A. for the Older Alcoholic (large print)	12,084
Too Young?	13,118
Understanding Anonymity	16,080
What Happened to Joe	5,969
The "God" Word — Agnostic and Atheist Members in A.A.	17,010
A.A. for Alcoholics with Mental Health Issues — and their sponsors	13,974
Young People and A.A.	25,894
Access to A.A. — Members share on overcoming barriers	6,243
Many Paths to Spirituality	19,613
Hispanic Women in A.A.	4,522
Experience Has Taught Us: An Introduction to Our Twelve Traditions	6,338
Total	1,254,172

Miscellaneous

Wallet cards — two-fold	85,513
Wallet cards — I Am Responsible	12,184

Wallet cards — Anonymity	7,778
Anonymity Display Card	943
Parchment-scrolls	1,164
Placards	693
C.P.C. Workbook	658
Archives Workbook	277
Corrections Workbook	421
P.I. Workbook	641
Treatment Facilities Workbook	645
Treatment Facility Kit	149
Accessibilities Workbook	290
A.A. Guidelines	23,704
Group Handbook	56
Wire Racks	803
Archival recordings on cassette, various	7
Three Legacies by Bill CD	55
Voices of our Co-Founders CD	59
Bill Discusses the Twelve Traditions	66
A Brief Guide to A.A. CD	89
A.A. for the Alcoholic with Special Needs CD	8
Markings on the Journey	53
A.A. in Correctional Facilities DVD	134
Bill's Own Story DVD	82
Bill Discusses the Twelve Traditions DVD	87
Carrying the Message Behind These Walls	124
Your A.A. G.S.O., the Grapevine, and the General Service Structure	43
Hope: A.A. DVD	99
Young's People's Videos	189
Alcoholics Anonymous ASL DVD	219
Twelve Steps and Twelve Traditions ASL DVD	481
A.A. Cooperation with the Professional Community DVD	196
Young People's Animation Videos (Set of 4) DVD	9
ASL A.A. for the Alcoholic with Special Needs	198
A New Freedom DVD	128
Alcoholics Anonymous (cassette album)	19
Alcoholics Anonymous (4th Ed cassette album)	10
Alcoholics Anonymous (4th Ed CD album) unabridged	594
Alcoholics Anonymous (4th Ed CD album) abridged	416
A.A. Comes of Age (CD album)	79
Twelve Steps and Twelve Traditions (cassette album)	4
Twelve Steps and Twelve Traditions (CD album)	400
TV Public Service Announcement	0
Radio Public Service Announcements	9
Twelve Steps shade displays	1,175
Twelve Traditions shade displays	1,109
Fact File	446
Table Top Display 12 & 12	157
Pioneers of AA (cassette album)	1
Pioneers of AA (CD album)	14
Living Sober (CD album)	62

Total 142,740
Grand Total 2,763,983

SPANISH

Libros

Alcohólicos Anónimos (Alcoholics Anonymous), tapa blanda	5,851
Alcohólicos Anónimos (Alcoholics Anonymous), tapa dura	9,411
Alcohólicos Anónimos (Alcoholics Anonymous), versión abreviada de bolsillo	3,050
Alcohólicos Anónimos (Alcoholics Anonymous), letra grande	4,101
Alcohólicos Anónimos (Alcoholics Anonymous), versión abreviada, letra grande	2,090
Como Lo Ve Bill (As Bill Sees It)	2,798
AA Llega a su mayoría de edad (A.A. Comes of Age)	2,523
El Dr. Bob y los buenos veteranos (Dr. Bob and the Good Oldtimers)	1,766
'Transmítelo' (Pass it On)	2,046
Reflexiones diarias (Daily Reflections)	6,366
Viviendo sobrio (Living Sober)	8,493
El Manual de Servicio de AA / Doce Conceptos para el Servicio Mundial (A.A. Service Manual/Twelve Concepts)	3,989
Doce Pasos y Doce Tradiciones (Twelve Steps and Twelve Traditions)	10,612
Llegamos a creer (Came to Believe)	2,594
AA en prisiones (A.A. in Prison)	2,236
Doce Pasos y Doce Tradiciones (bolsillo)	2,055
Doce Pasos y Doce Tradiciones (letra grande)	5,293
De las tinieblas hacia la luz	2,330
Nuestra gran responsabilidad (Our Great Responsibility)	2,754
Una historia visual de Alcohólicos Anónimos: un viaje archivístico (A Visual History of Alcoholics Anonymous: An Archival Journey)	1,889
Total	82,247

Folletos

AA en su comunidad (A.A. in Your Community)	1,284
Preguntas frecuentes acerca de AA (Frequently Asked Questions)	7,293
Esto es AA (This is A.A.)	7,495
¿Es AA para usted? (Is A.A. for You?)	24,128
¿Hay un alcohólico en su vida? (Is There an Alcoholic in Your Life?)	1,952
Carta a un preso que puede ser un alcohólico (Memo to an Inmate)	694
El punto de vista de un miembro de AA (A Member's-Eye View)	526
Alcohólicos Anónimos por Jack Alexander (Jack Alexander Article)	900
Seamos amistosos con nuestros amigos (Let's be Friendly with our Friends)	392
Un principiante pregunta (A Newcomer Asks)	4,991
Cómo funciona (How It Works)	1,209
Lo que le sucedió a José (What Happened to Joe)	2,913
Comprendiendo el Anonimato (Understanding Anonymity)	1,445
El Grupo de AA (The A.A. Group)	4,677
Preguntas y respuestas sobre el apadrinamiento (Questions and Answers on Sponsorship)	4,610
El miembro de AA — Los medicamentos y otras drogas (The A.A. Member — Medications and Other Drugs)	1,395

Las Doce Tradiciones Ilustradas (The Twelve Traditions Illustrated)	1,813
AA en los entornos de tratamiento (A.A. in Treatment Settings)	655
Los jóvenes y AA (Young People and A.A.)	3,476
La Tradición de AA — ¿Cómo se desarrolló? (A.A. Tradition — How It Developed)	1,568
Una breve guía a AA (A Brief Guide to A.A.)	3,414
AA en las instituciones correccionales (A.A. in Correctional Facilities)	1,051
Problemas diferentes del alcohol (Problems Other Than Alcohol)	2,757
Es mejor que estar sentado en una celda (It Sure Beats Sitting In a Cell)	1,428
¿Cómo cooperan los miembros de AA? (How A.A. Members Cooperate)	1,325
Dentro de AA (Inside A.A.)	986
AA como recurso para los profesionales de la salud (A.A. as a Resource for the Health Care Professional)	942
Los líderes religiosos preguntan acerca de AA (Faith Leaders Ask About A.A.)	1,554
RSG (G.S.R.)	1,283
¿Se cree usted diferente? (Do You Think You're Different?)	1,668
Le sucedió a Alicia (It Happened to Alice)	2,209
Hablando en reuniones no AA Speaking at non-A.A. Meetings	575
Las mujeres en AA (Women in A.A.)	4,293
Encuesta sobre los miembros de AA (A.A. Membership Survey)	329
¿Hay un bebedor problema en el lugar de trabajo? (Is there a problem drinker in the workplace?)	1,565
¿Es AA para mí? (Is A.A. for Me?)	3,975
AA para el alcohólico de edad avanzada (A.A. for the older alcoholic)	1,615
Los Doce Pasos Ilustrados (The Twelve Steps Illustrated)	1,066
Círculos de amor y servicio (Circles of Love & Service)	1,299
Uniendo las orillas (Bridging the Gap)	769
Los Doce Conceptos Ilustrados (Twelve Concepts Illustrated)	1,181
Los alcohólicos LGBTQ en AA (LGBTQ Alcoholics in A.A.)	1,186
El legado de servicio de AA (A.A. Legacy of Service)	615
Si usted es un profesional (If you are a Professional...)	395
El Grapevine y La Viña de AA (Grapevine and La Viña — Our Meetings in Print)	599
¿Demasiado joven? (Too Young?)	2,079
Acceso a AA: los miembros hablan sobre superar las barreras (Access to A.A. — Members share on overcoming barriers)	692
Muchas sendas hacia espiritualidad (Many Paths to Spirituality)	1,521
AA y las fuerzas armadas (A.A. and the Armed Services)	256
La palabra "Dios" — Los miembros de de AA agnósticos y ateos (The "God" Word — Agnostic and Atheist Members in A.A.)	1,466
AA para los alcohólicos con problemas de salud mental — y sus padrinos (A.A. for Alcoholics with Mental Health Issues — and their sponsors)	755
AA para el alcohólico negro y afroamericano (A.A. for the Black and African-American Alcoholic)	145
Esto es AA (This is A.A.), letra grande	312

Preguntas frecuentes acerca de AA (Frequently Asked Questions about A.A.), letra grande	30 0
AA para el nativo norteamericano (A.A. for the Native North American)	235
Mujeres hispanas en AA (Women in A.A.)	4,282
La experiencia nos ha enseñado: una introducción a nuestras Doce Tradiciones (Experience Has Taught Us: An Introduction to Our Twelve Traditions)	1,635
Total	124,903

Otros artículos

Guías (Guidelines)	4,742
Pergaminos (parchments)	307
Tarjetas tamaño billetera (wallet cards)	3,161
Alcohólicos Anónimos (juego de cassettes) (Big Book on cassette)	0
Alcohólicos Anónimos (juego de CD), texto íntegro (Big Book on CD)	11
Alcohólicos Anónimos (juego de CD), versión abreviada (Big Book on CD)	367
Doce Pasos y Doce Tradiciones (juego de CD)	302
Total	8,890
Gran total	216,040

FRENCH

Livres

Les Alcooliques Anonymes (Alcoholics Anonymous — format relié)	2,460
Les Alcooliques Anonymes (Alcoholics Anonymous — format souple)	331
Les Alcooliques Anonymes (Alcoholics Anonymous — format poche)	52
Les Alcooliques Anonymes (Alcoholics Anonymous — gros caractères)	339
Les Alcooliques Anonymes (Alcoholics Anonymous — gros caractères/abrége)	50
Les Douze Étapes et les Douze Traditions (Twelve & Twelve — format relié)	910
Les Douze Étapes et les Douze Traditions (Twelve & Twelve — format souple)	428
Les Douze Étapes et les Douze Traditions (Twelve & Twelve — gros caractères)	213
Les Douze Étapes et les Douze Traditions (Twelve & Twelve — format poche)	129
Le Mouvement des A.A. devient adulte (A.A. Comes of Age)	88
Réflexions de Bill (As Bill Sees It)	964
Réflexions Quotidiennes (Daily Reflections)	1,781
Dr Bob et les pionniers (Dr. Bob and the Good Oldtimers)	79
Expérience, Force & Espoir (Experience, Strength and Hope)	85
'Transmets-Le' (Pass It On)	72
Les A.A. en Prison (A.A. in Prison)	60
Une histoire visuelle des Alcooliques anonymes : voyage au coeur des archives (A Visual History of Alcoholics Anonymous: an archival journey)	37
Total	8,967

Livrets

Nous en sommes venus à croire (Came to Believe)	384
Vivre... sans alcool! (Living Sober)	1,753
Le Manuel du Service et les Douze Concepts	843
Total	2,980

Brochures

Voici les AA (This is A.A.)	3,527	Vous croyez-vous différent? (Do You Think You're Different?)	487
Foire aux questions sur les AA (Frequently Asked Questions About A.A.)	672	Sondage sur les membres des AA (The A.A. Membership Survey)	424
Les AA : sont-ils pour vous? (Is A.A. for You?)	2,879	Les jeunes et les AA (Young People & A.A.)	407
Les femmes des AA (Women in AA)	176	Votre BSG (Your G.S.O.)	396
Collaboration des membres des AA (How A.A. Members Cooperate)	91	AA pour l'alcoolique plus âgé (A.A. for the older alcoholic)	35
Y a-t-il un buveur à problème dans votre milieu de travail? (Is there a problem drinker in the workplace?)	301	Un nouveau veut savoir (A Newcomer Asks)	1,658
Le membre des AA face aux médicaments et à la drogue (The A.A. Member — Medications & Other Drugs)	238	Les AA sont-ils pour moi? (Is A.A. for Me?)	307
Les AA — Article du Saturday Evening Post (The Jack Alexander Article)	133	Favoriser de rapprochement (Bridging the Gap)	11
Collaborons avec nos amis (Let's Be Friendly With Our Friends)	64	Les Douze Étapes Illustrées (Twelve Steps Illustrated)	212
Questions et réponses sur le parrainage (Questions and Answers on Sponsorship)	734	Les AA et les autochtones d'Amérique du Nord (A.A. and the Native North American)	83
Les AA : Une ressource pour les médecins (A.A. as a Resource for the Health Care Professional)	931	L'accès aux AA — des membres racontent comment ils ont surmonté des obstacles (Access to A.A. — Members share on overcoming barriers)	330
Les AA dans les centres de traitement (A.A. in Treatment Facilities)	190	Différentes avenues vers la spiritualité (Many Paths to Spirituality)	3,552
La Tradition des AA et son développement (A.A. Tradition/How It Developed)	32	Les AA et les forces armées (A.A. and the Armed Services)	102
Vous vous occupez professionnellement d'alcoolisme? (If You Are a Professional)	264	Le mot « Dieu » — Membres agnostiques et athées chez les AA (The "God" Word — Agnostic and Atheist Members in A.A.)	338
L'Histoire de Nicole (It Happened to Alice)	323	Les alcooliques LGBTQ des AA (LGBTQ Alcoholics in A.A.)	335
Jean face à son problème d'alcool (What Happened to Joe)	54	Les AA pour les alcooliques atteints de maladie mentale (A.A. for Alcoholics with Mental Health Issues — and their sponsors)	306
Les AA dans votre milieu (A.A. in Your Community)	186	Voici les AA (This is A.A. — gros caractères)	
Problèmes autres que l'alcoolisme (Problems Other Than Alcohol)	429	Foire aux questions sur les AA (Frequently Asked Questions about A.A. — gros caractères))	25
Point de vue d'un membre sur les AA (A Member's-Eye View of A.A.)	36	Lignes de conduite des AA (Guidelines)	1,034
Les Douze Traditions illustrées (The Twelve Traditions Illustrated)	658	Les femmes hispaniques chez les AA (Hispanic Women in A.A.)	0
Les AA dans les établissements correctionnels (A.A. in Correctional Facilities)	298	L'expérience nous a appris : une introduction à nos Douze Traditions (Experience Has Taught Us: An Introduction to Our Twelve Traditions)	740
Ça vaut mieux que de languir en prison (It Sure Beats Sitting in a Cell)	106	Total	27,920
Petit guide pratique sur les AA (A Brief Guide to A.A.)	471	Divers	
Les leaders religieux s'informent sur les AA (Faith Leaders Ask About A.A.)	21	12 & 12 (jeu de cassettes)	0
Les deux fondateurs d'AA (The Co-founders of A.A.)	366	12 & 12 (jeu de CD)	65
Message à l'intention d'un détenu (Memo to an Inmate)	54	Les Alcooliques Anonymes/Intégrale (jeu de CD)	0
Message aux directeurs d'établissements correctionnels (Message to Correctional Facilities Administrators)	21	Les Alcooliques Anonymes/Abrégée (jeu de CD)	128
Le groupe des AA (The A.A. Group)	568	Carte 12 Étapes/12 Traditions (Wallet card 12 Steps & 12 Traditions)	383
Les Douze Concepts illustrés (Twelve Concepts Illustrated)	356	Carte sur l'anonymat (Français/anglais) (Anonymity wallet card)	0
Le sens de l'anonymat (Understanding Anonymity)	839	Carte Je Suis Responsable (I am responsible wallet card)	11
Y-a-t-il un alcoolique dans votre vie? (Is There an Alcoholic in Your Life?)	436	La transmission du message (DVD)	8
Le RSG (The G.S.R.)	351	Votre Bureau des Services généraux (DVD)	1
Causeries à l'extérieur des AA (Speaking at Non-A.A. Meetings)	92	Notre méthode (How It Works)	4822
Trop jeune? (Too Young?)	207	Manuel de groupe	23
La structure de l'association des AA (Inside A.A.)	355	Pochette de l'Information Publique	5
L'héritage des services des AA (A.A.'s Legacy of Service)	3	Pochette des Centres de Detention	8
Cercles d'amour et de service (Circles of Love & Service)	341	Pochette de la CMP	8
		Prière de la Sérénité (12x16) (parchemin)	23
		Pochette des Centres de Traitement	3
		Dossier d'Information sur les A.A. (Fact File)	28
		Total	5,516
		Somme final	45,383

■ AA Grapevine Literature Distributed — 2021

A Rabbit Walks Into a Bar (softcover)	1,031
AA in the Military	319
Bajo El Mismo Techo	1,420
Beginners' Book: Getting & Staying Sober in AA	2,203
Best of Bill (softcover)	4,109
Best of Bill (large print softcover)	788
El Grupo Base	664
El Lenguaje del Corazón	1,347
Emotional Sobriety II (softcover)	3,583
Emotional Sobriety: The Next Frontier (softcover)	10,118
En Tête à Tête	81
Felices, Alegres y Libres	1,136
Forming True Partnerships	710
Free on the Inside	4,032
Frente a Frente	1,241
Grapevine Citation du jour Livre	1,133
Happy, Joyous & Free:	
The Lighter Side of Sobriety (softcover)	1,300
Heureux, Joyeux et Libres	219
I Am Responsible: The Hand of AA	359
In Our Own Words:	
Stories of Young AAs in Recovery (softcover)	272
Into Action: Stories from AA Grapevine (softcover)	699
La Sobriété Émotive	561
Language of the Heart (hardcover)	2,719
Language of the Heart (large print softcover)	486
Language of the Heart (softcover)	6,342
Le Groupe d'Attache	93
Le Langage du Coeur	147
Les Meilleurs Articles de Bill	380
Libro de Cita Diara con el Grapevine	1,193
Lo Mejor de Bill	2,333
Lo Mejor de La Viña	856
Making Amends	883
No Matter What: Dealing With Adversity in Sobriety	1,219
One Big Tent	1,302
One on One: AA Sponsorship in Action	1,031
Our Twelve Traditions	1,363
Prayer and Meditation	9,264
Sober & Out	531
Spiritual Awakenings II (softcover)	724
Spiritual Awakenings: Journeys of the Spirit (softcover)	1,825
Step By Step	952
Take Me to Your Sponsor	1,491
Thank You for Sharing (softcover)	313
The Best of the Grapevine: Volumes 1, 2 & 3	832
The Grapevine Daily Quote Book	185
The Grapevine Daily Quote Book (new cover)	1,391
The Home Group: Heartbeat of AA	676
Un Día a la Vez	1,194
Voices of Long-Term Sobriety	644
Voices of Women in AA:	
Stories of Experience, Strength & Hope (softcover)	5,023
Women in AA	3,457
Young & Sober: Stories from AA Grapevine (softcover)	515
Total Books	86,689
E-books (showing only annual sales of 75 or more)	
Beginners' Book	96
Emotional Sobriety	1,119
Emotional Sobriety II	328
One Big Tent	143
Prayer & Meditation	198
Spiritual Awakenings	167
The Best of Bill	294
The Best of Grapevine, Vols. 1,2,3	203
The Grapevine Daily Quote Book	77
The Language of the Heart	1,127
Voices of Women in AA	316
Total E-Books	4,805
CDs, Cassettes and MP3s — English	658
CDs, Cassettes and MP3s — Spanish, French	1,028
Total:	1,686
Miscellaneous	10,049
Grand Total	103,229

GRAPEVINE SUBSCRIPTIONS* — Geographical Breakdown

	APRIL 2022	APRIL 2021	INCREASE/ DECREASE
UNITED STATES*			
Alabama	382	354	28
Alaska	256	289	(33)
Arizona	1,414	1,431	(17)
Arkansas	291	283	8
California	6,033	5,713	320
Colorado	1,147	1,125	22
Connecticut	704	667	37
Delaware	233	229	4
District of Columbia	83	89	(6)
Florida	3,254	3,119	135
Georgia	1,337	1,308	29
Hawaii	292	287	5
Idaho	449	446	3
Illinois	1,850	1,856	(6)
Indiana	882	868	14
Iowa	633	642	(9)
Kansas	551	541	10
Kentucky	505	439	66
Louisiana	340	348	(8)
Maine	375	377	(2)
Maryland	872	850	22
Massachusetts	1,144	1,182	(38)
Michigan	1,747	1,773	(26)
Minnesota	1,628	1,638	(10)
Mississippi	190	180	10
Missouri	1,031	1,045	(14)
Montana	472	435	37
Nebraska	518	538	(20)
Nevada	631	593	38
New Hampshire	359	341	18
New Jersey	1,498	1,480	18
New Mexico	363	374	(11)
New York	2,902	2,998	(96)
North Carolina	1,368	1,367	1
North Dakota	254	295	(41)
Ohio	1,346	1,358	(12)
Oklahoma	371	362	9
Oregon	1,114	1,135	(21)
Pennsylvania	3,255	3,272	(17)
Rhode Island	202	202	0
South Carolina	603	607	(4)
South Dakota	162	186	(24)
Tennessee	689	664	25
Texas	2,491	2,351	140
Utah	370	390	(20)
Vermont	205	209	(4)
Virginia	1,391	1,425	(34)
Washington	1,699	1,759	(60)
West Virginia	221	217	4
Wisconsin	1,416	1,526	(110)
Wyoming	146	156	(10)
Possessions & Other Areas	25	28	(3)
Subtotal US	51,694	51,347	347
CANADA*			
Alberta	396	403	(7)
British Columbia	702	653	49
Manitoba	139	166	(27)
New Brunswick	114	113	1
Newfoundland and Labrador	48	39	9
Northwest Territories	15	16	(1)
Nova Scotia	129	154	(25)
Nunavut	3	1	2
Ontario	1,392	1,595	(203)
Prince Edward Island	58	57	1
Quebec	174	185	(11)
Saskatchewan	195	226	(31)
Yukon	29	35	(6)
Canada (Unknown)	1	0	1
Subtotal CANADA	3,395	3,643	(248)
FOREIGN*	557	454	103
Grand Total	55,646	55,444	202
LA VIÑA SUBSCRIPTIONS*			
	Mar./Apr. '22	Mar./Apr. '21	Diff.
Total	5,882	5,026	856
(*does not include monthly orders)			

■ Report of the Independent Auditor

The Board of Trustees

The General Service Board of

Alcoholics Anonymous, Inc. and Affiliates

475 Riverside Drive, New York, New York 10115

Report on the Audit of the Consolidated Financial Statements

Opinion

We have audited the consolidated financial statements of The General Service Board of Alcoholics Anonymous, Inc. and its Affiliates: Alcoholics Anonymous World Services, Inc. and Alcoholics Anonymous Grapevine, Inc. (collectively, the “Organization”), which comprise the consolidated statement of financial position as of December 31, 2021, and the related consolidated statements of activities, functional expenses and cash flows for the year then ended, and the related notes to the consolidated financial statements.

In our opinion, the accompanying consolidated financial statements present fairly, in all material respects, the financial position of the Organization as of December 31, 2021, and the change in their net assets and their cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Basis for Opinion

We conducted our audit in accordance with auditing standards generally accepted in the United States of America (“GAAS”). Our responsibilities under those standards are further described in the Auditors’ Responsibilities for the Audit of the Consolidated Financial Statements section of our report. We are required to be independent of the Organization and to meet our other ethical responsibilities in accordance with the relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Report on December 31, 2020 Consolidated Financial Statements

The consolidated financial statements of the Organization as of and for the year ended December 31, 2020 were audited by another auditor whose report dated April 15, 2021 expressed an unmodified opinion on those consolidated statements.

Responsibilities of Management for the Consolidated Financial Statements

Management is responsible for the preparation and fair presentation of the consolidated financial statements in accordance with accounting principles generally accepted in the United States of America, and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the consolidated financial statements, man-

agement is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about the Organization’s ability to continue as a going concern for one year after the date that the consolidated financial statements are available to be issued.

Auditors’ Responsibilities for the Audit of the Consolidated Financial Statements

Our objectives are to obtain reasonable assurance about whether the consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors’ report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with GAAS will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the consolidated financial statements.

In performing an audit in accordance with GAAS, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the consolidated financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the consolidated financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Organization’s internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the consolidated financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about the Organization’s ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control related matters that we identified during the audit.

Mayer Roffman McCann CPAs

New York, NY April 22, 2022

The General Service Board of Alcoholics Anonymous, Inc. and Affiliates

CONSOLIDATED STATEMENT OF FINANCIAL POSITION

Year Ended December 31, 2021 (with comparative totals for 2020)

General Service Board of A.A.

	General Fund	Reserve Fund	Capital Projects Fund	Postretirement Medical Fund	Pension Benefits	A.A. World Services, Inc.	AA Grapevine, Inc.	Eliminations	Consolidated Total 2021	Consolidated Total 2020
ASSETS										
Cash and cash equivalents (Notes 2D & 7)	\$1,806,964	\$ 5,596,553		\$ 99,710		\$ 1,123,202	\$ 631,921		\$ 9,258,350	\$ 4,493,813
Investments (Notes 2E, 2F, 4, 5 & 8)		8,697,138		8,608,074					17,305,212	20,343,034
Accounts receivable, net (Note 2K)						445,023	112,489		557,512	379,792
Inventory (Note 2G)						3,289,548	375,381		3,664,929	3,306,831
Prepaid expenses and other assets (Note 9)	523,663	2,095			3,572,594	299,998	238,296	(14,000)	4,622,646	697,505
Due from affiliates/ intercompany funds (Note 11)						3,226,792	1,443,500	(4,670,292)		
Property and equipment, net (Notes 2H & 6)			2,534,562			803,286	114,981		3,452,829	3,556,635
Total Assets	\$2,330,627	\$14,295,786	\$2,534,562	\$8,707,784	\$3,572,594	\$9,187,849	\$2,916,568	\$(4,684,292)	\$38,861,478	\$32,777,610
LIABILITIES										
Accounts payable and accrued expenses (Note 11)	2,915,281	1,457,500				1,528,524	698,349	(4,684,292)	1,915,362	1,461,438
Deferred revenue (Note 2I)						113,305	1,761,964		1,875,269	1,811,460
Postretirement benefit (Note 8)				7,382,319					7,382,319	8,388,741
Accrued pension benefit (Note 9)										3,118,300
Total Liabilities	\$2,915,281	\$1,457,500		\$7,382,319		\$1,641,829	\$2,460,313	\$(4,684,292)	11,172,950	\$14,779,939
COMMITMENTS AND CONTINGENCIES (Note 10)										
NET ASSETS – WITHOUT DONOR RESTRICTIONS (Note 2c)	(584,654)	12,838,286	2,534,562	1,325,465	3,572,594	7,546,020	456,255		27,688,528	17,997,671
TOTAL LIABILITIES AND NET ASSETS	\$2,330,627	\$14,295,786	\$2,534,562	\$8,707,784	\$3,572,594	\$9,187,849	\$2,916,568	\$(4,684,292)	\$38,861,478	\$32,777,610

The accompanying notes are an integral part of these financial statements.

The General Service Board of Alcoholics Anonymous, Inc. and Affiliates

CONSOLIDATED STATEMENT OF FINANCIAL POSITION

Year Ended December 31, 2020

General Service Board of A.A.

	General Fund	Reserve Fund	Capital Projects Fund	Postretirement Medical Fund	Pension Benefits	A.A. World Services, Inc.	AA Grapevine, Inc.	Eliminations	Consolidated Total 2020
ASSETS									
Cash and cash equivalents (Notes 2D & 7)	\$2,198,160	\$ 1,063,149		\$ 47,776		\$ 678,829	\$ 505,899		\$ 4,493,813
Investments (Notes 2E, 2F, 4, 5 & 8)		12,610,224		7,732,810					20,343,034
Accounts receivable, net (Note 2K)						348,933	30,859		379,792
Inventory (Note 2G)						2,967,743	339,088		3,306,831
Prepaid expenses and other assets (Note 9)	129,393	250,091				252,549	231,318	(165,846)	697,505
Due from affiliates/ intercompany funds (Note 11)						4,682,311	1,443,500	(6,125,811)	
Property and equipment, net (Notes 2H & 6)			2,368,912			1,013,542	174,181		3,556,635
Total Assets	\$2,327,553	\$13,923,464	\$2,368,912	\$7,780,586		\$9,943,907	\$2,724,845	\$(6,291,657)	\$32,777,610
LIABILITIES									
Accounts payable and accrued expenses (Note 11)	4,579,080	1,473,500				1,242,188	458,327	(6,291,657)	1,461,438
Deferred revenue (Note 2l)	1,575					112,236	1,697,649		1,811,460
Postretirement benefit (Note 8)				8,388,741					6,388,741
Accrued pension benefit (Note 9)					3,118,300				3,118,300
Total Liabilities	\$4,580,655	\$1,473,500		\$8,388,741	\$3,118,300	\$1,354,424	\$2,155,976	\$(6,291,657)	\$14,779,939
COMMITMENTS AND CONTINGENCIES (Note 10)									
NET ASSETS – WITHOUT DONOR RESTRICTIONS (Note 2c)	(2,253,102)	12,449,964	2,368,912	(608,155)	(3,118,300)	8,589,483	568,869		17,997,671
TOTAL LIABILITIES AND NET ASSETS	\$2,327,553	\$13,923,464	\$2,368,912	\$7,780,586		\$9,943,907	\$2,724,845	\$(6,291,657)	\$32,777,610

The accompanying notes are an integral part of these financial statements.

The General Service Board of Alcoholics Anonymous, Inc. and Affiliates
CONSOLIDATED STATEMENT OF ACTIVITY
 Year Ended December 31, 2021 (with comparative totals for 2020)

	General Service Board of A.A.				A.A. Grapevine, Inc.		Consolidated Total 2021	Consolidated Total 2020			
	General Fund	Reserve Fund	Capital Projects Fund	Postretirement Medical Fund	Pension Benefits	A.A. World Services, Inc.			Grapevine	La Viña	Total
OPERATING REVENUE AND SUPPORT:											
Gross sales revenue (Note 2I)						\$12,110,603	\$2,524,055	\$109,811	\$2,633,866	\$14,744,469	\$11,660,098
Less: discounts						(758,528)				(758,528)	(274,480)
Net sales						11,352,075	2,524,055	109,811	2,633,866	13,985,941	11,385,618
Cost of literature distributed											
Printing						(2,875,814)	(56,112)	(2,000)	(58,112)	(2,933,926)	(1,740,504)
Direct shipping and warehousing						(2,178,583)	(965,644)	(66,646)	(1,032,290)	(3,210,873)	(1,427,664)
Gross profit from literature						6,297,678	1,502,299	41,165	1,543,464	7,841,142	8,217,450
Contributions (Note 2J)	10,848,620									10,848,620	10,344,052
Investment income (Notes 2E and 4)		112,512		1,152,607			14,000		14,000	1,279,119	1,186,623
TOTAL OPERATING REVENUE AND SUPPORT	10,848,620	112,512		1,152,607		6,297,678	1,516,299	41,165	1,557,464	19,988,881	19,748,125
OPERATING EXPENSES (Note 2L):											
Program services	4,342,450					3,125,079	1,724,859	429,811	2,154,670	9,622,199	10,810,066
Supporting services	2,983,711		648,586			4,216,305	84,065		84,065	7,932,667	7,996,153
TOTAL OPERATING EXPENSES	7,326,161		648,586			7,341,384	1,808,924	429,811	2,238,735	17,554,866	18,806,219
OPERATING SURPLUS (LOSS)	3,522,459	112,512	(648,586)	1,152,607		(1,043,706)	(292,625)	(388,646)	(681,271)	2,414,015	941,906
NON-OPERATING ACTIVITIES AND OTHER (Note 2N):											
G.S.B. support for La Viña	(388,646)									388,646	
Insurance Settlement and other						243		11		254	
Intercompany and interfund transfers (Note 11)	(1,465,365)	275,810	814,236	195,319			180,000				
TOTAL NON-OPERATING ACTIVITIES AND OTHER	(1,854,011)	275,810	814,236	195,319		243	180,011	388,646	568,657	254	863,604
CHANGE IN NET ASSETS BEFORE PENSION-RELATED CHANGES	1,668,448	388,322	165,650	1,347,926		(1,043,463)	(112,614)		(112,614)	2,414,269	1,805,510
Curtailment and Settlement Cost (Notes 8 and 9)				(380,687)						46,300	(5,467,084)
Other components of net periodic pension cost (Notes 8 and 9)				966,381						7,230,288	(492,827)
Pension and post-retirement changes other than net period costs				585,694						7,276,588	1,776,778
TOTAL CHANGE IN NET ASSETS AFTER PENSION-RELATED CHANGES											(4,183,133)
CHANGE IN NET ASSETS WITHOUT DONOR RESTRICTIONS	1,668,448	388,322	165,650	1,933,620		(1,043,463)	(112,614)		(112,614)	9,690,857	(2,377,623)
Net Assets — Without donor restrictions	(2,253,102)	12,449,964	2,368,912	(608,155)		8,589,483	568,869		568,869	17,997,671	20,375,294
— Beginning of Year											
NET ASSETS — WITHOUT DONOR RESTRICTIONS	(584,654)	12,838,286	2,534,562	1,325,465		7,546,020	456,255		456,255	27,688,528	17,997,671
— END OF YEAR											

The accompanying notes are an integral part of these financial statements.

The General Service Board of Alcoholics Anonymous, Inc. and Affiliates
CONSOLIDATED STATEMENT OF ACTIVITY
 Year Ended December 31, 2020

	General Service Board of A.A.				A.A. Grapevine, Inc.		Consolidated Total 2020		
	General Fund	Reserve Fund	Capital Projects Fund	Postretirement Medical Fund	Pension Benefits	A.A. World Services, Inc.		Grapevine	La Viña
OPERATING REVENUE AND SUPPORT:									
Gross sales revenue (Note 2I)						\$9,098,279	\$2,455,790	\$106,029	\$2,561,861
Less: discounts						(274,480)			(274,480)
Net sales						8,823,799	2,455,790	109,029	2,561,819
Cost of literature distributed						(1,608,913)	(103,694)	(27,897)	(1,740,504)
Printing						(632,620)	(766,337)	(28,707)	(1,427,664)
Direct shipping and warehousing						6,582,266	1,585,759	49,425	1,635,184
Gross profit from literature									8,217,450
Contributions (Note 2J)	10,344,052						30,000		10,344,052
Investment income (Notes 2E and 4)		245,191		911,432					1,186,623
TOTAL OPERATING REVENUE AND SUPPORT	10,344,052	245,191		911,432		6,582,266	1,615,759	49,425	19,748,125
OPERATING EXPENSES (Note 2L):									
Program services	5,201,355					3,343,095	1,830,420	435,196	2,265,616
Supporting services	3,741,795		411,172			3,774,731	68,455		68,455
TOTAL OPERATING EXPENSES	8,943,150		411,172			7,117,826	1,898,875	435,196	2,334,071
OPERATING SURPLUS (LOSS)	1,400,902	245,191	(411,172)	911,432		(535,560)	(283,116)	(385,771)	(668,887)
NON-OPERATING ACTIVITIES AND OTHER (Note 2N):									
G.S.B. support for La Viña	(385,771)							385,771	385,771
Insurance Settlement and other	863,604								863,604
Intercompany and interfund transfers (Note 11)	2,625,190	(4,000,000)	1,374,810	23,083	11,250	(18,750)	(15,583)		(15,583)
TOTAL NON-OPERATING ACTIVITIES AND OTHER	3,103,023	(4,000,000)	1,374,810	23,083	11,250	(18,750)	(15,583)	385,771	370,188
CHANGE IN NET ASSETS BEFORE PENSION-RELATED CHANGES	4,503,925	(3,754,809)	963,638	934,515	11,250	(554,310)	(298,699)	(298,699)	1,805,510
Curtailment and Settlement Cost (Notes 8 and 9)			(543,893)	(4,923,191)					(5,467,084)
Other components of net periodic pension cost (Notes 8 and 9)			(279,695)	(213,132)					(492,827)
Pension and post-retirement changes other than net period costs			(1,167,033)	2,943,811					1,776,778
TOTAL CHANGE IN NET ASSETS AFTER PENSION-RELATED CHANGES			(1,990,621)	(2,191,512)					(4,183,133)
CHANGE IN NET ASSETS WITHOUT DONOR RESTRICTIONS	4,503,925	(3,754,809)	963,638	(1,056,106)	(2,181,262)	(554,310)	(298,699)	(298,699)	(2,377,623)
Net Assets — Without donor restrictions	(6,757,027)	16,204,773	1,405,274	447,951	(937,038)	9,143,793	867,568	867,568	20,375,294
— Beginning of Year									
NET ASSETS — WITHOUT DONOR RESTRICTIONS — END OF YEAR	(2,253,102)	12,449,964	2,368,912	(608,155)	(3,118,300)	8,589,483	568,869	568,869	17,997,671

The accompanying notes are an integral part of these financial statements.

The General Service Board of Alcoholics Anonymous, Inc. and Affiliates

For The Year Ended December 31, 2021

	Program Services									
	Literature Development & Distribution	Communi- cations	Group Services	Public Information	Cooperation with Profes. Community	Treatment / Accessibility	Correctional Facilities	Loners and Overseas Services	General Service Conference	Regional Forums
Salaries	\$1,865,537	\$459,699	\$359,386	173,170	\$95,031	\$120,065	\$122,266	\$190,327	\$218,378	\$145,269
Payroll taxes and benefits (Notes 8 and 9)	491,959	141,508	65,838	31,361	20,741	24,076	23,057	31,830	35,161	28,583
Curtailment and settlement costs (Notes 8 and 9)	-	-	-	-	-	-	-	-	-	-
Total Personnel Costs	2,357,496	601,207	425,224	204,531	115,772	144,681	145,323	222,157	253,539	173,852
Professional fees	181,323	76,753	74,706	104,314	12,350	23,810	31,694	125,369	177,197	100,521
Printing	76,097	8,530	62,574	17,749	59	603	5,896	165	16,711	95
Data, automation and website	59,527	74,925	21,117	3,778	3,643	3,017	3,269	5,199	6,086	4,746
Selling expenses	-	-	-	-	-	-	-	-	-	-
Insurance	-	-	-	-	-	-	-	-	-	-
Facility and equipment	264,080	232	104,081	16,300	16,789	21,067	11,894	35,320	18,700	5,673
Travel and meetings	2,575	188	492	-	-	158	1,200	17,299	14,979	149
Bad debt expenses	-	-	-	-	-	-	-	-	-	-
E-Commerce and bank service fees	-	-	-	-	-	-	-	-	-	-
Depreciation and amortization (Note 6)	113,810	-	-	-	-	-	-	-	-	-
Stationery and office supplies	-	-	-	-	-	-	-	-	-	-
Office services and expenses	-	-	-	-	-	-	-	-	-	-
Miscellaneous	-	-	-	-	-	-	-	-	-	-
Delegate fees	-	-	-	-	-	-	-	-	(233,965)	-
Total expenses before pension and capital projects changes	3,054,908	761,655	688,194	346,672	148,613	193,336	199,276	405,509	253,247	285,036
Less:										
contributions to retirement plan	-	-	-	-	-	-	-	-	-	-
Less:										
contributions to post-retirement plan	-	-	-	-	-	-	-	-	-	-
Less:										
net periodic pension and post-retirement cost	-	-	4,670	2,353	1,009	1,312	1,352	2,752	3,306	1,934
Less:										
Curtailment and Settlement Cost (Notes 8 and 9)	-	-	-	-	-	-	-	-	-	-
Plus:										
capital projects depreciation	-	-	90,854	13,297	14,417	17,096	7,883	19,566	13,297	3,799
TOTAL EXPENSES	3,054,908	761,655	783,718	362,322	164,039	211,744	208,511	427,827	269,850	290,769

The accompanying notes are an integral part of these financial statements.

CONSOLIDATED STATEMENT OF FUNCTIONAL EXPENSES

(With Comparative Totals For 2020)

Program Services								Supporting Services						Total	Total
Archives	Nominating	International Literature Fund	World Service Meeting	International Convention	Grapevine	La Viña	Total Program Services	General Service Board	A.A.W.S.	Grapevine	Total Supporting Services	Total 2021	Total 2020		
\$346,451	\$166,482	\$ -	\$-	\$-	\$747,481	\$243,184	\$5,253,266	\$1,878,684	\$1,545,586	\$-	\$3,424,270	\$8,677,536	\$10,188,746		
67,837	37,360	-	-	-	222,192	58,714	1,280,217	362,622	433,658	-	796,280	2,076,497	3,055,019		
-	-	-	-	-	-	-	-	-	-	-	-	-	5,467,084		
414,288	203,842	-	-	-	969,673	301,898	6,533,483	2,241,306	1,979,244	-	4,220,550	10,754,033	18,710,849		
3,308	1,135	4,510	2,364	80	399,213	87,628	1,406,095	199,842	1,123,310	-	1,323,152	2,729,247	2,563,634		
996	708	-	-	1,850	-	-	192,033	26,365	158,885	-	185,250	377,283	347,046		
9,146	3,856	-	-	-	-	-	198,309	59,983	367,835	-	427,818	626,127	486,095		
-	-	-	-	-	164,889	10,049	174,938	-	-	-	-	174,938	383,605		
-	-	-	-	-	-	-	-	28,959	28,959	-	57,918	57,918	53,761		
138,680	9,836	-	-	-	80,935	20,496	744,083	398,027	307,715	-	705,742	1,449,825	1,457,745		
140	-	-	-	-	-	-	37,180	175,095	54,097	-	229,192	266,372	206,860		
-	-	-	-	-	-	-	-	-	32,347	5,600	37,947	37,947	28,049		
-	-	-	-	-	-	-	-	133,717	27,772	-	161,489	161,489	161,489		
-	-	-	-	-	-	-	113,810	-	96,446	49,959	146,405	260,215	186,303		
-	-	-	-	-	17,419	444	17,863	-	-	-	-	17,863	14,980		
-	-	-	-	-	92,730	9,296	102,026	-	-	6,584	6,584	108,610	116,711		
-	-	-	-	-	-	-	-	10,461	39,695	21,922	72,078	72,078	7,056		
-	-	-	-	-	-	-	-	(233,965)	-	-	-	(233,965)	(299,011)		
566,558	219,377	4,510	2,364	1,930	1,724,859	429,811	9,285,855	3,273,755	4,216,305	84,065	7,574,125	16,859,980	24,389,291		
-	-	-	-	-	-	-	-	-	-	-	-	-	(11,250)		
-	-	-	-	-	-	-	-	-	-	-	-	-	(23,083)		
3,845	1,486	29	15	12	-	-	24,075	22,225	-	-	22,225	46,300	(492,827)		
-	-	-	-	-	-	-	-	-	-	-	-	-	(5,467,084)		
124,177	7,883	-	-	-	-	-	312,269	336,317	-	-	336,317	648,586	411,172		
694,580	228,746	4,539	2,379	1,942	1,724,859	429,811	9,622,199	3,632,297	4,216,305	84,065	7,932,667	17,554,866	18,806,219		

**The General Service Board of
Alcoholics Anonymous, Inc. and Affiliates
For The Year Ended December 31, 2020**

	Program Services									
	Literature Development & Distribution	Group Services	Public Information	Cooperation with Profes. Community	Treatment / Accessibility	Correctional Facilities	Loners and Overseas Services	General Service Conference	Regional Forums	Archives
Salaries	\$1,971,782	\$1,104,410	\$175,683	\$122,564	\$71,079	\$178,468	\$325,516	\$256,839	\$125,208	\$451,740
Payroll taxes and benefits (Notes 8 and 9)	462,099	359,432	49,503	34,395	20,931	66,488	126,063	10,260	38,490	130,650
Curtailment and settlement costs (Notes 8 and 9)	-	1,033,183	172,026	120,153	68,697	158,553	284,399	313,603	192,291	438,976
Total Personnel Costs	2,433,881	2,497,026	397,212	277,112	160,707	403,509	735,978	580,702	355,989	1,021,366
Professional fees	221,410	43,391	16,230	28,856	9,906	2,812	481	40,283	49,402	24,389
Printing	5,443	111,325	4,321	2,545	1,142	7,292	4,224	26,612	10,487	2,327
Data, automation and website	148,595	65,831	33,547	7,608	2,326	11,259	2,326	25,338	6,982	36,416
Selling expenses	119,716	-	-	-	-	-	37,780	-	-	-
Insurance	2,687	1,422	37	43	123	27	13	9,307	2,178	813
Facility and equipment	293,300	147,717	26,667	17,082	16,243	15,873	9,962	60,258	15,458	131,823
Travel and meetings	3,969	417	181	682	74	-	-	96,606	11,679	192
Bad debt expenses	-	-	-	-	-	-	-	-	-	-
E-Commerce and bank service fees	1,270	5,793	151	175	502	109	52	37,916	8,873	3,314
Depreciation and amortization (Note 6)	112,924	-	-	-	-	-	-	-	-	-
Stationery and office supplies	-	-	-	-	-	-	-	-	-	-
Office services and expenses	-	-	-	-	-	-	-	-	-	-
Miscellaneous	-	-	-	-	-	-	-	-	-	-
Delegate fees	-	-	-	-	-	-	-	-	(299,011)	-
Total expenses before pension and capital projects changes	3,343,095	2,872,921	478,346	334,103	191,023	440,881	790,816	573,011	461,048	1,220,640
Less:										
contributions to retirement plan	-	-	-	-	-	-	-	-	-	-
Less:										
contributions to post-retirement plan	-	-	-	-	-	-	-	-	-	-
Less:										
net periodic pension and post-retirement cost	-	(93,136)	(15,507)	(10,831)	(6,193)	(14,293)	(25,637)	(28,270)	(17,334)	(39,571)
Less:										
Curtailment and Settlement Cost (Notes 8 and 9)	-	-	-	-	-	-	-	-	-	-
Plus:										
capital projects depreciation	-	-	-	-	-	-	-	-	-	-
TOTAL EXPENSES	3,343,095	1,746,602	290,813	203,119	116,133	268,035	480,780	231,138	251,423	742,032

The accompanying notes are an integral part of these financial statements.

CONSOLIDATED STATEMENT OF FUNCTIONAL EXPENSES

Program Services								Supporting Services					Total 2020
Nominating	Trustee and Director Activities	World Service Meeting	Communi- cations	Spanish Services	International Convention	Grapevine	La Viña	Total Program Services	General Service Board	A.A.W.S.	Grapevine	Total Supporting Services	
\$182,997	\$ -	\$12,475	\$143,901	\$ -	\$134,900	\$886,259	\$269,539	\$6,413,360	\$2,088,825	\$1,686,561	\$ -	\$3,775,386	\$10,188,746
76,986	-	-	64,237	-	58,945	241,525	72,122	1,812,126	794,518	448,375	-	1,242,893	3,055,019
153,766	27,528	59,287	117,216	2,563	111,158	-	-	3,253,399	2,213,685	-	-	2,213,685	5,467,084
413,749	27,528	71,762	325,354	2,563	305,003	1,127,784	341,661	11,478,885	5,097,028	2,134,936	-	7,231,964	18,710,849
2,662	3,195	92,246	78	-	2,322	303,684	52,364	893,711	449,576	1,220,347	-	1,669,923	2,563,634
121	583	48	31	3,671	951	-	-	181,123	22,360	143,563	-	165,923	347,046
1,633	5,722	16,371	-	1,356	-	-	-	365,210	73,992	46,893	-	120,885	486,095
-	-	-	-	-	-	213,864	12,245	383,605	-	-	-	-	383,605
123	207	27	27	13	57	-	-	17,104	13,407	23,250	-	36,657	53,761
8,132	2,932	17,825	106	2,034	224	80,204	23,214	80,204	440,350	146,266	2,075	588,691	1,457,745
649	63,066	10,027	233	-	304	-	-	183,079	2,945	20,836	-	23,781	206,860
-	-	-	-	-	-	-	-	-	1,214	24,805	2,030	28,049	28,049
500	841	109	109	52	232	-	-	59,998	54,622	10,988	-	65,610	125,608
-	-	-	-	-	-	-	-	112,924	-	14,541	58,838	73,379	186,303
-	-	-	-	-	-	14,488	195	14,683	-	-	297	297	14,980
-	-	-	-	-	-	90,396	5,517	95,913	-	-	20,798	20,798	116,711
-	-	-	-	-	-	-	-	-	-	7,056	-	7,056	7,056
-	-	-	-	-	-	-	-	(299,011)	-	-	-	-	(299,011)
427,569	104,074	208,415	325,938	9,689	309,093	1,830,420	435,196	14,356,278	6,155,494	3,793,481	84,038	10,033,013	24,389,291
-	-	-	-	-	-	-	-	-	-	-	(11,250)	(11,250)	(11,250)
-	-	-	-	-	-	-	-	-	-	(18,750)	(4,333)	(23,083)	(23,083)
(13,861)	(2,481)	(5,344)	(10,566)	231	(10,020)	-	-	(292,813)	(200,014)	-	-	(200,014)	(492,827)
(153,766)	(27,528)	(59,287)	(117,216)	(2,563)	(111,158)	-	-	(3,253,399)	(2,213,685)	-	-	(2,213,685)	(5,467,084)
-	-	-	-	-	-	-	-	-	411,172	-	-	411,172	411,172
259,942	74,065	143,784	198,156	7,357	187,915	1,830,420	435,196	10,810,066	4,152,967	3,774,731	68,455	7,996,153	18,806,219

The General Service Board of Alcoholics Anonymous, Inc. and Affiliates

Consolidated Statement of Cash Flows

For the Years Ended
December 31, 2021 and 2020

CASH FLOWS FROM OPERATING ACTIVITIES:	<u>2021</u>	<u>2020</u>
Change in net assets	\$9,690,857	\$(2,377,623)
Adjustments to reconcile change in net assets to net cash provided by (used in) operating activities:		
Pension related changes other than net periodic pension cost	(6,263,907)	(2,943,811)
Postretirement related changes other than net periodic cost	(966,381)	1,167,033
Unrealized (gain) loss on investments	(1,026,812)	(793,687)
Bad debt	37,947	28,049
Loss on disposal of fixed assets	21,921	-
Depreciation and amortization	908,801	597,550
Sub-total	<u>2,402,426</u>	<u>(4,322,489)</u>
Changes in assets and liabilities:		
(Increase) decrease in assets:		
Accounts receivable, net	(215,667)	3,158
Inventory	(358,098)	(815,963)
Prepaid expenses and other assets	(3,925,141)	1,078,847
Increase (decrease) in liabilities:		
Accounts payable and accrued expenses	453,924	135,829
Deferred revenue	63,809	(3,153,112)
Postretirement benefit	(40,041)	823,588
Accrued pension benefit	3,145,607	5,125,073
Net Cash (Used in) Provided by Operating Activities	<u>1,526,819</u>	<u>(1,125,069)</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchases of investments	(8,685,428)	(143,488)
Proceeds from sales of investments	12,750,062	3,395,163
Acquisition of property and equipment	(826,916)	(1,995,285)
Net Cash (Used in) Provided by Investing Activities	<u>3,237,718</u>	<u>(1,256,390)</u>
NET INCREASE IN CASH AND CASH EQUIVALENTS	4,764,537	131,321
Cash and cash equivalents — beginning of year	<u>4,493,813</u>	<u>4,362,492</u>
CASH AND CASH EQUIVALENTS — END OF YEAR	<u>\$9,258,350</u>	<u>\$4,493,813</u>

The accompanying notes are an integral part of these consolidated financial statements.



182 Clinton Street in Brooklyn, early home of Bill W. and his wife Lois; just blocks from the site of the 72nd General Service Conference.

THE GENERAL SERVICE BOARD OF ALCOHOLICS ANONYMOUS, INC. AND AFFILIATES NOTES TO CONSOLIDATED FINANCIAL STATEMENTS DECEMBER 31, 2021 AND 2020

Note 1 — Organization and Nature of Activities: The General Service Board of Alcoholics Anonymous, Inc., (“G.S.B.”) and its affiliates, A.A. World Services, Inc. (“A.A.W.S.”) and A.A. Grapevine, Inc. (“AAGV”) (collectively, the “Organization”) are not-for-profit organizations organized in New York for the purpose of assisting in the formation of A.A. groups and coordinating the A.A. program of rehabilitating alcoholics throughout the world, and publishing books, magazines, pamphlets and other material directly related to that purpose. The trustees of G.S.B. are ex officio members of A.A.W.S. and AAGV, and as such, elect their boards of directors. As members, they also have the sole right to amend the A.A.W.S., and AAGV bylaws and approve their budgets.

G.S.B., A.A.W.S. and AAGV are exempt from federal income taxes under Section 501(c)(3) of the Internal Revenue Code.

The activities of G.S.B. are conducted in five separate funds, as follows:

GENERAL FUND — This fund is comprised of those assets not included in any of the other funds and that may be used for any purpose for which the Organization was formed. These purposes presently include activities related to communication and information services to A.A. groups and members, public information, cooperation with the professional community and regional, national and international meetings, conferences and conventions.

RESERVE FUND — This fund was established in 1954 for the purpose of accumulating a prudent operating reserve,

which during 1977, was redefined by a special General Service Board Committee as the prior year’s combined operating expenses of A.A.W.S., AAGV and the general fund of G.S.B. The committee also recommended that all investment activities of the operating entities be consolidated into the Reserve Fund. That advisory action was approved by the Board of Trustees and since that time, all funds of the operating entities in excess of those required for working capital have generally been transferred to the Reserve Fund. Included in such transfers from AAGV have been amounts held for unfulfilled subscriptions reflected as a liability of the Reserve Fund on the accompanying consolidated statements of financial position. Any withdrawals from the Reserve Fund must be specifically authorized by the G.S.B. upon recommendation of the Trustee’s Finance Committee.

CAPITAL PROJECTS FUND — This fund accounts for the cost of leasehold improvements and computer hardware and software incurred under major capital projects and records depreciation and amortization on such assets.

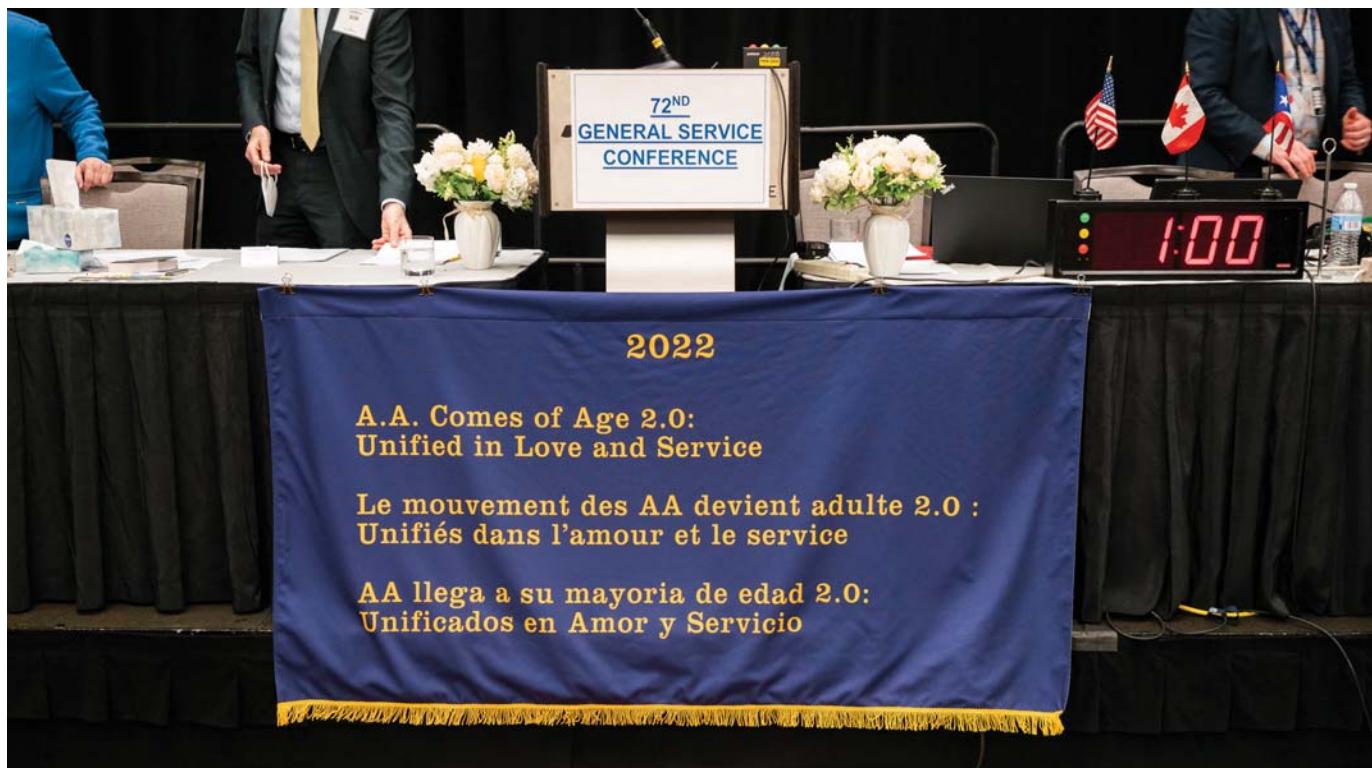
POSTRETIREMENT MEDICAL FUND — In 2016, a goal of accumulating assets was established to fund 100% of the liability by 2025. The goal was achieved in 2021.

CONVENTION FUND — A separate fund established to record the direct revenue and expenses of international

A.A. conventions held every five years. These events are separate from the regular operations of the General Service Office (“GSO”), but the General Fund receives any excess of revenue and pays any excess of expense resulting from the activity.

Note 2 — Summary of Significant Accounting Policies

A. **Basis of Consolidation** — The consolidated financial



statements of the Organization have been prepared by consolidating the financial statements of G.S.B., A.A.W.S. and AAGV. All material intercompany transactions and balances (when applicable) have been eliminated in the consolidation.

B. **Basis of Presentation** — The accompanying consolidated financial statements of the Organization have been prepared on the accrual basis of accounting. The Organization adheres to accounting principles generally accepted in the United States of America (“U.S. GAAP.”).

C. **Net Assets** — The Organization maintains its net assets under the following classes:

Without donor restrictions — This represents net assets not subject to donor-imposed stipulations and that have no time restrictions. Such resources are available for support of the Organization’s operations over which the Board of Directors has discretionary control.

With donor restriction — This represents net assets subject to donor-imposed stipulations that will be met by actions of the Organization or by the passage of time. When a stipulated time restriction ends or purpose restriction is accomplished, such net assets with donor restrictions are reclassified to net assets without donor restrictions and reported in the consolidated statements of activities as net assets released from restrictions. The Organization has no net assets with donor restrictions as of both December 31, 2021 and 2020.

The Organization does not accept contributions with restrictions. Therefore, all net assets of the Organization are net assets without donor restrictions as of December 31, 2021 and 2020.

D. **Cash and Cash Equivalents** — The Organization considers all highly liquid investments with a maturity of three months or less when acquired to be cash equivalents, except for cash equivalents held as part of the Organization’s investment portfolio.

E. **Investments** — Investments are stated at fair value. Interest, dividends and gains and losses on investments are reflected in the accompanying consolidated statements of activities as increases and decreases in net assets without donor restrictions.

F. **Fair Value Measurements** — Fair value measurements are based on the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. In order to increase consistency and comparability in fair value measurements, a fair value hierarchy prioritizes observable and unobservable inputs used to measure fair value into three levels, as described in Note 5.

G. **Inventory** — Inventory is valued at the lower of cost or net realizable value, as determined on the weighted average cost method. Net realizable value is defined as the estimated selling price (in the ordinary course of business) less reasonably expected costs for com-

pletion, disposal and transportation. Literature distributed without charge is included in the cost of printing as a reduction of inventory. Inventory costs include paper, printing, binding and shipping.

H. **Property and Equipment** — Property and equipment are stated at cost less accumulated depreciation and amortization. These amounts do not purport to represent replacement or realizable values. The Organization capitalizes property and equipment with a useful life of one year or more and a cost of at least \$1,000. Depreciation is provided on a straight-line basis over the estimated useful lives of the assets. Leasehold improvements are amortized over the lesser of the estimated useful life or the term of the lease.

I. **Revenue Recognition** — The Organization earns revenue from the publication of magazines and distribution of literature. Magazine revenue is recorded as subscriptions are fulfilled. Revenue from the distribution of other publications are recognized when goods are shipped. Performance obligations are identified in the arrangement based on the relative standalone selling price of each publication and are recognized as revenue when the subscriptions are fulfilled or when shipped. Payments received in advance related to subscriptions are reflected as deferred revenue on the accompanying consolidated statements of financial position. Revenue is accounted for under Financial Accounting Standards Board (“FASB”) Accounting Standards Update (“ASU”) 2014-09.

J. **Contributions** — The Organization accepts contributions from A.A. groups and members. Contributions are recorded as increases in net assets with or without donor restrictions, depending on the existence and/or nature of any donor restrictions. Contributions that are restricted by the donor are considered as increases in net assets without donor restrictions if the restrictions are satisfied in the period in which the contributions are recognized. The Organization does not receive or solicit pledges, so contributions are recorded as revenue when cash is received. The Organization does not accept contributions with restrictions. For the years ended December 31, 2021 and 2020, all contributions were included in net assets without donor restrictions. Contributions are accounted for under FASB ASU 2018-08.

K. **Allowance for Uncollectible Receivables** — The Organization provides a reserve for uncollectible accounts receivable based on management’s assessment of the current status of individual accounts outstanding, the creditworthiness of its customers, the aged basis of the receivable and prior historical experience. As of December 31, 2021 and 2020, the Organization determined an allowance of approximately \$22,700 and \$6,400, respectively, was necessary for uncollectible accounts receivable.

L. **Functional Allocation of Expenses** — The cost of providing the various program and supporting services has been summarized on a functional basis in the accompanying consolidated statements of func-

tional expenses. Accordingly, certain costs have been allocated among the program and supporting services benefited. The Organization only considers costs that are directly spent for the fellowship as program expenses. Other expenses are not indirectly allocated and are considered as supporting services.

M. Use of Estimates — The preparation of consolidated financial statements in conformity with U.S. GAAP requires management to make estimates and assumptions that affect the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

N. Operating Measure — The Organization includes in its definition of operations all revenues and expenses that are an integral part of its program and supporting activities. Changes in retirement liabilities, support for La Viña, and intercompany and interfund transfers are recognized as non-operating activities.

O. Reclassification — Certain line items in the December 31, 2020 consolidated financial statements have been reclassified to conform to the December 31, 2021 presentation.

Note 3 — Liquidity and Availability of Resources for Operating Expenditures: A.A.W.S. regularly monitors its financial assets available to meet general expenditures during the course of twelve months. It operates within a budget and anticipates collecting sufficient revenue to cover general expenditures. A.A.W.S. and G.S.B. have six non-interest-bearing accounts that enable them to meet these needs.

The Reserve Fund was established in 1954 for the purpose of accumulating a prudent operating reserve, which, during 1977 was redefined as one year’s combined oper-

ating expenses of A.A.W.S., AAGV and the General Fund of G.S.B. To assure liquidity, the Reserve Fund shall contain investment instruments having maturities of one year or less in an amount equal to the sum of the unearned AAGV subscription liability and the operating cash requirements of the service entities. The balance of the Reserve Fund shall be invested in instruments with maturities of between zero and ten years, provided that at no time shall more than 50% of the principal amount of such balance consist of investments having maturity dates of five or more years.

The Organization considers all expenditures related to its ongoing program, as well as services undertaken to support these activities, to be general expenditures.

The Organization’s liquid financial assets were as follows as of December 31:

	<u>2021</u>	<u>2020</u>
Cash and cash equivalents	\$ 9,258,350	\$ 4,493,813
Investments	17,305,212	20,343,034
Accounts receivable, net	<u>557,512</u>	<u>379,792</u>
Total financial assets	<u>\$27,121,074</u>	<u>\$25,216,639</u>

The Organization’s liquid financial assets available to meet general expenditures over the next twelve months were as follows as of December 31:

	<u>2021</u>	<u>2020</u>
Cash and cash equivalents	\$3,661,797	\$3,430,664
Accounts receivable, net	<u>557,512</u>	<u>379,792</u>
Total financial assets	<u>\$4,219,309</u>	<u>\$3,810,456</u>

The Reserve Fund is not considered available for operations. Cash and cash equivalents in the Reserve Fund amounted to \$5,596,553 and \$1,063,149 as of December 31, 2021 and 2020, respectively.



Note 4 — Investments: As described in Note 1, all funds of the Organization not required for working capital are invested in the Reserve Fund of G.S.B. In accordance with established policy, the Reserve Fund invests in certificates of deposit.

The postretirement medical fund holds investments designed to assist in reaching the stated goal of accumulating assets equal to 100% of the accrued postretirement health benefits by December 31, 2025. The goal was achieved in 2021. This fund invests in bond and equity mutual funds.

Investments were as follows as of December 31:

	<u>2021</u>	<u>2020</u>
Reserve fund:		
Certificates of deposit	\$ 8,697,138	\$12,610,224
Postretirement medical fund:		
Mutual funds — bond funds	2,384,571	2,419,635
Mutual funds — equity funds	6,223,503	5,313,175
	<u>8,608,074</u>	<u>7,732,810</u>
	<u>\$17,305,212</u>	<u>\$20,343,034</u>

Investments are subject to market volatility that could substantially change their carrying value in the near term. Investment activity consisted of the following for the years ended December 31:

	<u>2021</u>	<u>2020</u>
Interest and dividends	\$288,351	\$429,692
Unrealized gain (loss)	1,026,812	793,687
Investment expenses	(36,044)	(36,756)
	<u>\$1,279,119</u>	<u>\$1,186,623</u>

Note 5 — Fair Value Measurements: The fair value hierarchy defines three levels as follows:

- Level 1: Valuations based on quoted prices (unadjusted) in an active market that are accessible at the measurement date for identical assets or liabilities. The fair value hierarchy gives the highest priority to Level 1 inputs.
- Level 2: Valuations based on observable inputs other than Level 1 prices such as quoted prices for similar assets or liabilities; quoted prices in inactive markets; or model-derived valuations in which all significant inputs are observable or can be derived principally from or corroborated with observable market data.
- Level 3: Valuations based on unobservable inputs are used when little or no market value data is available. The fair value hierarchy gives the lowest priority to Level 3 inputs.

In determining fair value, the Organization utilizes valuation techniques that maximize the use of observable inputs and minimize the use of unobservable inputs to the extent possible in its assessment of fair value. Investments in mutual funds are valued on quoted market prices and valued at Level 1. Investments in certificates of deposit are valued using observable market data and are valued at Level 2.

Financial assets carried at fair value as of December 31, 2021 are classified as follows:

	<u>Level 1</u>	<u>Level 2</u>	<u>Total</u>
Reserve fund:			
Certificates of deposit		\$8,697,138	\$ 8,697,138

Postretirement medical fund:			
Mutual funds — bond funds	2,384,571		2,384,571
Mutual funds — equity funds	6,223,503		6,223,503
	<u>\$8,608,074</u>	<u>\$8,697,138</u>	<u>\$17,305,212</u>

Financial assets carried at fair value as of December 31, 2020 are classified as follows:

	<u>Level 1</u>	<u>Level 2</u>	<u>Total</u>
Reserve fund:			
Certificates of deposit		\$12,610,224	\$12,610,224
Postretirement medical fund:			
Mutual funds — bond funds	2,419,635		2,419,635
Mutual funds — equity funds	5,313,175		5,313,175
	<u>\$7,732,810</u>	<u>\$12,610,224</u>	<u>\$20,343,034</u>

Note 6 — Property and Equipment: Property and equipment consisted of the following as of December 31:

	<u>2021</u>	<u>2020</u>	<u>Estimated Useful Lives</u>
Furniture and equipment	645,341	991,571	8 years
Computers and software	3,187,828	2,535,771	3-5 years
Leasehold improvements	2,220,420	2,133,041	Life of lease
	<u>6,053,589</u>	<u>5,660,383</u>	
Less: accumulated depreciation and amortization	(2,600,760)	(2,103,748)	
Net book value	<u>\$3,452,829</u>	<u>\$3,556,635</u>	

Depreciation and amortization expense amounted to \$908,801 and \$597,550 for the years ended December 31, 2021 and 2020, respectively. During 2021, property and equipment with a cost of \$433,710 and accumulated depreciation and amortization of \$411,789 were written off resulting in a loss of \$21,921.

Note 7 — Concentration: Cash and cash equivalents that potentially subject the Organization to a concentration of credit risk include cash accounts with a bank that may exceed the Federal Deposit Insurance Corporation (“FDIC”) insurance limits. Accounts are insured up to \$250,000 per depositor per insured financial institution. As of December 31, 2021 and 2020, cash and cash equivalents held in banks exceeded FDIC limits by approximately \$2,962,000 and \$2,031,000, respectively.

Note 8 — Postretirement Health Benefits: The Organization provides health care benefits for retired employees, substantially all of whom become eligible if they attain retirement age while working at the GSO. Benefits are provided through health insurance contracts maintained by the Organization.

For employees hired before 2004, 25% of the cost is borne by the retirees.

For employees hired after January 1, 2004 through June 30, 2016, there is a three-tier structure in the level of group medical insurance premiums paid for on behalf of employees who retire directly from the GSO. For employees with five to nine years of service, the Organization pays 25%, 10-15 years, 50%, and more than 15 years, 75%.

In March 2016, the Organization decided to no longer provide healthcare benefits upon retirement for employees hired after June 30, 2016.

Change in benefit obligation as of December 31 is as follows:

	<u>2021</u>	<u>2020</u>
Benefit obligation at beginning of the year	\$8,388,741	\$6,398,120
Service cost	171,368	143,228
Interest cost	209,319	206,100
Plan Participants' Contributions	135,284	85,861
Amendments, curtailments and special termination	-	1,043,216
Actuarial gain	(966,381)	827,244
Benefits paid	<u>(556,012)</u>	<u>(315,028)</u>
Benefit obligation at end of year	<u>\$7,382,319</u>	<u>\$8,388,741</u>

As described in Note 1, a postretirement medical fund has been created by the Board with the purpose of accumulating assets to fund 100% of the postretirement health benefits liability. As of December 31, 2021 and 2020, this fund had assets with a fair value of \$8,707,784 and \$7,780,586, respectively. As required under U.S. GAAP, such assets are not reported net of the related postretirement benefit obligation on the accompanying consolidated statements of financial position.

The net change in the retirement liability is reported as non-operating activity in the accompanying consolidated statements of activities and amounted to \$966,381 and \$1,167,033 for the years ended December 31, 2021 and 2020, respectively.

The components of the net periodic benefit cost for the years ended December 31 are as follows:

	<u>2021</u>	<u>2020</u>
Service cost	\$171,368	\$143,228
Interest cost	209,319	206,100
Amortization of net gain	-	(69,633)
Net periodic (income) cost	<u>\$380,687</u>	<u>\$279,695</u>

The Organization offered special voluntary retirement incentives outside of the retiree health plan during 2020. As a result of the incentives, the retiree health plan saw employee retirements during 2020 and a decrease in expected future working years of the covered population. Due to the changes, a curtailment cost of \$543,893 was recognized during the year ended December 31, 2020.

The assumed health care cost trend rate used to measure the expected cost of benefits covered by the plan was 4.5% as of both December 31, 2021 and 2020 and the ultimate trend rate is anticipated to 3.784% by 2075. A discount rate of 3.00% and 2.56% has been used to measure the accrued postretirement health benefit obligation reflected on the accompanying consolidated statements of financial position as of December 31, 2021 and 2020, respectively.

Contributions expected to be paid to the plan during the next fiscal year amounted to \$394,323.

Included in net assets without donor restrictions is an unamortized net gain of \$966,381 as of December 31, 2021 which has not yet been recognized as a component of net periodic benefit cost. The amount of the net gain anticipated to be amortized into net periodic benefit cost in the next year is \$16,215.

The expected postretirement benefits to be paid for the next ten years are as follows:

2022	\$ 394,323
2023	385,221
2024	316,982
2025	321,811
2026	<u>313,519</u>
2027-2031	<u>\$1,605,258</u>

Note 9 — Retirement Plan: The Organization adopted a defined benefit pension plan (the "Plan") effective January 1, 1965 to provide retirement benefits to eligible employees who have completed one year of service.

The Plan provides an annual benefit equal to two percent of final average compensation multiplied by years of service (not to exceed 35 years), less 0.65% of average social security earnings multiplied by years of service (not to exceed 30 years). The social security offset cannot reduce the gross benefit by more than 50%.

The funding status of the PPlan as of December 31 is as follows:

	<u>2021</u>	<u>2020</u>
Change in benefit obligation:		
Benefit obligation at beginning of the year	\$37,736,654	\$40,710,438
Service cost	500,199	647,278
Interest cost	921,665	1,210,178
Amendments, curtailments and special termination	-	1,581,113
Actuarial (loss) gain	(3,201,014)	2,910,971
Benefits paid	<u>(1,952,920)</u>	<u>(9,323,324)</u>
Benefit obligation at end of year	<u>34,004,584</u>	<u>37,736,654</u>
Fair value of Plan assets	<u>37,577,178</u>	<u>34,618,354</u>
Funded status	<u>\$3,572,594</u>	<u>\$(3,118,300)</u>
Prepaid (accrued) pension benefit obligation recognized in the consolidated statement of financial position	<u>\$3,572,594</u>	<u>\$(3,118,300)</u>

The components of the net periodic benefit cost for the years ended December 31 are as follows:

	<u>2021</u>	<u>2020</u>
Service cost	\$500,199	\$647,278
Interest cost	921,665	1,210,178
Expected return on Plan assets	(2,355,136)	(2,583,067)
Amortization of prior service cost	19,268	21,478
Amortization of actuarial loss	<u>487,017</u>	<u>917,265</u>
Net periodic (income) cost	<u>\$(426,987)</u>	<u>\$213,132</u>

Other changes in Plan assets and benefit obligations recognized in the change in net assets without donor restrictions for the years ended December 31 are as follows:

	<u>2021</u>	<u>2020</u>
Actuarial gain (loss)	\$5,757,622	\$(1,337,010)
Amortization of prior service cost	19,268	21,478
Curtailment gain	-	913,355
Curtailment cost	-	4,502
Settlement cost	-	2,424,221
Amortization of actuarial loss	<u>487,017</u>	<u>917,265</u>
Net periodic cost	<u>\$6,263,907</u>	<u>\$2,943,811</u>

Weighted-average assumptions used to determine benefit obligations were as follows as of December 31:

	<u>2021</u>	<u>2020</u>
Discount rate	2.95 %	2.50 %
Salary increases	3.0 %	4.00 %
Expected long-term return on assets	7.00 %	7.00 %

The rate of compensation increase assumption was updated from 4.00% to 3.00% as of December 31, 2021 based on revised expectations from the employer regarding future experience. The change in the salary scale assumption resulted in a decrease in liabilities.

Weighted-average assumptions used to determine net periodic pension cost were as follows for the years ended December 31:

	<u>2021</u>	<u>2020</u>
Discount rate	2.50 %	3.22 %
Salary increases	4.0 %	4.00 %
Expected long-term return on assets	7.00 %	7.00 %

The expected rate of return on Plan assets is determined by those assets' historical long-term investment performance, current asset allocation, and estimates of future long-term returns by asset class.

The fair value of Plan assets as of December 31, 2021 were classified as follows:

	<u>Level 1</u>	<u>Total</u>
Cash and cash equivalents	\$2,455,437	\$2,455,437
Mutual funds — domestic equity	20,370,651	20,370,651
Mutual funds —		
international equity	4,361,882	4,361,882
Mutual funds — bond funds	<u>10,389,208</u>	<u>10,389,208</u>
	<u>\$37,577,178</u>	<u>\$37,577,178</u>

The fair value of Plan assets as of December 31, 2020 were classified as follows:

	<u>Level 1</u>	<u>Total</u>
Cash and cash equivalents	\$899,249	\$899,249
Mutual funds — domestic equity	18,596,458	18,596,458
Mutual funds —		
international equity	4,601,688	4,601,688
Mutual funds — bond funds	<u>10,520,959</u>	<u>10,520,959</u>
\$(426,987)	<u>\$34,618,354</u>	<u>\$34,618,354</u>

The expected benefits to be paid for the next ten years are as follows:

2022	\$1,963,501
2023	1,973,182
2024	1,919,018
2025	1,861,224
2026	1,852,179
2027-2031	<u>8,434,155</u>

For the years ended December 31, 2021 and 2020, the Organization contributed \$0 and \$11,250, respectively, to the Plan.

The Organization amended the Plan to offer a Voluntary Retirement Incentive Program ("VRIP"). The VRIP was available for certain eligible participants and increased accrued benefits as well as offered a lump sum option for those participants who chose to participate as of September 1, 2020 and October 1, 2020. The amendment

and associated VRIP resulted in a curtailment cost, special termination benefit cost and settlement cost of \$4,923,191 for the year ended December 31, 2020.

Effective January 1, 2013, the Organization implemented a soft freeze of the Plan. Employees in the Plan as of December 31, 2012 continue to accrue benefits; however, employees hired after that date are eligible to participate in a new defined contribution plan. The Organization contributes 5% of eligible salary plus a 50% match on employee contributions up to a maximum of 5% of eligible salary. For the years ended December 31, 2021 and 2020, contributions to the defined contribution plan amounted to approximately \$273,000 and \$234,000, respectively.

Note 10 — Commitments and Contingencies: The Organization has a lease agreement for the office space at 475 Riverside Drive in New York City expiring on December 31, 2025. Future minimum annual rent payments related to the lease for each of the four years ended after December 31, 2021 are as follows:

2022	\$1,020,000
2023	1,034,000
2024	1,014,000
2025	1,029,000
	<u>\$4,097,000</u>

Rent expense for real property amounted to \$1,077,000 and \$1,103,000 for the years ended December 31, 2021 and 2020, respectively.

The Organization believes it had no uncertain tax positions as of December 31, 2021 and 2020, in accordance with FASB Accounting Standards Codification ("ASC") Topic 740, "Income Taxes", which provides standards for establishing and classifying any tax provisions for uncertain tax positions.

Note 11 — Intercompany and Intenterfund Transactions: As of December 31, 2021 and 2020, G.S.B. owed A.A.W.S. \$3,226,792 and \$4,682,311, respectively, for various organizational expenses.

The Reserve Fund of G.S.B. includes transfers from AAGV that represent amounts held for unfulfilled subscriptions. This balance amounted to \$1,443,500 as of both December 31, 2021 and 2020. The balance is reflected as an asset of AAGV and a liability of the Reserve Fund of G.S.B. on the accompanying consolidated statements of financial position. In addition, as of December 31, 2021 and 2020, the Reserve Fund owes AAGV an additional \$14,000 and \$30,000, respectively.

Additionally, \$195,319 and \$23,083 was transferred from the General Fund and A.A.W.S. to the Postretirement Medical Fund for the years ended December 31, 2021 and 2020, respectively. Funds of \$814,236 and \$1,374,810 were transferred from the General Fund and A.A.W.S. to the Capital Projects Fund for the years ended December 31, 2021 and 2020, respectively.

Note 12 — Subsequent Events: Management has evaluated, for potential recognition and disclosure, events subsequent to the date of the consolidated statement of financial position through April 22, 2022, the date the consolidated financial statements were available to be issued.

The General Service Office 2022 OPERATING BUDGET

PROFIT AND LOSS

OPERATING REVENUE	<u>2022 Budget</u>	<u>2021 Actual</u>	<u>Variance</u>
Publishing			
Gross Literature Sales	11,000,000	11,708,522	(708,522)
Shipping Charges	385,000	402,081	(17,081)
Discounts	495,000	758,528	(263,528)
Net Sales	10,890,000	11,352,075	(462,075)
Cost of Goods Sold	4,356,000	5,054,397	(698,397)
Gross Profit	6,534,000	6,297,678	236,322
Contributions			
Individuals/Groups	10,000,000	10,775,870	(775,870)
Conference Delegate Fees	167,400	165,206	2,194
Additional Conference Contributions	50,000	68,759	(18,759)
World Service Meeting	0	3,327	(3,327)
International Literature Fund	10,000	69,423	(59,423)
Total Contributions	10,227,400	11,082,585	(855,185)
TOTAL OPERATING REVENUE	16,761,400	17,380,263	(618,863)
OPERATING EXPENSE			
Salary and Fringe	10,606,373	9,909,456	696,917
Professional Fees	1,562,559	2,242,400	(679,841)
Printing, Postage, and Supplies	557,821	370,372	187,449
Data, Automation & Website	663,789	626,130	37,659
Insurance	102,339	57,919	44,420
Facility and Equipment	2,229,829	2,207,235	22,594
Travel and Meeting	1,835,914	266,369	1,569,545
Other	553,344	3,242	550,102
TOTAL OPERATING EXPENSE	18,111,969	15,683,122	2,428,847
OPERATING SURPLUS/(DEFICIT)	(1,350,569)	1,697,141	(3,047,710)

NOTE: Other is considered non-operating expense in 2021 actual, but to be conservative, is included in operating expense in the 2022 budget.

Other includes:

- Credit card and bank service fees
- La Vina service activity
- Bad debt expense
- Interest expense
- Currency exchange loss

2022 Budget AA Grapevine, Inc.

(For the Year Ending December 31, 2022)

	Actual 2021	Budget 2021	Budget 2022
GRAPEVINE			
Circulation			
Paid Circulation Average	56,081	60,970	62,000
GV Complete	5,144	4,957	5,340
GV ePub	3,828	1,638	3,502
Total Circulation	65,053	67,565	70,842
Revenue per Magazine	2.10	2.25	2.25
Revenue per GV Online Sub	2.04	2.49	3.01
INCOME			
Subscription income			
Circulation Income	1,440,956	1,638,890	1,674,000
By the Month Income	111,054	46,525	63,631
Single Copy Sales	2,938	2,601	2,963
Back Issues	28,352	42,000	35,500
Digital Edition — Income	-	289	289
GV Complete	164,824	109,518	192,875
Sales ePub	74,861	32,977	69,346
Undeliverables Written Off	(2,539)	(10,663)	(7,800)
Total Subscription Income	1,820,445	1,862,137	2,030,804
Total Direct Cost	729,041	728,421	794,371
Net Profit on Subscription	1,091,404	1,133,716	1,236,434
Content Related Income			
Books and other merchandise	647,454	517,320	660,581
Cassettes CDs Income	9,706	11,500	10,176
Sales Other	46,451	20,477	19,576
Total Books and other merchandise	703,610	549,297	690,333
Content Related Direct Cost	292,714	249,379	250,558
Net Profit Other Published Items	410,896	299,918	439,775
Miscellaneous Income	180,011	-	-
Interest Income Reserve Fund	14,000	30,000	30,000
Total Income	1,696,310	1,463,634	1,706,208
EXPENSES			
Editorial Cost	910,458	901,739	752,110
Circulation Cost	814,405	793,608	894,543
General and Administrative Cost	84,065	122,512	40,322
Total Expenses	1,808,929	1,817,859	1,686,975
Net Operating Income (Loss)	(112,618)	(354,225)	19,234
Total Change in Net Assets	(112,618)	(354,225)	19,234
LA VIÑA			
Circulation			
Paid Circulation Average	6,312	5,592	7,500
LV Complete	24	8	18
LV ePub	79	75	79
Total Circulation	6,415	5,675	7,597
Revenue per Magazine	1.81	1.80	2.00
Revenue per LV Complete	2.16	2.16	3.32
INCOME			
Subscription income			
Circulation Income	65,211	61,890	85,000
By the Month Income	13,304	2,344	5,389
Back Issues	6,692	2,100	3,000
Complete — Income	289	185	365
Sales ePub	669	909	766
Undeliverables Written Off	(2,392)	(4,460)	(3,000)
Total Subscription Income	83,773	62,968	91,520
Total Direct Cost	59,614	50,365	89,271
Gross Profit On Subscription	24,159	12,603	2,248
Content Related Income			
Books and other merchandise	18,069	18,000	24,300
Cassettes CDs Income	3,607	4,200	6,000
Sales Other	4,364	-	1,080
Total Content Related Income	26,039	22,200	31,380
Total Cost	9,035	9,990	8,640
Gross Profit On Content Related Income	17,004	12,210	22,740
Total Income	41,163	24,813	24,988
EXPENSES			
Editorial Cost	251,988	263,143	278,956
Circulation Cost	177,821	158,701	140,660
General and Administrative Cost	-	4,940	7,440
Total Expenses	429,809	426,783	427,055
Net Operating Income (Loss)	(388,646)	(401,970)	(402,067)
Contribution GSB	388,646	401,970	402,067
Consolidated	(112,618)	(354,225)	19,234

■ 2022 Conference Committees

Agenda

PANEL 71

Ruth C. — Area 1, Alabama/NW Florida
Donna K. — Area 53, Central SE Ohio
Matt K.** — Area 11, Connecticut
Kimberley M. — Area 83, Eastern Ontario
Beth P.* — Area 10, Colorado

PANEL 72

Bryon B. — Area 74, N. WI/Upper Pen. MI
Mitchell B. — Area 9, Mid-Southern CA
Sally T. — Area 35, Area 12, Delaware
Secretary: Steve S.

Cooperation with the Professional Community

PANEL 71

Tom B.* — Area 49, Southeast New York
Julie C. — Area 42, Nevada
Pam K. — Area 39, Western Missouri
Gordon N. — Area 21, Southern Illinois
Ruth R.** — Area 14, North Florida

PANEL 72

Shannon C. — Area 64, Tennessee
Claude G. — Area 87, Southwest Québec
Alison H. — Area 61, Rhode Island
Secretary: Diana L. (interim)

Corrections

PANEL 71

Monica F.* — Area 19, Chicago, Illinois
Mario L. — Area 88, Southeast Québec
Glenn N.** — Area 91, Saskatchewan

PANEL 72

Candice C. — Area 18, Idaho
Shellia D. — Area 66, Northwest Texas
Cara G. — Area 41, Nebraska
Jennifer S. — Area 26, Kentucky
Kurt W. — Area 29, Maryland
Secretary: Sandra W. (interim)

Finance

PANEL 71

Connie R. — Area 40, Montana
Susan R.** — Area 54, Northeast Ohio
Sharon S.* — Area 57, Oklahoma

PANEL 72

Peter B. — Area 28, Maine
Chris D. — Area 20, Northern Illinois
Jeff S. — Area 86, Western Ontario
Charles T. — Area 37, Mississippi
Tandy W. — Area 2, Alaska
Secretary: Zenny Medina

Grapevine

PANEL 71

Tim B. — Area 22, Northern Indiana
Kris H.* — Area 67, Southeast Texas
Jody K. — Area 60, W. Pennsylvania
Sheryl T.** — Area 69, Utah

PANEL 72

Katie B. — Area 63, South Dakota
Tammie E. — Area 48, H/MB New York
Amber N. — Area 58, Oregon
Normand P. — Area 90, Northwest Québec
Pablo R. — Area 77, Puerto Rico
Secretary: Karina C.

Literature

PANEL 71

Kunane D.* — Area 17, Hawaii
Don M.** — Area 32, Central Michigan
Anne S. — Area 89, Northeast Québec
Sherry W. — Area 71, Virginia

PANEL 72

Jenn D. — Area 7, Northern Interior CA
Janet F. — Area 23, Southern Indiana
Michael K. — Area 70, Vermont
Steve L. — Area 35, Northern Minnesota
Eloy M. — Area 46, New Mexico
Secretary: Irene D.

Policy and Admissions

PANEL 71

Bob K. — Area 79, BC/Yukon
Mary M. — Area 85, Northwest Ontario
Stacy M. — Area 36, Southern Minnesota
Caroline N. — Area 59, E. Pennsylvania
Brian T. — Area 73, West Virginia

PANEL 72

Mike B. — Area 31, W. Massachusetts
Monty C. — Area 8, San Diego/Imp. CA
Andrea H. — Area 56, Southwest Ohio
Barbara R. — Area 68, Southwest Texas
Secretary: Jeff W.

Public Information

PANEL 71

Lauren A.* — Area 5, Southern California
Jim F.** — Area 38, Eastern Missouri
Katherine H. — Area 75, Southern Wisconsin
Nick P. — Area 27, Louisiana
Jan W. — Area 30, E. Massachusetts

PANEL 72

Fred A. — Area 81, New Brunswick/PEI
Mary M. — Area 76, Wyoming
Richard M. — Area 80, Manitoba
Ben N. — Area 92, Washington East
Secretary: Patrick C.

Report and Charter

PANEL 71

Mark B. — Area 4, Arkansas
Gene D.* — Area 72, Western Washington
Sherri P. — Area 52, North Dakota
Russell R. — Area 13, Washington, D.C.
Russ R.** — Area 33, Southeast Michigan

PANEL 72

Tami L. — Area 78, Alberta/NWT
Jack M. — Area 62, South Carolina
Denise M. — Area 50, Western New York
Secretary: Craig W.

Treatment and Accessibilities

PANEL 71

Jim A.* — Area 44, Northern New Jersey
Trudy D. — Area 82, Nova Scotia/NL
Thomas W. — Area 15, S. FL/Bhms/VI/Antigua
Karla Y.** — Area 93, Central California

PANEL 72

Grace F. — Area 43, New Hampshire
Darin H. — Area 25, Kansas
Tracy M. — Area 16, Georgia
Sherry S. — Area 55, Northwest Ohio
Secretary: Brenda B.

Trustees

PANEL 71

Jennifer B.* — Area 6, Northern Coastal CA
Todd D. — Area 47, Central New York
Mary Ann G. — Area 24, Iowa
Wayne H. — Area 65, Northeast Texas
Rainer L.** — Area 51, North Carolina

PANEL 72

Bill F. — Area 84, Northeast Ontario
Jim H. — Area 34, Western Michigan
Kathy R. — Area 3, Arizona
Ken T. — Area 45, Southern New Jersey
Secretary: Diana L.

Archives¹

PANEL 71

Glenn N.** — Area 91, Saskatchewan
Russell R. — Area 13, Washington, D.C.
Connie R. — Area 40, Montana
Russ R.* — Area 33, Southeast Michigan

PANEL 72

Chris D. — Area 20, Northern Illinois
Shellia D. — Area 66, Northwest Texas
Cara G. — Area 41, Nebraska
Denise M. — Area 50, Western New York
Secretary: Michelle Mirza

International Conventions/ Regional Forums¹

PANEL 71

Tim B. — Area 22, Northern Indiana
Caroline N. — Area 59, E. Pennsylvania
Anne S.* — Area 89, Northeast Québec
Karla Y.** — Area 93, Central California

PANEL 72

Shannon C. — Area 64, Tennessee
Darin H. — Area 25, Kansas
Mary M. — Area 76, Wyoming
Richard M. — Area 80, Manitoba
Secretary: James H.

*Chair
**Alternate Chair

¹Members of this committee serve on this as a secondary committee assignment.

2023 CONFERENCE CHAIRPERSONS AND ALTERNATE CHAIRPERSONS

Committee	Chairperson	Alternate
Agenda	Mitchell B., Mid-Southern California	Bryon B., N. Wisc./ U.P. Mich.
Cooperation with the Professional Community	Shannon C., Tennessee	Alison H., Rhode Island
Corrections	Kurt W. Maryland	Candice C., Idaho
Finance	Jeff S., Western Ontario	Tandy W., Alaska
Grapevine	Normand P., Northwest Québec	Amber N., Oregon
Literature	Jenn D., Northern Interior California	Eloy M., New Mexico
Policy and Admissions	Andrea H., Southwest Ohio	Barbara R., Southwest Texas
Public Information	Mary M., Wyoming	Richard M., Manitoba
Report and Charter	Denise M., Western New York	Jack M., South Carolina
Treatment and Accessibilities	Grace F., New Hampshire	Cheryl S., Northwest Ohio
Trustees	Ken T., Southern New Jersey	Kathy R., Arizona
Archives*	Chris D., Northern Illinois	Cara G., Nebraska
International Conventions/Regional Forums*	Darin H., Kansas	Richard M., Manitoba

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

2022 Trustees' Committees**

Archives

Al Mooney, *chair*
Molly Anderson
Cathi C.
Coree H.
Nancy McCarthy
Irma V.
John W.
Michelle Mirza, *secretary*

Audit

Kevin Prior, *chair*
Cathi C.
Francis G.
Mike L.
Marita R.
Paul Konigstein, *secretary*

Compensation

Francis G., *chair*
Kathi F.
Mike L.
Paz P.
Sareen Pearl, *secretary*

Conference

Kathi F., *chair*
Beau B.
Christine Carpenter
Cathi C.
Jimmy D.
Irma V.
Carolyn W.
Steve S., *secretary*

Cooperation with the Professional Community/ Treatment and Accessibilities

Nancy McCarthy, *chair*
Molly Anderson
Cathi C.
Vera F.
Cindy F.
Tom H.
Al Mooney
Diana L., *interim secretary*

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Sister Judith Karam
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Ino F.
Kathi F.
Sister Judith Karam
Paz P.
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International Conventions/ Regional Forums

Francis G., *chair*
Christine Carpenter
Ino F.
Tom H.
Deborah K.
Jan L.
Paz P.
Kevin Prior
Irma V.
Sandra W., *interim secretary*,
—*International Conventions*
James H., *secretary*,
—*Regional Forums*

Literature

Deborah K., *chair*
Beau B.
Vera F.
Cindy F.
Mike L.
Al Mooney
Marita R.
Carolyn W.
John W.
*Amalia C., ACM
*Katie H., ACM
Irene D., *secretary*

Nominating

Jan L., *chair*
Christine Carpenter
Josh E.
Francis G.
Trish L.
Paz P.
Irma V.
Diana L., *secretary*

Public Information

Beau B., *chair*
Molly Anderson
Vera F.
Cindy F.
Coree H.
Trish L.
Nancy McCarthy
John W.
*Morgan B., ACM
*Kirk H., ACM
Patrick C., *secretary*

G.S.B. Sharing Session

Francis G., *chair*
Jeff W., *secretary*

Officers of the General Service Board

Chair, Linda Chezem, J.D.
First Vice-Chair, Trish L.
Second Vice-Chair, Jan L.
Treasurer, Kevin Prior, MBA, CFA, CPA
Secretary, Francis G.
Assistant Treasurer, Paul Konigstein
Assistant Secretary, Jeff W.

*Appointed Committee Member

**Linda Chezem is an ex officio member on all committees;
G.S.O.'s general manager is an ex officio member on all committees
except the Audit Committee, Compensation Committee and
the Nominating Committee

■ 2022 Conference Members

CLASS A (NONALCOHOLIC) TRUSTEES

Molly A. Anderson (Williamsville, NY) was elected Class A trustee in April 2021. Molly is currently the Executive Director of the Center for Leadership and Organizational Effectiveness at the University of Buffalo. Molly has 30 years of experience developing organizations around the world, and her areas of expertise include strategic planning, board development, fundraising, communications and program development. She has fostered strong partnerships with leading companies, organizations, government leaders and educational partners to deliver programs locally and globally. A leader in her community, Molly has achieved recognition and awards in several notable disciplines. She serves on the trustees' Public Information, CPC/Treatment & Accessibilities and Archives 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. Judge Carpenter currently serves on four trustees' committees: Nominating, Conference, International and International Conventions/Regional Forums.

Linda S. Chezem, JD (Plainfield, IN) was elected chair of the General Service Board following the 71st General Service Conference. In her professional career, Linda was a trial court judge for 12 years and then served on the Indiana Court of Appeals for 10 years. She is professor emerita of Youth Development and Agriculture Education at Purdue University and formerly an adjunct professor at the Indiana University School of Medicine; she is currently an adjunct professor at Ivy Tech Community College. Linda previously served on the General Service Board as a Class A trustee from 1996 to 2002 and was first vice chair from 2000 to 2003. She serves on the trustees' Corrections, CPC/Treatment & Accessibilities, Nominating, Finance and Archives 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 health care ministry has included working as a clinical pharmacist as well as serving in numerous executive positions and leadership roles in health care administration, among them as board chair of the Catholic Health Association in 2015. She has won many awards and distinctions along the way and is a Life Fellow of the American College of Healthcare Executives. She serves on the trustees' Corrections, International, Orientation 2022 and 1728 Committees, as well as past search committees for a General Manager and a Grapevine Publisher.

***Nancy McCarthy** (St. Louis, MO) was approved by the

General Service 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 metro area and served in this position until her retirement. Nancy currently serves as a consultant for the Institute of Justice Research and Development (IJRD) and works for the Archdiocese of St. Louis. As a Class A trustee, Nancy currently chairs the CPC/Treatment & Accessibilities Committee and serves on the trustees' Public Information and Archives Committees. She is also a director on the AA 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 as chairman of the trustee's Archives Committee, and he is a member of the CPC/Treatment & Accessibilities and Literature Committees.

Kevin J. Prior, MBA, CFA, CPA (St. Louis, MO) was elected Class A trustee in May 2021. With a professional background in accounting and finance, Kevin is currently Senior Director of Finance of the Catholic Health Association of the United States, which advances the interests of the largest group of nonprofit healthcare providers in the nation. In addition to managing a \$25 million budget, Kevin serves in a cross-functional role impacting resource planning, investment and treasury management, risk management, financial reporting and operations. Kevin is currently treasurer of the General Service Board, chair of the Finance and Audit Committees, and serves on the trustees' International and International Conventions/Regional Forums Committees.

ALCOHOLIC (CLASS B) TRUSTEES

***Beau B.** (Neptune, NJ) was elected general service trustee in April 2018, before which he was a nontrustee director on A.A.W.S. from 2014 to 2018. In his area, Beau has served as the section coordinator and as a DCM. He currently manages a consulting service company focused on strategy development, data management and financial analytics. Beau chairs both the AAWS Technology, Communications and Services (TCS) Committee and the trustees' Public Information Committee. He also serves

on the trustees' Literature and Conference Committees.

Cathi C. (Indianapolis, IN) was elected East Central regional trustee in April 2021. Cathi was a Panel 64 delegate and has stayed active in area service since rotating, most recently as chair of the ad hoc Committee on Virtual Assemblies and as Area 23 archivist. She has served as area secretary and on a variety of group, district and area committees including CPC, Finance, Literature, Grapevine/La Viña, Archives, Group Services and State Convention. Now retired, Cathi has wide experience in retail management, customer service, staff training and management development. She serves on the trustees' Archives, Conference and CPC/Treatment & Accessibilities Committees, as well as on the Audit Committee.

James (Jimmy) D. (Dallas, TX) was elected Southwest regional trustee in May 2019. A Panel 59 delegate, Jimmy believes that being actively engaged in a home group and participating in the fundamental A.A. principle of sponsorship is vital to recovery. Currently Director 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. Jimmy chairs the A.A.W.S. board and serves on the trustees' Conference and Finance Committees.

Josh E. (Durham, NC) was elected General Service Trustee in April of 2020. Josh served as an AA Grapevine director from 2016 to 2020, and as an appointed committee member from 2013 to 2016 on the trustees' Public Information Committee. Josh has worked in film and television for 25 years, the last 17 in advertising. Josh is the Managing Director of a full-service post-production company and past Director of Production for a global advertising agency. He serves on the trustees' Nominating and Finance Committees and is chair of the AA Grapevine Board.

***Kathryn F.** (Tucson, AZ) was elected Pacific regional trustee in April 2018. "Kathi" has served on several ad hoc and trustees' committees over the past few years, including Exploring Online Group Participation in the U.S./Canada General Service Structure and Strategic Planning, as well as chairing the trustees' Nominating Committee. In her second and third years she served as a director on the AAGV Board and as chair of AAGV in her third year. In addition to chairing the General Service Conference Committee this year, Kathi serves on the Finance, International and Compensation committees. Kathi and her husband, Kevin, have recently retired and enjoy hiking, traveling and spending time with family and friends.

Francis G. (Chelmsford, MA) serves as Northeast regional trustee. As a Panel 57 delegate, he served as chair of the Conference Committee on Archives and as alternate chair of the Conference Committee on Finance. Now retired, Francis has extensive experience as a CPA (with both the IRS and the U.S. Department of Defense). Francis serves as secretary of the General Service Board; chairs the trustees' International Conventions/Regional Forums Committee; and serves on the trustees' Nominating and Corporate Audit and Compensation Committees. He is

also a member of the ad hoc Committee on Increasing Participation in the Service Structure through the Lens of the Third and Fifth Traditions. Francis remains active in his area's young people's activities as a perennial member-at-large. In his spare time, he volunteers for several community organizations.

Tom H. (Marietta, GA) was elected Southeast regional trustee in April 2021. As a Panel 62 delegate, Tom chaired the Conference Committee on Trustees. He has also served on the Grapevine Online Editorial Advisory Board and as alternate delegate, area chair, and in many other home group, intergroup, district and area service positions, including co-chair of the volunteer host committee for the 2015 International Convention. Tom served extensively with the International Conference of Young People in Alcoholics Anonymous (ICYPAA), including as chair of its advisory council. He retired as a lieutenant in his county's fire and emergency services department. Tom continues to be an active sponsor and service sponsor. He is vice chair of both the trustees' CPC/Treatment & Accessibilities Committee and the International Conventions/Regional Forums Committee, and he chairs the Subcommittee on Audio Military Interviews. He also serves on the trustees' Corrections Committee and on the ad hoc Committee on Online Groups and the Relocation Plus Study Committee.

Deborah K. (Durham, NC) was elected general service trustee in April 2021. She served as an A.A.W.S. director from 2017 to 2021. Deborah was a Panel 59 delegate from Area 51 (North Carolina). She is a clinical neuropsychologist and associate professor at a major university medical center, and has expertise in clinical diagnosis, research design and global health. She chairs the trustees' Literature Committee and serves on the International Conventions/Regional Forums and Finance Committees.

Patricia (Trish) L. (Vancouver, BC) was elected trustee-at-large/Canada in May 2019. A Panel 57 delegate, Trish is active in her district and area, where she facilitates 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 trustees' International, Nominating and Public Information Committees.

***Jan L.** (Plympton-Wyoming, ON) was elected Eastern Canada regional trustee in April 2018. A Panel 54 delegate from Area 86 (Western Ontario), she has served at the district and area levels, and has chaired many round-ups, workshops and other A.A. events. She is retired from a 28-year career as an executive assistant in local county government. Jan is currently second vice chair of the General Service Board and chair of the trustees' Nominating Committee. She also serves on the trustees' Corrections and International Conventions/Regional Forums Committees, as well as on the General Service Board ad hoc Committee Increasing Participation in the Service Structure through the Lens of the Third and Fifth Traditions.

Mike L. (Omaha, NE) was elected West Central regional trustee in May 2020. A Panel 53 delegate from Area 24, Mike has held numerous service positions at the district and area level, actively participating in corrections service work, workshops and other A.A. events. Mike is operations manager of a truck equipment company and has extensive experience in management, distribution and operations. Additionally, he is a member of several local community boards and historical societies. He currently chairs the trustees' Corrections Committee and serves on the Literature and Finance Committees.

Paz P. (Tucson, AZ) was elected general service trustee in April 2021. Paz served as a nontrustee director on the AA Grapevine Board from 2014 to 2018 and as a member of the La Viña Editorial Advisory Board from 2008 to 2014. In her area, she has been Hispanic coordinator, interpreter, newsletter editor and AA Grapevine coordinator. Paz is currently a human resources specialist, with skills in benefits administration, data and compliance management, and on-boarding activities. She serves on the trustees' International, Nominating and International Conventions/Regional Forums Committees, and as director on the AA Grapevine Board.

Marita R. (Mesquite, NV) was elected trustee-at-large/U.S. in April 2021. As a Panel 49 delegate, she chaired the Conference Report and Charter Committee. While residing in other areas, she served as director of an intergroup board and as liaison to a Hospitals & Institutions intergroup. Marita also created and chaired the first Native American Intertribal/G.S.O. meeting in Southern California. Now retired, Marita has professional experience in both education (including on a Native American reservation) and in economic development (including projects in several southeast Asian countries). She has traveled extensively throughout the world and within the U.S. She serves on the trustees' Corrections, International and Literature Committees.

Irma V. (Esterhazy, SK) was elected Western Canada regional trustee in May 2020. Irma has held numerous service positions at the group, district and area level, including as Panel 59 delegate. She has participated at many Regional Forums and other regional and local A.A. events. As an executive director of a not-for-profit organization for over 25 years, she has experience in business management, human resources, fund development and marketing as well as senior case management. She currently serves on several community boards and on a national management council. Irma serves on the trustees' Archives, Conference, International Conventions/Regional Forums and Nominating Committees, and also serves as an A.A.W.S. trustee director.

NONTRUSTEE DIRECTORS

Vera F. (Bend, OR) was elected A.A.W.S. director in April 2021. She has served in several roles, including quality assurance coordinator and general manager, during her 17 years at a nonprofit whose mission is to empower people of diverse abilities. A Panel 68 delegate for Area 58,

Vera has served in her area on Grapevine/La Viña and various host committees. She brings a multidimensional view to her professional life and service by utilizing the myriad of her lived experiences. Vera has focused her life work on advising others to move toward healing in the areas of cancer survivorship, sexual identity, drug and alcohol addiction, and racialized trauma. She enjoys traveling, camping, theater, dance, photography and spending time with family and friends. Vera serves on the trustees' Literature, Public Information and CPC/Treatment & Accessibilities Committees. As a director on the A.A.W.S. board, she serves on the Internal Audit, Publishing, and Technology and Communications Services (TCS) Committees, and chairs the Self-Support Committee.

***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 trustees' International and International Conventions/Regional Forums Committees.

Cindy F. (Fairfax, VA) was elected AA Grapevine director in May 2020. Cindy has been active in A.A. service since 1994, serving in various positions at the local and area levels, including as a Panel 61 delegate. She also served as an appointed committee member on the trustees' Literature Committee from 2015 to 2019. Cindy has extensive professional experience in the fields of finance, strategic planning, information technology and operations. She is currently the vice president of program management for a large government contractor, where she is responsible for planning, developing, implementing, and monitoring support systems for program management teams to consistently deliver software development projects and IT support services. She serves on the trustees' Literature, Public Information and CPC/Treatment & Accessibilities Committees, and on the Grapevine Board's Strategic Planning committee.

Coree H. (Portland, OR) was elected Grapevine director in April 2021. A skilled marketing professional, Coree has expertise in client acquisition strategies, go-to-market strategic planning, multichannel performance analysis, and CRM adoption and implementation. Coree was the first Asian-American officer at the area level and served as chair of the Virtual Assembly ad hoc Committee. Coree was also a featured speaker at the 2017 National A.A. Technology Workshop. Coree serves on the trustees' Public Information, Corrections and Archives Committees.

***Carolyn W.** (Surrey, BC) has served as a nontrustee director on the A.A.W.S. Board since 2017. She serves on the trustees' Finance, Literature and Conference Committees. She also serves on the Retirement Committee and the Compensation Committee. Prior to serving on A.A.W.S., she served as the Panel 63 delegate for Area 79. Carolyn remains very active locally in her home group and in sponsorship. Professionally Carolyn is the Privacy

Director for a large health care company in Canada. She is certified as an Information Privacy Professional and an Information Privacy Manager. Prior to this role, she was responsible for clinics with combined revenues of over \$14 million per year. Carolyn serves on the Canadian Advisory Board for the International Association of Privacy Professionals.

John W. (New York, NY) was elected A.A.W.S. director in April 2021. He has over 25 years' experience as a nonprofit executive, specializing in resource development, strategic planning and governance. John has also served in a leadership capacity on various civic and nonprofit boards over the last two decades. As the Panel 67 delegate for Area 49, he served on the Conference Literature Committee, which he chaired in 2018, as well as on the Archives Committee. He serves on the trustees' Archives, Corrections, Literature and Public Information Committees.

Class A Trustees elected by the General Service Board following the 2022 Conference

Hon. Kerry Meyer (Minneapolis, MN) was elected Class A trustee in April 2022. Kerry is a district court (trial) judge for the Fourth Judicial District in Minneapolis. Kerry has presided over the DWI, Mental Health and Veterans Treatment Courts. She has held court leadership and assignments at the district, county and state levels, including criminal and treatment courts. She is also the State Judicial Outreach Liaison to address impaired driving issues with judges throughout Minnesota. Kerry is actively involved in community service, appearing as a guest speaker at local schools and colleges as well as local A.A. conferences, sharing on topics of cooperating with professionals.

Anadora "Andie" Moss (Washington, D.C.) was elected Class A trustee in April 2022. Andie is the principal and owner of a criminal justice consulting firm based in Washington, DC. The firm provides consulting services to federal, state, and local government agencies and private organizations, including the National Institute of Corrections (NIC), Bureau of Justice Assistance (BJA), and the Bureau of Justice Statistics (BJS) in the field of criminal justice. Andie has given numerous presentations throughout the U.S. on various aspects of the criminal justice system and on organizational leadership and related subjects. She is also the author of several textbooks and papers. Andie is a current member of the American Correctional Association, American Probation and Parole Association and other professional associations and has been the recipient of several notable awards.

Class B Trustees elected by the General Service Board following the 2022 Conference

Reilly K. (Winston, OR) was elected Pacific regional trustee in April of 2022. Reilly was a Panel 66 delegate

from Area 58 (Oregon) and has been actively involved in A.A. service since the mid-1960s. Some of Reilly's more recent service work includes serving as the area's Grapevine/La Viña Committee chair, creating a \$7.14 on 7/14 Grassroots Area Self-Support Challenge, and chairing various committees. Reilly holds decades of experience in financial management as a licensed tax consultant of 23 years and owner of a tax and consulting firm.

Joyce S. (Toronto, Ontario) was elected Eastern Canada regional trustee in April 2022. A Panel 65 delegate, Joyce has served at the district and area levels, and has chaired and assisted in various conferences and service assemblies, including the first Eastern Canada Delegates Orientation in 2021. Joyce also served as co-chair and treasurer for the Canadian Eastern Regional Alcoholics Anonymous Service Assembly CERAASA in 2015. Joyce is semi-retired and has been employed as an executive assistant for the past 35 years. Joyce enjoys golfing and traveling and is currently involved in volunteer work at a local community organization, providing mentoring and support to those in need

Carolyn W. (Surrey, BC) (see above) was elected general service trustee in April 2022.

Nontrustee directors elected by the General Service Board following the 2021 Conference

Clinton M. (Ottawa, Ontario) was elected A.A.W.S. director in April 2022. A Panel 64 delegate for Area 80 (Manitoba), Clinton also served in various positions at the local and area levels, including chair of the Policies and Procedures Committee of Ottawa Area Intergroup. Professionally, Clinton is a manager of a professional accounting practices group with over 25 years of experience leading multi-disciplinary teams in the federal public service and private sector, where he is responsible for strategic planning, budgeting and professional staff development. Clinton is a member of a local Masters' Swim Club, is a pilot and speaks French as a second language.

David S. (East Chatham, NY) was elected Grapevine director in April 2022. David is actively involved in local service activities, held several service positions including group and district treasurer, and participated in several area service workshops. David's professional experience lies in media business, subscription marketing for a variety of products, print and digital, as well as in online product development and marketing. He leads his own consultancy, working with challenged businesses to help accelerate their growth through various strategies. David has worked with many nonprofit organizations and as a result of recent work in helping to launch a new digital platform for an organization was the recipient of a 2020 award for outstanding contribution.

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 72nd Conference includes Panel 71 (delegates now serving for their second year) and Panel 72 (new delegates).

**1. ALABAMA/
NORTHWEST FLORIDA (Panel 71)**

Ruth C., Pensacola, FL

2. ALASKA (Panel 72)

Tandy W., Anchorage, AK

3. ARIZONA (Panel 72)

Kathleen (Kathy) R., Tucson, AZ

4. ARKANSAS (Panel 71)

Mark B., North Little Rock, AR

5. SOUTHERN CALIFORNIA (Panel 71)

Lauren A., Los Angeles, CA

**6. NORTHERN COASTAL
CALIFORNIA (Panel 71)**

Jennifer B., Santa Rosa, CA

**7. NORTHERN INTERIOR
CALIFORNIA (Panel 72)**

Jennifer (Jenn) D., Magalia, CA

**8. SAN DIEGO/IMPERIAL
CALIFORNIA (Panel 72)**

Montrell (Monty) C.,
San Diego, CA

**9. MID-SOUTHERN
CALIFORNIA (Panel 72)**

Mitchell B., Costa Mesa, CA

10. COLORADO (Panel 71)

Beth P., Woodland Park, CO

11. CONNECTICUT (Panel 71)

Matt K., Hartford, CT

12. DELAWARE (Panel 72)

Sally T., Wilmington, DE

13. DISTRICT OF COLUMBIA (Panel 71)

Russell R., Washington, DC

14. NORTH FLORIDA (Panel 71)

Ruth R., Jacksonville, FL

**15. SOUTH FLORIDA/BAHAMAS/
VIRGIN ISLAND/ANTIGUA (Panel 71)**

Thomas W., Lake Worth, FL

16. GEORGIA (Panel 72)

Tracy M., Warner Robins, GA

17. HAWAII (Panel 71)

Kunane D., Hauula, HI

18. IDAHO (Panel 72)

Candice C., Pocatello, ID

19. CHICAGO, ILLINOIS (Panel 71)

Monica F., Chicago, IL

20. NORTHERN ILLINOIS (Panel 72)

Chris D., Elgin, IL

21. SOUTHERN ILLINOIS (Panel 71)

Gordon N., Belleville, IL

22. NORTHERN INDIANA (Panel 71)

Tim B., Valparaiso, IN

23. SOUTHERN INDIANA (Panel 72)

Janet F., Evansville, IN

24. IOWA (Panel 71)

Mary Ann G., Bettendorf, IA

25. KANSAS (Panel 72)

Darin H., Shawnee, KS

26. KENTUCKY (Panel 72)

Jennifer S., Bardstown, IN

27. LOUISIANA (Panel 71)

Nick P., Lake Charles, LA

28. MAINE (Panel 72)

Peter B., Deer Isle, ME

29. MARYLAND (Panel 72)

Kurt W., Perry Hall, MD

**30. EASTERN
MASSACHUSETTS (Panel 71)**

Jan W., Falmouth, MA

**31. WESTERN
MASSACHUSETTS (Panel 72)**

Michael (Mike) B., Chicopee, MA

32. CENTRAL MICHIGAN (Panel 71)

Don M., Munith, MI

33. SOUTHEAST MICHIGAN (Panel 71)

Russ R., Saint Clair Shores, MI

34. WESTERN MICHIGAN (Panel 72)

James (Jim) H., Belmont, MI

35. NORTHERN MINNESOTA (Panel 72)

Steve L., Biwabik, ND

36. SOUTHERN MINNESOTA (Panel 71)

Stacy M., Columbia Heights, MN

37. MISSISSIPPI (Panel 72)

Charles T., Braxton, MS

38. EASTERN MISSOURI (Panel 71)

Jim F., Saint Louis, MO

39. WESTERN MISSOURI (Panel 71)

Pam K., Kansas City, MO

40. MONTANA (Panel 71)

Connie R., East Helena, MT

41. NEBRASKA (Panel 72)

Cara G., Lincoln, NE

42. NEVADA (Panel 71)

Julie C., Chester, CA

43. NEW HAMPSHIRE (Panel 72)

Grace F., Jaffrey, NH

44. NORTHERN NEW JERSEY (Panel 71)

James (Jim) A., Spring Lake, NJ

45. **SOUTHERN NEW JERSEY** (Panel 72)

Kenneth (Ken) T.,
Little Egg Harbor, NJ

46. **NEW MEXICO** (Panel 72)

Eloy M., Los Lunas, NM

47. **CENTRAL NEW YORK** (Panel 71)

Todd D., Cortland, NY

48. **HUDSON/MOHAWK/
BERKSHIRE NEW YORK** (Panel 72)

Tammie E., New York Mills, NY

49. **SOUTHEAST NEW YORK** (Panel 71)

Tom B., Patchogue, NY

50. **WESTERN NEW YORK** (Panel 72)

Denise M., Buffalo, NY

51. **NORTH CAROLINA** (Panel 71)

Rainer L., Wilmington, NC

52. **NORTH DAKOTA** (Panel 71)

Sherri P., Kulm, ND

53. **CENTRAL &
SOUTHEAST OHIO** (Panel 71)

Donna K., Columbus, OH

54. **NORTHEAST OHIO** (Panel 71)

Susan R., Orwell, OH

55. **NORTHWEST OHIO** (Panel 72)

Cheryl (Sherry) S., Curtice, OH

56. **SOUTHWEST OHIO** (Panel 72)

Andrea H., Montezuma, OH

57. **OKLAHOMA** (Panel 71)

Sharon S., Edmond, OK

58. **OREGON** (Panel 72)

Amber N., Milwaukie, OR

59. **EASTERN PENNSYLVANIA** (Panel 71)

Caroline N., Glenside, PA

60. **WESTERN PENNSYLVANIA** (Panel 71)

Jody K., Punxsutawney, PA

61. **RHODE ISLAND** (Panel 72)

Alison H., Warwick, RI

62. **SOUTH CAROLINA** (Panel 72)

Jack M., Anderson, SC

63. **SOUTH DAKOTA** (Panel 72)

Katie B., Aberdeen, SD

64. **TENNESSEE** (Panel 72)

Shannon C., Nashville, TN

65. **NORTHEAST TEXAS** (Panel 71)

Wayne H., Frisco, TX

66. **NORTHWEST TEXAS** (Panel 72)

Shellia D., Amarillo, TX

67. **SOUTHEAST TEXAS** (Panel 71)

Kris H., Katy, TX

68. **SOUTHWEST TEXAS** (Panel 72)

Barbara R., Austin, TX

69. **UTAH** (Panel 71)

Sheryl T., Salt Lake City, UT

70. **VERMONT** (Panel 72)

Michael K., Bennington, VT

71. **VIRGINIA** (Panel 71)

Sherry W., Winchester, VA

72. **WESTERN WASHINGTON** (Panel 71)

Geene D., Olympia, WA

73. **WEST VIRGINIA** (Panel 71)

Brian T., Keyser, WV

74. **N. WISCONSIN/
UPPER PENN. MICHIGAN** (Panel 72)

Bryon B., Fall Creek, WI

75. **SOUTHERN WISCONSIN** (Panel 71)

Katherine H., Wauwatosa, WI

76. **WYOMING** (Panel 72)

Mary M., Cheyenne, WY

77. **PUERTO RICO** (Panel 72)

Pablo R., Bajadero, PR

78. **ALBERTA/NWT** (Panel 72)

Tami L., Okotoks, AB

79. **BRITISH COLUMBIA/
YUKON** (Panel 71)

Bob K., Roberts Creek, BC

80. **MANITOBA** (Panel 72)

Richard M., Winnipeg, MB

81. **NEW BRUNSWICK/
PRINCE EDWARD ISLAND** (Panel 72)

Fred A., Summerside, NB

82. **NOVA SCOTIA/NEWFOUNDLAND/
LABRADOR** (Panel 71)

Trudy D., Stellarton, NS

83. **EASTERN ONTARIO** (Panel 71)

Kimberley M., Pickering, ON

84. **NORTHEAST ONTARIO** (Panel 72)

William (Bill) F., North Bay, ON

85. **NORTHWEST ONTARIO** (Panel 71)

Mary M., Thunder Bay, ON

86. **WESTERN ONTARIO** (Panel 72)

Jeffrey (Jeff) S., Hamilton, ON

87. **SOUTHWEST QUÉBEC** (Panel 72)

Claude G., Béthanie, QC

88. **SOUTHEAST QUÉBEC** (Panel 71)

Mario L., Montmagny, QC

89. **NORTHEAST QUÉBEC** (Panel 71)

Anne S., Quebec, QC

90. **NORTHWEST QUÉBEC** (Panel 72)

Normand P., Joliette, QC

91. **SASKATCHEWAN** (Panel 71)

Glenn N., Esterhazy, SK

92. **WASHINGTON EAST** (Panel 72)

Ben N., Hauser, ID

93. **CENTRAL CALIFORNIA** (Panel 71)

Karla Y., Mission Hills, CA

A.A. WORLD SERVICES DIRECTORS

Jimmy D., *chairperson, regional trustee*
Beau B., *general service trustee*
Vera F., *director*
Deborah K., *general service trustee*
Irma V., *regional trustee*

Carolyn W., *director*
John W., *director*
Robert W., *G.S.O. general manager*
Jeff W., *G.S.O. staff member*

AA GRAPEVINE DIRECTORS

Josh E., *chairperson, general service trustee*
Chris C., *AAGV publisher*
Ino F., *director*
Cindy F., *director*
Francis G., *regional trustee*

Coree H., *director*
Mike L., *regional trustee*
Nancy McCarthy, *Class A trustee*
Paz P., *general service trustee*

GENERAL SERVICE OFFICE STAFF

Brenda B.
Patrick C.
Irene D.
James H.
Racy J.
Diana L.

Steve S.
Craig W.
Sandra W.
Jeff W.

GRAPEVINE STAFF

Karina C., *associate editor La Viña*
Jon W., *senior editor*

Nonvoting Resource Attendees Assisting with the 72nd General Service Conference

Administration Department

Terri Surratt-Skeet, *Executive Assistant*

Archives Department

April Hegner, *Senior Archivist*
Michelle Mirza, *Archives Director*

Communication Services Department

Tracey G., *Digital Product Manager*
Julie Gonzalez, *Senior Digital Communications Analyst*
Clorinda V., *Communication Services Director*

Finance Department

Josualdo Hernandez, *Accounts Payable Associate*
Paul Konigstein, *Chief Financial Officer*
Jonathan Lobo, *GSO Accounting Supervisor*
Zenaida Medina, *Assistant Director of Finance*
Yamilka Perez, *Accounts Receivable Associate*

METS Department

Rebekah Jimenez, *METS Assistant*
Attallah Sophas, *METS Coordinator*
Sharon Vasquez, *METS Manager*

Operations Department

Margaret Matos, *Member and Customer Service Manager*
Jomary Sabino, *Member Service Associate*
Malini Singh, *Director of Operations*

Publishing Department

Julia D., *Managing Editor*
Juliette L., *French Editor/Translator*
Edward Nyland, *Senior Production Manager, Print*
David R., *Publishing Director*
Julisa Soriano, *Senior Production Manager, Digital*
Ames S., *Executive Editor*

Staff Services Department

Nuris Cevallos, *Literature Staff Assistant*
Jacob Diaz, *Staff Coordinator Staff Assistant*
Katherine Jose, *Group Services Staff Assistant*
Charlene Meade, *Staff Assistant*
Victor Navas, *International Staff Assistant*
Massiel Peralta, *CPC/Treatment/Accessibilities Staff Assistant*
Marissa Sblendorio, *Public Information Staff Assistant*
Nathalia Sande, *Conference Staff Assistant*
Nay Williams, *Staff Services Manager*

Technology Services Department

Lorna Graham, *Director Technology Services*
Pedro Gonzalez, *IT Support Technician*
Bruce Hartley, *Senior Project Manager*
Ronald Reyes, *IT Support Technician*

AA Grapevine

Janet Bryan, *Director of Operations*

ACMs

Morgan B., *Public Information*
Amalia C., *Literature*
Kirk H., *Public Information*
Katie H., *Literature*

Interpreters

Stefan Jetchick, *French Language Interpreter*
Andrée Lanoix, *French Language Interpreter*
Olivier Lepage, *French Language Interpreter*
Hernán M., *Spanish and Portuguese Language Interpreter*

Staff Consultants

Julio E., *Staff Consultant*
Rick W., *Staff Consultant*

Trustees Emeriti

Ward Ewing
Michele Grinberg

Observers

Maria Z., *General Service Board of Brazil*
Erwin B., *General Service Board of Argentina*

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