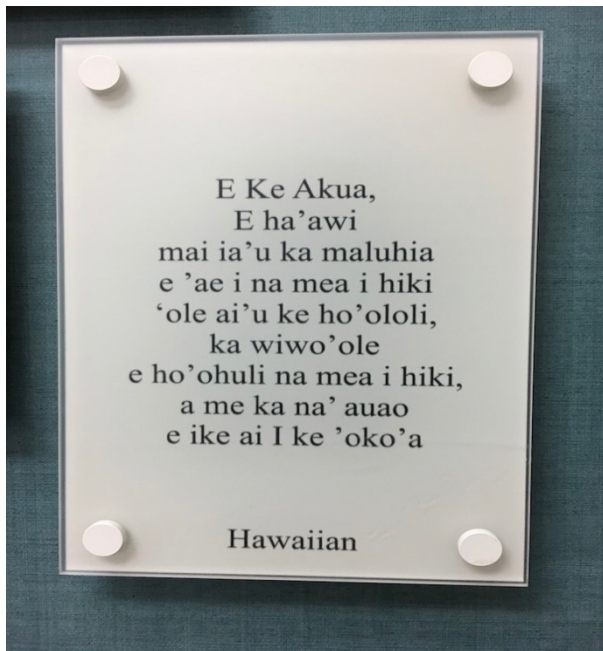


General Service Conference May 19-25, 2019
“Our Big Book – 80 Years, 71 Languages”

Delegate Report Back, rev.1

Hawaii Area 17, Panel 69

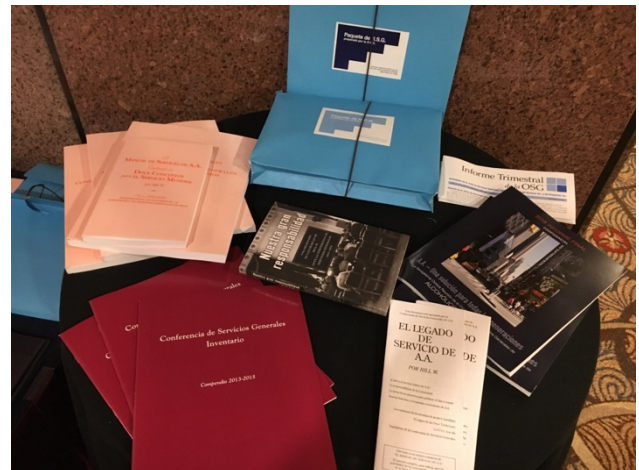


We were given two opportunities to tour of the General Service Office housed at 475 Riverside Drive, NYC. When we stepped out of the elevator we were greeted with The Serenity Prayer in many languages. It warmed my heart to see it written in Hawaiian.

At the conference, tables displayed our literature in French, Spanish, English as well as other languages. Printing the Big Book in 71 languages is no small accomplishment. We aren't done though. 21 translations are currently in process, some of which are revisions.

When Alcoholics Anonymous was new, and in the “flying blind” stage, members went to Dr. Bob and Bill W. for solutions to problems. As A.A. grew and accumulated experience, strength and hope, two key decisions have helped us survive and flourish. We print literature to help us pass on our message. We have a service structure that gives us a way to communicate and make decisions for A.A. At the first General Service Conference, the responsibility for A.A. was transferred from our founders to A.A. as a whole.

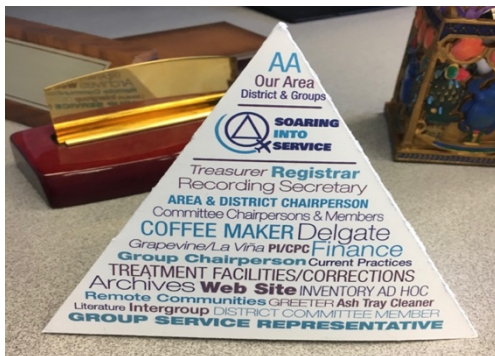
The 69th General Service Conference was a weeklong meeting that allowed us to inspect our General Service Office, and ask questions. We heard annual reports from the General Service Board, A.A. World Services and A.A. Grapevine, Inc. During the week we met by committee, discussed the agenda items submitted throughout the year, and met as a body of 135 members. We listened, asked questions, voted on recommendations and made decisions we hope are for the good of Alcoholics Anonymous.



General Service Board

We can all keep up to date through Box 459, and information accessible at aa.org. In the role as good service leaders (Concept IX), here are seven goals our General Service Board keeps in mind while working:

1. Model inclusivity and acceptance in accordance with the Third Tradition.
2. Work on relationships with professionals – be friendly with our friends.
3. Effective communication.
4. Identify new places and audiences to bring the A.A. message of hope.
5. Improve internal communications among the three boards.
6. Act as a role model in promoting the importance of our tradition of anonymity as expressed in the Eleventh and Twelfth Traditions.
7. Financial health – it is largely up to A.A. members to provide the seventh traditions contributions. GSO finds ways to communicate the work GSO does as a result of those contributions.



Alcoholics Anonymous World Services

We are a not for profit corporation with 9 directors who are responsible for oversight of the General Service Board, and are elected by our 21 trustees.

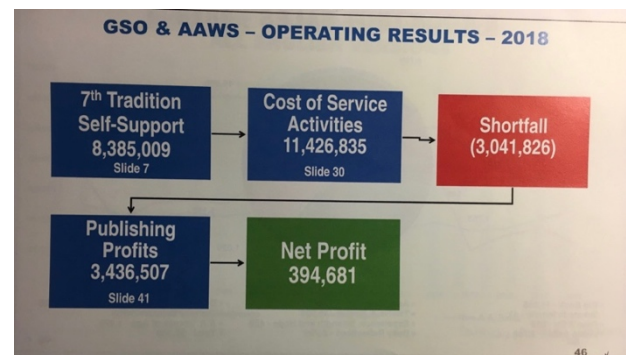
Group Services - In 2018, 1,641 new groups in the U.S. and 91 new groups in Canada were listed with G.S.O., who corresponds with each groups' GSR.

International- 25th World Service Meeting took place in Durban, South Africa, with 72 delegates from 45 countries. Trustees and G.S.O. management also attended regional and national conventions in 8 other countries.

G.S.O.'s A.A. Website – In 2018 aa.org received an estimated total of 15,254,461 visits, an increase of 14% from 2017. Approximately 431 Emails were received and responded to. New features include YouTube Information and FAQ pages, Meeting Guide and “A.A. Around the World.”

Forums and Other Events- help provide information about G.S.O. and help staff gather local experience.

Financial – Our income come for two sources: Seventh Tradition from the fellowship and from literature sales. Of the known groups, approximately 41.3% sent seventh traditions contributions. These contributions cover 73.4% of the annual cost. The remainder of the cost is covered by profits from literature sales.



The Finance and Budgetary report are thorough, with slides that help give it an “Around the Picnic Table” feel. Final Conference Report is posted on aa.org and on area17aa.org

A.A. World Services –

International Convention - in Detroit in July 2-5, 2020
Information Technology - the New Enterprise Resource Planning (ERP) system will be an update to G.S.O.s software system.

Intellectual Property, Administrative Services,
Daily Reflections video project and last but not least;
Service Material - In addition to books, pamphlets & audio materials shipped daily, **902,000** Big Books sold and **55,330** eBooks sold.

Archives – Finished approximately 1,600 requests for information and research, and accessioned over 375 new items.

Typewriter used to write our first Big Book



Publishing – The Big Book is available in 71 languages. 265 licenses to reproduce and distribute items of translated copyrighted literature were issued or renewed as compared to 73 in 2017. Individual pieces of literature distributed included 4,746,832 in English, 328,068 in Spanish, and 112,002 in French.

Our Great Responsibility: A selection of Bill W.'s General Service Conference Talks 1951-1971 has been printed in French, Spanish and English.

By now you may be wondering: How much do all these services cost?

The cost of averages out to \$8.06 per member.

Would your group like to join
The \$8.06 Challenge Campaign?
This is a “grass roots challenge”
(In 2017, the areas who participated
contributed a total of \$60,607).

Here's how the challenge works:

On August 6th, 2019
in addition to the regular 7th Tradition
groups pass a Special Basket or Hat.
Each member who chooses contributes \$8.06
Each group sends the total amount to:

General Service Office
Box 459
Grand Central Station
New York, NY 10163

(Please include your group name and group # on
your check, as this helps GSO credit
your group).

One more thing about 2018 contributions:
85% were received through the USPS
15% were received through online.
To learn about making online contribution-
go to aa.org and look for “Make a Contribution”

G.S.O. and Staff Operations- At the end of 2018 G.S.O. had 91 employees: 38 administrative, A.A. staff, supervisory and exempt professionals and 53 supporting personnel.

In 2018, G.S.O. welcomed more than 3,000 visitors and guests, who often attended the open A.A. meeting held at 11:00am on Friday, and toured the office.

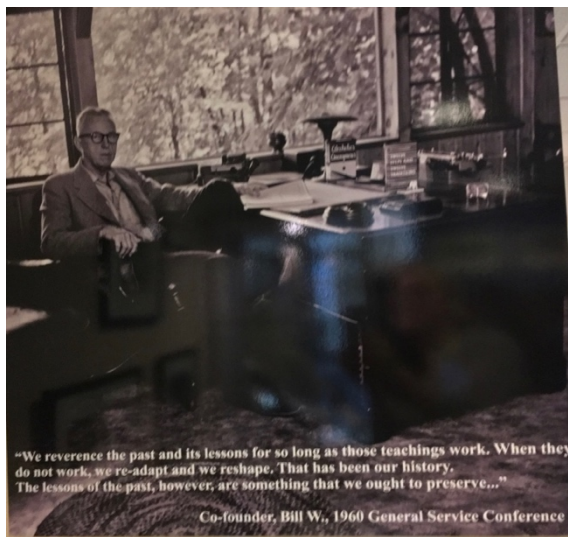
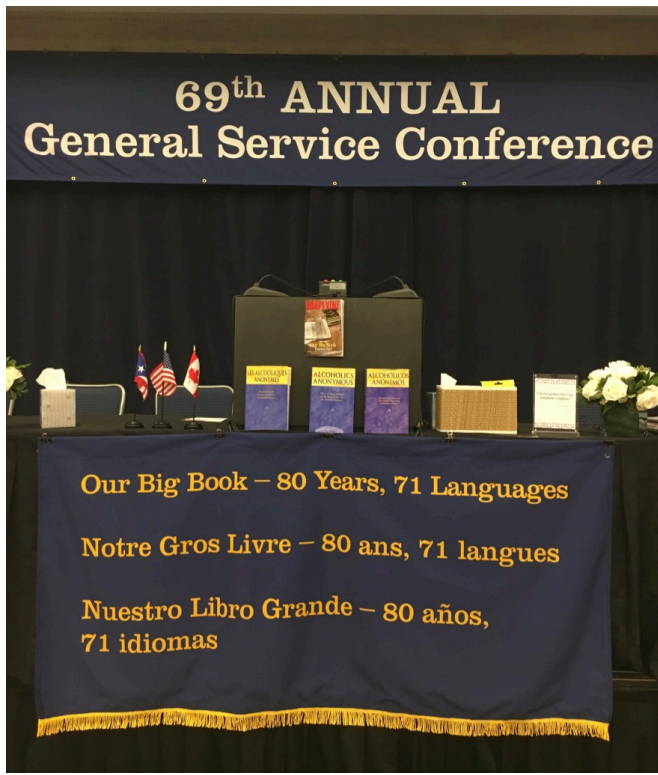
A.A. Grapevine, Inc.

The AA Grapevine is known as our meeting in print. AAGV also publishes Spanish-language content in La Viña magazine and related books, CD and audio formats, as well as a Spanish-language web pages. GV's average monthly print circulation is 66,857 and GV Online averages 3,390 subscribers., Bimonthly circulation for LV is 9,635. GV is self-supporting through subscriptions. As intended, LV continues to be a service piece, with shortfalls covered by contributions. The Carry the Message project encourages us to sponsor subscriptions. This invaluable Twelve Step tool helps us, and helps others as we pass in on in print, and through the stories found online in our GV archives. GV also continue to print books and related projects. All these efforts help us to convey the “Voices of A.A.”



Trustees also reported on the work being done by Archives, Audit, Compensation, Cooperation with Professional Community/Treatment and Accessibilities, GSC, and International committees.

The General Service Conference



“We reverence the past and its lessons for so long as those teachings work. When they do not work, we re-adapt and we reshape. That has been our history. The lessons of the past, however, are something that we ought to preserve...”
 Co-founder, Bill W., 1960 General Service Conference

Conference Schedule and Highlights

Friday 1728 Meeting
 & Tour of GSC
 Saturday 1:00-9:30 PM
 Informal Get Together
 “Cultural Challenges Reaching Remote Communities”
 Delegates only meeting

Sunday Conference Formally Begins

Monday 9:00AM-9:00PM
 Through Meet by committee
 Friday Delegates only meeting
 Meet in conference room for Presentations
 Committee Reports and Discussion

Saturday 8:30- 11:00AM
 Closing brunch and farewell talks by rotating Trustees

The conference voting members include 93 delegates, 27 Trustees, A.A.W.S. Directors, GV Directors, and 15 General Service Office and Grapevine Staff.

Delegate Statistics

Age	Sobriety	Service
Average 59	Average 23	Average 17
Oldest 75	Longest 42	Longest 36
Youngest 36	Shortest 9	Shortest 6

“We reverence the past and its lessons for so long as those teachings work. When they do not work, we re-adapt and we reshape. That has been our history. The lessons of the past, however, are something that we ought to preserve...”

Bill W. 1960 General Service Conference

AGENDA

- **69th GSC Theme** will be **“2020: A Clear Vision for You”**
- **Presentation Topics:**
 - Recovery – Who is Missing in Our Rooms?
 - Unity – Practicing Our Principles
 - Service – Keeping A.A. Relevant
- **Workshop Topic:** Attraction through Action

CORRECTIONS

- Recommendation to modify Composition, Scope and Procedure. **FAILED**
 - Consider review of Corrections-related literature to be more modern and inclusive. **TOOK NO ACTION (Area17 Failed)**
 - Consider Request to establish and maintain a database of Correctional Facilities. **TOOK NO ACTION (Area17 Failed)**
- Additional Consideration: That Publishing prioritize Corrections pamphlets for publication without staples.

COOPERATION WITH THE PROFESSIONAL COMMUNITY (CPC)

- Recommended that the words “They may help arrange hospitalization” be removed from “Alcoholics Anonymous in Your Community”: **PASSED (Area17 & GSC)**
- Additional Consideration: Review of trustees’ report regarding progress on LinkedIn resulted in suggestions for page content.

FNANCE

- Reviewed the current area contributions for delegate expenses. **TOOK NO ACTION** (remains \$1,800)
- Recommended increase of maximum annual contribution from AA member bequests from \$5,000 to \$10,000. **PASSED** (7 bequests in 2018)
- Consider increase in maximum annual contribution from individual member. **TOOK NO ACTION** (remains \$5,000)

GRAPEVINE

- Consider request to remove Alcoholism at Large section from the AA Grapevine. **TOOK NO ACTION (A17 Failed)**
- Additional Consideration: Alcoholism at Large disclaimer be displayed more prominently and visibly.
- Considered and forwarded for approval books for future publication: The Early Days of AA; Getting Involved in General Service; Surrender and Hope (La Viña book) (**Area17 Passed**)

LITERATURE

- Recommend a draft Fifth Edition of Alcoholics Anonymous be developed. **GSC FAILED (Area 17 Passed)**
- Recommend “Questions and Answers on Sponsorship” (P. 13) and (P. 15) be revised to include references to anonymity. **PASSED**
- Recommend updates to “The Twelve Steps Illustrated”. **PASSED (GSC & Area 17)**
- Recommend updates to “The Twelve Concepts for World Services Illustrated”
- Recommend text about A.A. Twelve Concepts for World Service be added to the Forward to the book *Twelve Steps and Twelve Traditions*. **FAILED (GSC & Area 17)**
- Recommend “Non-alcoholics may attend open meetings as observers” be added to the “Open Meeting” side of the Primary Purposed (blue) card. **FAILED (Area 17 50/50)**
- Consider request to add information regarding safety to the pamphlet “The A.A. Group”. **TOOK NO ACTION (Area 17 Passed)**

- Discussed “Policy on Publication of Literature: Updating Pamphlets and Other A.A. Materials” and supported the proposed policy. (Later Floor Action re-committed this back to the Committee for review next year).
- Additional Consideration: The Trustees’ Literature Committee consider an update to the pamphlet “Is A.A. for Me?”

POLICY / ADMISSIONS

- Recommend “Process for Polling the General Service Conference Between Annual Meetings” be modified to include time for discussion of the motion. **PASSED**
- The 70th GSC will be held April 19-25, 2020 in Rye, NY
- The 71st GSC be held April 18-24, 2021.
- The 72nd GSC will be held April 24-30, 2022.
- The 71st and 72nd GSC will be held in Brooklyn, NY
- Considered a process for Conference committee to review proposed agenda items not forwarded to a Conference Committee and requested additional information regarding background material process be provided to the next Conference. **(Area 17 wanted a process to be developed)**
- Requested trustees’ Committee on the GSC develop a process for approval of other guests to be presented 1 week prior to GSC for approval.
- Considered the 1986 Advisory Action and asked that it be re-implemented. (If a committee recommendation does not receive 2/3ds vote, but has a majority of votes, it become a suggestion and be duly noted in the conference report)
- Noting that a presentation on Equitable Workload Distribution was scheduled, the Committee requested a plan or progress report be brought to the 70th GSC.

PUBLIC INFORMATION

- Recommend the trustees’ Committee on PI develop a plan to produce video shorts based on current A.A. Pamphlets. **PASSED**
- Recommend the video PSA “My World” be discontinued. **PASSED (GSO and Area 17)**
- Recommend, in keeping with the 2011 Advisory Action, that full-face actors (not A.A. members) be shown as long as the character is not portrayed as a “potential A.A. member” or “A.A. member”. **PASSED (GSC & Area 17)**
- Recommend two PSAs be developed at a cost not to exceed \$50,000 and that if full-face characters are shown, to include an “actor portrayal” disclaimer on screen. **PASSED**
- Recommend adding text addressing anonymity and safety be included in the pamphlet “Understanding Anonymity” **PASSED (GSC & Area 17)**
- Recommend update to language in the flyer “A.A. at a Glance.” **PASSED (GSC & Area 17)**
- Recommend a progress report on the usefulness and effectiveness of the A.A.W.S. YouTube channel be brought back to the 2020 GSC. **PASSED**
- Recommend current video PSA titles be updated for search optimization purposes. **PASSED**
- Recommend A.A. World Services, Inc. and Grapevine Inc. apply for “LegitScript” certification to qualify for Google Ad Words/Grants. **PASSED**
- Recommend that A.A. World Services, Inc. and Grapevine, Inc. apply for Google AdWords Grants. **PASSED**
- Recommend that A.A. World Services, Inc. implement AdWords for providing information to the public and that a report be brought back to the 2020 GSC. **PASSED**
- Additional Consideration: Update A.A. pamphlet covers to prominently display the G.S.O and Grapevine website addresses.

REPORT AND CHARTER

Reviewed the report from Publishing regarding suggestions to update *The A.A. Service Manual, 2020-2022 Edition* and forwarded comments to the Publishing Department (Digital in July, Printed in August)

- Considered the AA. Directories in light of the new Enterprise Resource Planning (ERP) system implementation and requested the General Service Office explore alternative methods of accessing and distributing the information.

TREATMENT/SPECIAL NEEDS/ACCESSIBILITIES

- Recommend inclusion of deaf member's story in the pamphlet "Access to A.A.: Members Share on Overcoming Barriers." **PASSED (GSC & Area 17)**
- Recommend the pamphlet "A.A. for the Older Alcoholic – Never Too Late" be updated. **PASSED (GSC & Area 17)**
- Recommend the development of anonymity-protected audio interviews of military professionals as an online resource. **PASSED**
- Additional Consideration: Considered revising the pamphlet "Bridging the Gap Between Treatment and A.A. and requested a review of all treatment and correction literature with consideration of what might be combined. **(Area 17 50/50)**
- Additional Consideration: Review of draft Remote Communities Kit and suggested a guideline or workbook be developed for inclusion.

TRUSTEES

- Recommend the approval of the slate of trustees and officers for GSB, Grapevine Board, A.A.W.S., Inc. Board and A.A. Grapevine, Inc. Board. **PASSED**
- Reviewed draft procedures for a partial or complete reorganization of the GSB, the A.A.W.S. Board and the A.A. Grapevine Board. Suggestions provided and a request was made to bring revised plan to 2020 GSB.

ARCHIVES

- Recommend adding of 1940's home movie of co-founders and their wives to the video "Markings on the Journey" at an estimated cost of \$5,000. **PASSED (GSC & Area 17)**
- Additional Consideration: Approved service material
- "Archives Checklist: A quick guide for local A.A. Archivist" and suggested the use of gender specific language be avoided in future printings of the Archives Workbook.

INT'L CONVENTIONS / REGIONAL FORUMS

- Recommend taking an anonymity-protected photograph of the flag ceremony at the 2020 International Convention. **PASSED (GSC & Area 17)**
- Recommend an anonymity-protected internet broadcast of the 2020 International Convention Opening Flag Ceremony. **PASSED (GSC & Area 17)**
- Recommend that anonymity protected video footage of highlights of the 2020 International Convention be produced for archival use.
- Additional Consideration: Discussed ways to encourage interest in Regional and Local Forums and provided a list of ideas.

FLOOR ACTIONS

- #1 – A draft Fourth Edition of the Spanish Big Book be developed. **RECOMMIT**
- #2 – Spanish Audio Language of the Heart be prioritized with a timeline. **FAILED**
- #4 - Pamphlet "A.A. for the Black and African-American Alcoholic" **RECOMMIT** to trustees committee on literature.
- #5 – "Simple majority suggestion" be prominently included in the Conference Report. **FAILED**
- #7 – "A.A.W.S. Policy on Publication of Literature: Updating Pamphlets and Other A.A. Materials" be recommitted to the trustees' Literature Committee. **PASSED**

What I Saw, Heard and Felt



Throughout the week, I was moved by the work that is done, and the manner in which we conduct ourselves.

At the Inform the Delegate Assembly we discussed one-time bequests to A.A. Mary, GSO's Staff Coordinator talks with families who are grateful that A.A. helped their family member. She is tactful and kind while explaining that we don't memorialize A.A. members. Contributions from members who have passed on will help alcoholics, just as their family member did while alive.

Several people who work at G.S.O. are non-alcoholics who want to work for a company that helps people. They are highly competent and could work elsewhere, but prefers to be a part of what we do. The language of the heart speaks to non-alcoholics as well as alcoholics.

Racy in Public Information explained outreach efforts online. Technology offers new ways to reach more people. We can use the internet to help alcoholics searching for a solution.

Clement, in Communication Services explained when he started, the aa.org website was the only thing on his workload. Now, he also helps us utilize the advances made in technology. There is a lot of information about A.A. on the internet. The work at G.S.O. is so A.A. has an online presence as well.

We want people to have opportunities to hear our message from us.

Patrick, our Conference Coordinator had been in contact with me since I was elected. He addressed any concern or question I had prior to arriving in NYC, and during the conference. Great people work for us.

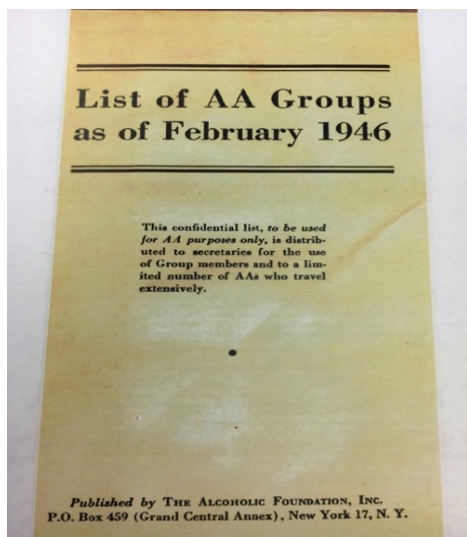


During the General Service Conference, I felt like a worker among workers, and friend among friends. Whether in committee, or in the whole assembly, working through the agenda items was an amazing experience. People came prepared, and although we were kind and considerate, we also addressed the items that took longer to work through with the same tact as the easier items. Everyone's input was welcomed and heard.

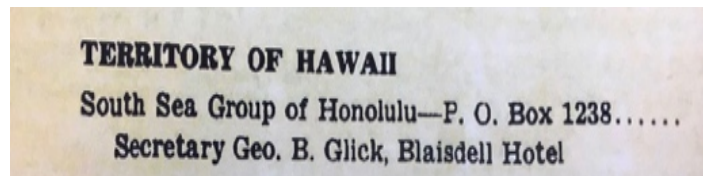
First year delegates can be known for being a bit intense and serious. We can't have fun, we have work to do! But second year delegates, and others in the conference know we can get things done and have a little fun as well. Trustees helped us lighten up by inviting us out for ice cream. Imagine 60 of us walking around Times Square, and filling up a dozen or so tables in a restaurant where the wait staff sang in the aisles and on stage before and after serving our ice cream. We laughed and sang along.

During meals I sat with a non-trustee director and a trustee at large. One is originally from Cuba and now lives in Miami, the other is from Canada. Since they seemed to be in their 40s, I was encouraged to see diversity in nationality and age in our trustees. I asked both how it was they came to be trustees. Each described reading the job requirements. Realizing they had the skills, they thought maybe one day when they are older, they might think of serving as trustee. Each persons' sponsor suggested they submit applications. Following interviews, each was asked to serve. The lesson was, if we have the job skills, there is no need to wait until we are 60 or 70 years to be a of service as a trustee.

Do you use the Meeting Guide App on your phone? Under News G.S.O. is using that App to post trustee and other G.S.O. job openings.



While exploring the Archives displays I found a listing for a meeting in Hawaii. Since at least 1946, G.S.O. has been a resource for A.A. in Hawaii.



Over the years, A.A. has grown and made changes to meet the needs of the times. Our General Service Conference gives us a way to take responsibility for Alcoholics Anonymous as a whole. I believe we would all like A.A. to be here for future generations.

Thank you for this opportunity to be of service,
Coleen A., Delegate, Area 17, Panel 69



