

2021

“A.A. in a Time of Change”

The 71st Annual Meeting of the General Service Conference of
ALCOHOLICS ANONYMOUS

FINAL REPORT
ANONYMITY-PROTECTED
DIGITAL EDITION

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

“A.A. in a Time of Change”

2021 Final Report

A Virtual Conference

April 18 – 24, 2021

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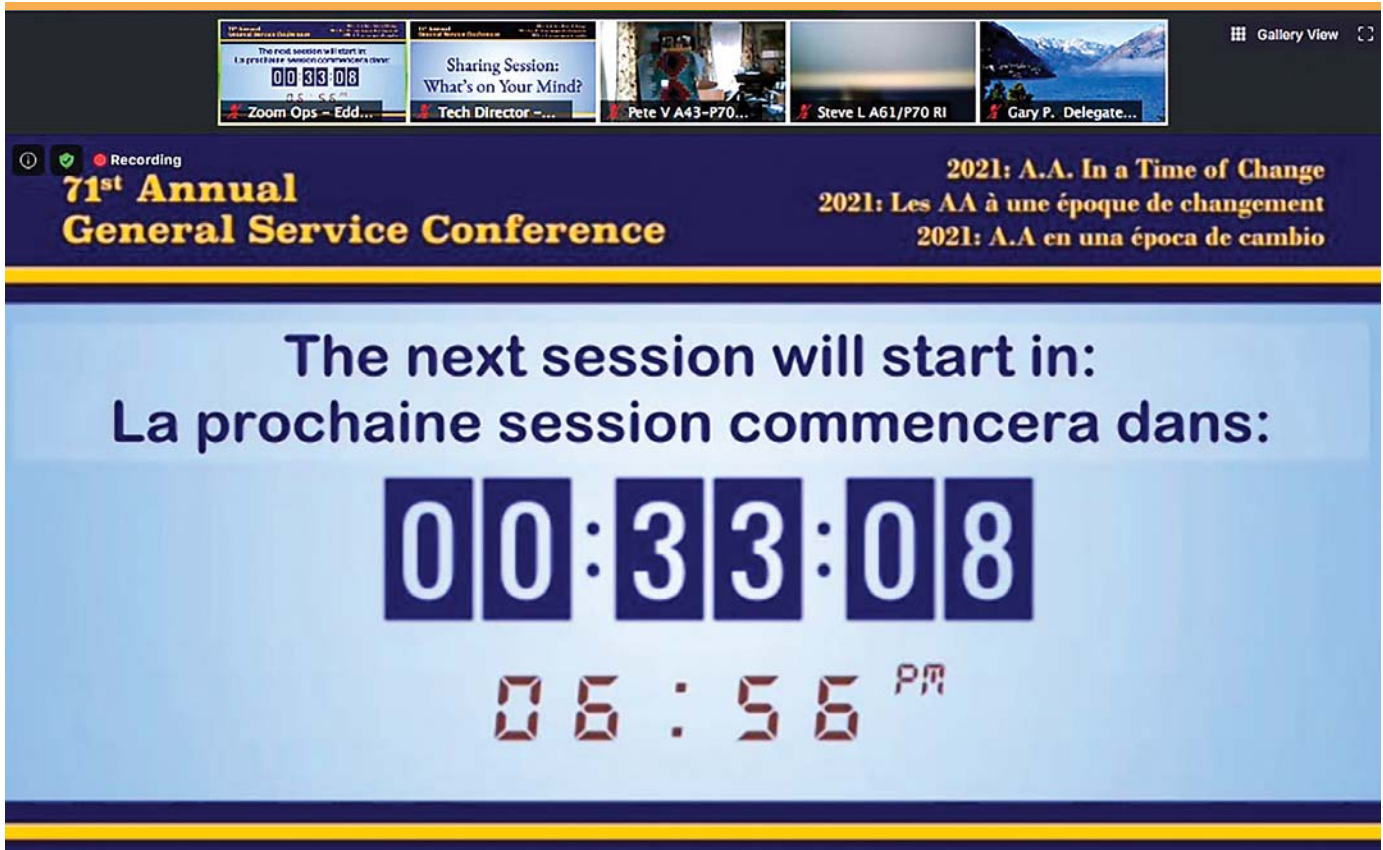
■ Contents

The 71st General Service Conference Convenes	3	Workshop Summary	73
Greetings	5	Area Service Highlights	76
Keynote Address	6	Estimates of Groups and Members	88
Reports from the General Service Board,		Presentations	
A.A.W.S. and Grapevine Corporate Boards		Recovery in a Changing World	95
General Service Board	8	Service in a Changing World	96
A.A. World Services, Inc.	14	Unity in a Changing World	97
AA Grapevine, Inc.	18	General Service Office Archives	98
Trustees' Committees and Staff Reports	21	REDELA (Meeting of the Americas)	101
Archives	21	26th World Service Meeting	102
Audit Committee	23	G.S.O. Department Reports	103
Compensation Committee	23	Literature Distributed (A.A.W.S.) — 2020	109
Conference	23	Grapevine Literature Distribution and Circulation	112
Cooperation with the Professional Community/ Treatment and Accessibilities	28	Report of the Independent Auditor	113
Corrections	32	Photo Collage	128
Finance and Budgetary	33	2021 Conference Committees	130
General Sharing Session	35	2022 Chairpersons and Alternates	131
Grapevine	36	2021 Trustees' Committees	131
Group Services	37	2021 Conference Members	
International	37	Trustees (General Service Board)	132
International Conventions/Regional Forums	40	Nontrustee Directors	134
Literature	42	Area Delegates	136
Nominating	48	G.S.O. and Grapevine staffs	138
Public Information	50	Nonvoting Resource Attendees Assisting	
Staff Coordinator	54	with the 71st General Service Conference	138
Finance Report	55		
Conference Advisory Actions	58		
Floor Actions	58		
Agenda	59		
Archives	59		
Cooperation with the Professional Community	59		
Corrections	59		
Finance	59		
Grapevine and La Viña	59		
International Conventions/Regional Forums	59		
Literature	59		
Policy/Admissions	60		
Public Information	61		
Report and Charter	62		
Treatment and Accessibilities	62		
Trustees	62		
Committee Considerations	63		
Recommendations Not Resulting in Advisory Action	72		
Recommendations Passed by Simple Majority	72		
Floor Actions Not Resulting in Advisory Actions	72		

Anonymity-Protected Digital Edition

This edition of the 2021 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.

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



■ The 71st General Service Conference Convenes

Change is one of those words in A.A. that can inspire a wide range of responses: excitement, dread, resistance, anticipation, hope... Often it can be seen as a challenge — and just as often as an opportunity for growth. But, one thing is for sure: this past year, and the 71st General Service Conference, held virtually for only the second time in its 71 year existence, has positioned A.A. smack in the middle of a time of change.

While A.A.'s foundational principles remain fixed — as reflected in our Twelve Steps, Twelve Traditions and Twelve Concepts — the “when, where and how” of A.A. has taken on new expression. Spurred by the global pandemic, the A.A. Fellowship has successfully pivoted over the past year toward new and effective approaches to A.A.'s Three Legacies of Recovery, Unity and Service — making clear that the message of A.A. and the lifesaving experience of our membership need not be limited by time, space or custom. Drawing together 132 Conference members across multiple time zones from Hawaii to Newfoundland, the 71st General Service Conference both supported and expanded the Fellowship's responsiveness to the realities hinted at in the 2021 Conference theme: “A.A. in a Time of Change.”

Building on the experience of the 70th General Service Conference — the first ever virtual General Service Conference — the 2021 version more fully replicated an in-person gathering, evolving from some of the proce-

dures developed to support last year's necessarily truncated Conference, and offering a full schedule of committee meetings, reports, presentation/discussions and other traditional Conference activities, extending across a full week from April 18-24.

As with many things in A.A., however, even the best laid plans can sometimes go awry once A.A.s start talking, and while many critical issues were examined by Conference members, the established parameters of the Conference ultimately had to be stretched to accommodate full discussion and debate. Addressing a series of issues important to the Fellowship — from the development of new and revised literature representative of the changing membership of A.A., to gender-neutral wording for the Preamble, to the development of a 5th edition of the Big Book and beginning work on a plain language version — the Conference arrived at a tipping point, taking decisive action to initiate change.

As noted by Newton P., rotating trustee-at-large/U.S., in his keynote address, “Perhaps more than in the previous 60 years combined, the global pandemic has changed the A.A. world of how we come together and carry our lifesaving message to the alcoholic who still suffers. I beg of you to be fearless and thorough from the very start of this 71st General Service Conference to examine with an open mind whether our manner of communication, including our publications, and our manner of organizing

ourselves for function, for service largely along geographical lines is still the best we can conceive in this virtual 21st century. Greater accessibility and relatability of our recovery, of our Fellowship and of our service are worth the pains of readapting and reshifting with the need clearly in sight.”

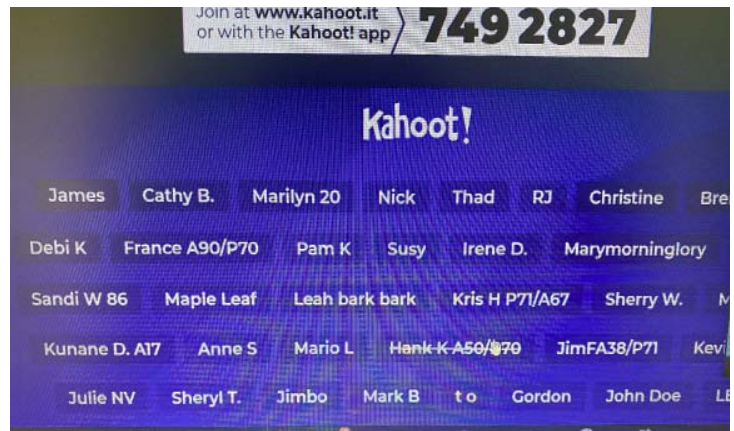
Considering the idea of change within A.A., Newton quoted past trustee and former G.S.O. general manager Bob P. from the 1986 General Service Conference, who said at that time, “I echo those who feel that if this Fellowship ever falters or fails, it will not be because of any outside cause... If we ever falter and fail, it will be simply because we can’t control our own egos or get along well enough with each other. It will be because we have too much fear and rigidity and not enough trust and common sense.”

In closing, Newton noted, “We, the members of this General Service Conference, are the successors to our co-founders. It is our annual collective spiritual exercise to lower the bonds of fear and rigidity and close-mindedness, to allow the fundamental idea of a loving God to be expressed through our group conscience, to trust the process and each other.”

Addressing a broad range of issues, the 71st Conference (made up of 93 delegates, 26 trustees and corporate directors from A.A.W.S. and Grapevine, along with 13 General Service Office, Grapevine and La Viña staff members) worked its way through an agenda filled with items remaining from the 70th Conference along with many new items submitted by the Fellowship over the past year, searching through the deliberative process of discussion and debate, for a way forward. Not without controversy and important questions of process and procedures, guided often by references to Robert’s Rules of Order, Conference members sought to acknowledge changing times and to evaluate the needs of a Fellowship in the midst of uncovering new and effective ways of communicating.

In a new wrinkle to the virtual agenda, with a hint of game show dramatics, delegate chair Donny M. presided over a sharing session for delegates dedicated to highlighting significant area service challenges and how they have been overcome. Noted as the “Wheel of Fun,” delegates who had indicated a willingness to share briefly on solutions developed in their areas to a wide range of challenges, were selected at random through a digital spin of the wheel. Given a two-minute window to share the particulars, a number of service challenges — and solutions — were shared, from how to build effective teams and communication at the area service level to preparing new delegates for the General Service Conference and the reporting responsibilities that come along with it to questions about technology and how it can be used throughout the service structure, especially during the pandemic.

A number of delegate presentations examined Recovery, Service and Unity in a changing world, with Cynthia T. of Maryland noting, “The reality is the world around us has been in a constant state of lightning-fast



change and growth for years. I am wondering if, possibly, our response to the pandemic has opened our eyes to changes that may have been needed pre-pandemic. Have we proved to ourselves that making changes faster than paint drying is not always to be feared as the sure road to A.A.’s demise?” Added France F., of Quebec, “The emergence of the coronavirus changed our lives... Without knowing it, we entered an intense time of change, as expressed in the theme of the 71st Conference... That theme imposed itself on our Conference.” And Carlos L. of Puerto Rico shared, “For me, it’s not been easy adjusting to all the changes the pandemic has brought; but after a lot of meditation and personal inventories I have come to make amends with the changes and to understand that change is never a comfortable proposition — it’s uncomfortable before it is comfortable again.” Nevertheless, Carlos added, “Our community has done an extraordinary job adjusting to the changes and taking on the obstacles brought on by the pandemic. I believe it’s safe to say our unity is as strong as ever, if not stronger.”

Reports from our trustees-at-large (U.S. and Canada) affirmed that A.A. is indeed changing and adapting around the world. Said Trish L., of Vancouver in her report on the 26th World Service Meeting, held virtually in November 2021 with participation from 69 people from 44 countries, “Over and over again, we heard about how countries are helping other countries. Poland, the Czech Republic, Great Britain, Mexico — all have been helping neighboring countries... It was a witnessing of the hand of A.A. on a global level.” And Newton P., of North Carolina, highlighted notable plans for the development of a virtual regional forum that could never have happened face-to-face, linking remote communities and A.A. members from Tierra del Fuego and Patagonia to the Arctic areas of Canada and Alaska. “Great distances and language barriers are being melted away by practicing our Responsibility Statement in the digital age,” said Newton. “Our imaginations have been fired and great events are coming to pass for us and countless others!”

Emblematic of the 71st Conference’s appetite for change — and its search for the most effective means of delivering change to the Fellowship — manifested in three floor actions related to new language for the Preamble that pushed discussion and debate late into the night on

the final day of the Conference. Committed to developing inclusive language, two separate recommendations were considered and accepted by the Conference, creating a dilemma necessitating yet a third recommendation that sent a final version to the General Service Board for acceptance. The third recommendation recognized the ultimate preference of the Conference for changing the words “men and women” in the phrase “Alcoholics Anonymous is a fellowship of men and women” to read “Alcoholics Anonymous is a fellowship of people...”

With that final piece of business accomplished, the 71st General Service Conference came to a close, the words of Class A (nonalcoholic) trustee Michele Grinberg in her General Service Board report reverberating with all Conference members, “It’s going to be a long week of staring at computer screens, but I know we will be guided by our principles and our love for each other and the Fellowship. Together we will continue to model good A.A. servant leadership, as Bill describes it in his beautiful Leadership Essay. Good leadership he writes: ‘originates plans, policies and ideas for the improvement of our Fellowship and its services.’”

Positioned firmly in the midst of a time of change, the 71st Conference provided such leadership.

Greetings

I am Donny, an alcoholic serving as the Panel Pandemic (70) delegate from Area 80, Manitoba, Canada, with the privilege of serving as your Panel 71 delegate chairperson. Pay attention Panel 71s... Next year this could be you!

It is a great honor to welcome back all Panel 70 delegates, and to welcome all the incoming Panel 71s to this virtual 71st General Service Conference of Alcoholics Anonymous. We have some new trustees and employees to welcome, as well as some to whom we say farewell. Newton, Leslie, Cathy, Mark, Peter, David, Ginger and Michele, we thank you for the love and dedication you have so freely given to our amazing Fellowship. We wish you all the best in your future endeavors!

Let us acknowledge the countless hours, dedication and real money it takes to put together something like this. Let us pray that when it is over each and every one of us will know deep within that we have given what we were called to give and received what we were meant to receive. This is a spiritual experience you will not want to miss! Our theme, “A.A. in a Time of Change” may well be the most fitting theme in our history.

I spent the last eight years of my drinking on and off the streets, in and out of the rooms, and even went to treatment seven times. I am known as “Cardboard” back home. The phrase “incomprehensible demoralization” comes to mind. It seemed I was truly hopeless. There was wreckage — boy was there wreckage! By the grace of God and the power of this Fellowship, I stand before you a new creation. I thought it impossible to ever be allowed to travel into the United States and never could

have dreamed I might one day deliver the welcome message to the body of the General Service Conference of Alcoholics Anonymous! I could not have known how strongly I desired to be of service to others or to have understood just how fulfilling this truly is.

Reflecting on my service history I recall hearing, “Nothing happens quickly in A.A.” I am sure we have all heard a similar sentiment, but man alive did we ever rise to the occasion this year! As individuals, groups and the like, we were forced to adapt to a kaleidoscope of rules and recommendations imposed by cities, provinces, states, federal governments and health officials. The closing of our General Service Office; our staff working remotely. The cancellation of a “live” 70th General Service Conference might have dealt a deathly blow to our Fellowship if not for our willingness to go “virtual” — to embrace the technology available and our intrinsic desire to persevere.

Flying blind 2.0 was born and it seems A.A. adapted in the blink of an eye. I am told our Conference served as a beacon of light and hope not only in the areas within our own service structure, but to the other structures and conferences around the globe. “Am I muted?”; “I don’t see my blue hand”; “Polling will now begin” have become as common to our ears as “Easy Does It” and “One Day at a Time.”

In my search for a seemly Bill W. quote, I felt led to let his words from 1960 take over and complete my talk to you here today. I trust you will feel their significance and pray these seeds of inspiration will find fertile soil in our hearts.

Nothing matters more to A.A.’s future welfare than the manner in which we use the colossus of modern communication. Used unselfishly and well, it can produce results surpassing our present imagination.

and...

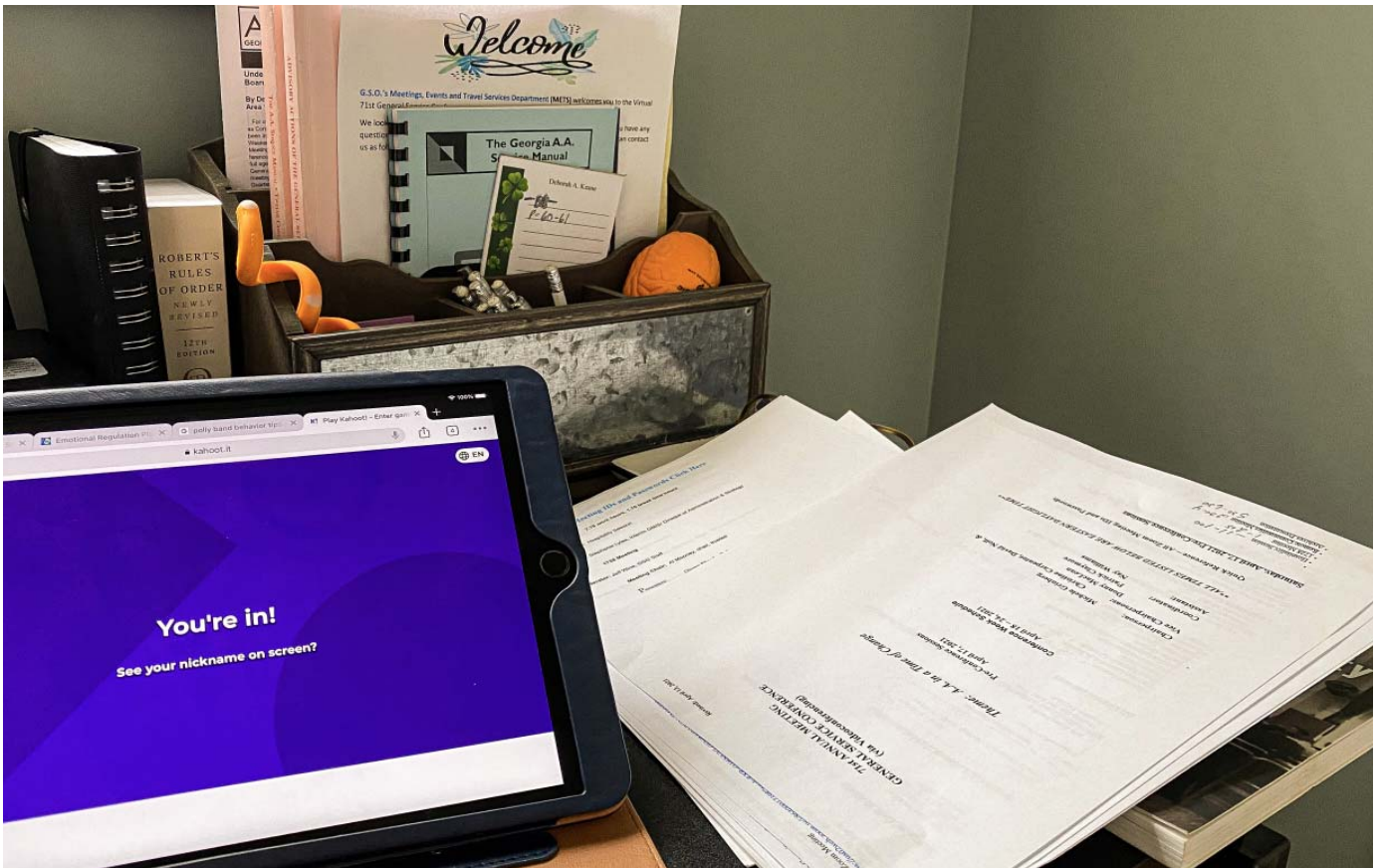
But the future would still lack its full use and meaning did it not bring us fresh problems and even acute perils — problems and perils through which we can grow into true greatness of action and spirit. To these ends we have pledged our lives and fortunes. We here rededicate ourselves to an ever deepening love of each other — love for the wondrous creation in which we live and serve, and love for its supreme author, God himself.

Bill also shares (*Bill’s Last Message*):

A.A. must and will continue to change with the passing years. We cannot, nor should we, turn back the clock. However, I deeply believe that the principle of anonymity must remain our primary and enduring safeguard. As long as we accept our sobriety in our traditional spirit of anonymity we will continue to receive God’s Grace.

And so — once more, I salute you in that spirit and again I thank you for your lives. May God bless us all now, and forever.

Donny M., Manitoba, Delegate Chair



Keynote Address

I am an alcoholic, and my name is Newton. My sobriety date is April 10, 1981, and I am a member in good standing of the Morning Meditation Group in Cary, North Carolina. I first want to thank our Conference Coordinator Patrick C. for the loving invitation to provide a few simple thoughts on my experience on the theme of “A.A. in a Time of Change.”

For the past nearly four years, it has been my very great privilege to serve the entire Fellowship of Alcoholics Anonymous in Canada and the United States as your trustee-at-large/U.S. I remember it as if it were yesterday — that sense of excitement, wonder and terror when my delegate called during our 67th General Service Conference to inform me that my name had been drawn from the hat (thank goodness, as that was the only method by which I could accept that a loving God could have had anything to do with it). Before I could even catch my breath, I was overcome with the thought that “this seemed like a good idea at the time” when Area 51 submitted my name as one of sixty-some equally or better qualified candidates. Despite the seeming certainty based upon the overwhelming odds against it, my life and my experience of the Fellowship which saved that life and gave it meaning, changed immediately, irrevocably, and quite without my permission. It still does. I think my job, not too well performed at times, is to demonstrate the stability and serenity that comes from reliance upon my

Higher Power even, and maybe especially, in times of change. And, of course, the one constant of God’s creation is that it is always changing.

So, I stand before you today, at a time when the winds of change in the A.A. world have blown more strongly than any other year in my memory, less as a role model than a warning of some of the dangers of resistance to indicated change. I have heard it said that alcoholics do not react well to change, but I think that is only a half-truth. When change occurs that seems to conform with my view of how the world should be, I am quite delighted. My resistance to change occurs when I perceive the change as a threat to my version of good orderly direction. Perhaps that is obvious, but as we know, most good ideas are simple, and the resistance is justified by many socially acceptable rationalizations. As Bill W. stated in his 1960 General Service Talk on “A.A. in an Era of Change”:

We live in an era of change. Our Twelve Steps probably won’t change; the Twelve Traditions, not at all likely. *But our manner of communication, our manner of organizing ourselves for function, for service — let us hope that goes on changing for the better, forever.* There is a very natural resistance that we have toward change. We are apt to say, “Well, it worked very well the way it was. Why change?” But, after all, we have undertaken several tremendous changes. You will remember that in the very early days people said, “Why a self-appointed trusteeship?” Later people said, “Why a book?” And now, in 1960, many people say, “Why

a Conference?” So I cite that to show that on good evidence, with the need clearly in sight, we are indeed ready to make all kinds of changes. Not that any great changes are in prospect, but I think we ought to stay open-minded on this matter of change. We reference the past and its lessons for so long as those teachings work. When they don’t, we readapt and we reshift. That has been our history.

—*Our Great Responsibility* (2019), p. 104
(Emphasis added)

Perhaps more than in the previous 60 years combined, the global pandemic has changed the A.A. world of how we come together and carry our lifesaving message to the alcoholic who still suffers. I beg of you to be fearless and thorough from the very start of this 71st General Service Conference to examine with an open mind whether our manner of communication, including our publications, and our manner of organizing ourselves for function, for service largely along geographical lines is still the best we can conceive in this virtual 21st century. Greater accessibility and relatability of our recovery, of our Fellowship and of our service are worth the pains of readapting and reshifting with the need clearly in sight.

I have become aware in my service as a trustee-at-large that what we do this week as the senior structure will be keenly watched by the rest of Alcoholics Anonymous. One of my grand sponsors reminds me to be careful what I say and do, I may be the only copy of the Big Book someone reads. With regard to worldwide A.A., I would extend the scope of that admonition to our Service Manual and our service structure. One of the more distressing aspects of observing other structures is the propensity many exhibit to view our Service Manual as a prescription for how their structure “must” be, without regard for differences in size, customs, laws, finances, governments and other variants. With the good intention of wanting to do the right thing, they sometimes make a troublesome situation worse by forcing what they think is what we would do into a structure that has material differences from ours. In that regard, however, I would suggest that all A.A. is now inventing the airplane while we are flying so that we need to be open to what works and equally willing to discard without regret that which does not. That indicates to me that our Service Manual, like our Big Book, is meant to be suggestive only.

One of the greatest opportunities I have enjoyed while serving as a trustee was to chair the General Sharing Session for three quarterly meetings. For those who are not familiar with it, it is the successor to the old Policy Committee, and it represents an opportunity for the trustees, nontrustee directors, appointed committee members and staff to share thoughts and experience on a broad topic chosen by the chair. My favorite discussion was based on the farewell talk given by the eloquent Bob P., G.S.O. senior advisor and past general manager and trustee, i.e., anything but a bomb-thrower, at the close of his 18th General Service Conference thirty-five years ago, in which he stated in part:

I echo those who feel that if this Fellowship ever falters or fails, it will not be because of any outside cause. No, it will not be because of treatment centers or professionals in the field, or non-Conference-approved literature, or young people, or the dually addicted, or even the “druggies” coming to our closed meetings. If we stick close to our Traditions, Concepts and Warranties, and if we keep an open mind and an open heart, we can deal with these *and any other* problems that we have or ever will have. If we ever falter and fail, it will be simply because we can’t control our own egos or get along well enough with each other. It will be because we have too much fear and rigidity and not enough trust and common sense.

‘Why a Conference?’ So I cite that to show that on good evidence, with the need clearly in sight, we are indeed ready to make all kinds of changes.

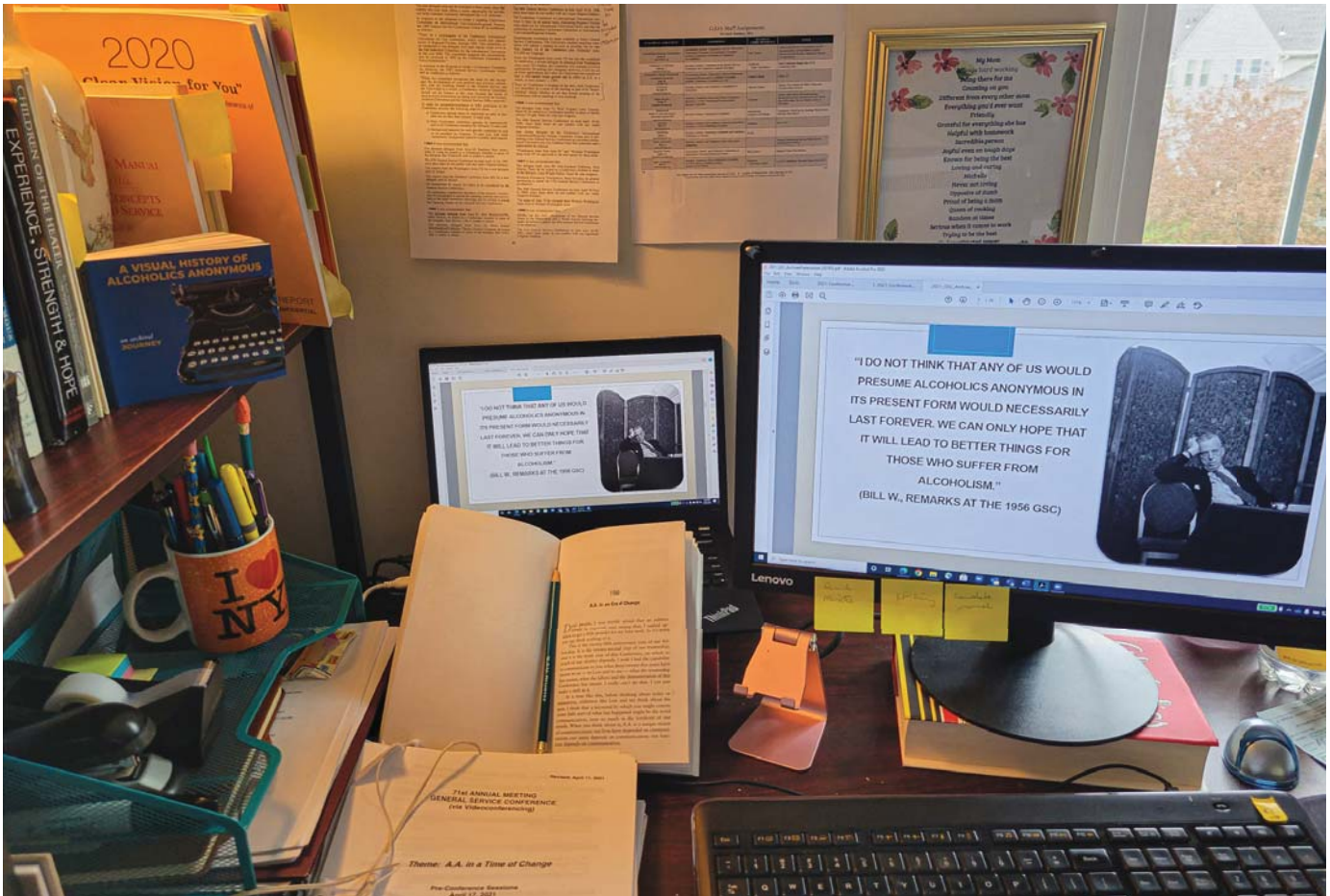
If you were to ask me what is the greatest danger facing A.A. today, I would have to answer: the growing *rigidity* — the increasing demand for absolute answers to nitpicking questions; pressure for G.S.O. to “enforce” our Traditions; screening alcoholics at closed meetings; prohibiting non-Conference-approved literature, i.e., “banning books”; laying more and more rules on groups and members. And in this trend toward rigidity, we are drifting farther and farther away from our co-founders. Bill, in particular, must be spinning in his grave, for he was perhaps the most permissive person I ever met. One of his favorite sayings was “Every group has the right to be wrong.” He was maddeningly tolerant of his critics, and he had absolute faith that faults in A.A. were self-correcting.

[Thirty-Sixth General Service Conference
Final Report (1986), p. 6 (Emphasis in original)]

By design, A.A. has not had a leader of prominence since Bill went to that grave fifty years ago. We, the members of this General Service Conference, are the successors to our co-founders. It is our annual collective spiritual exercise to lower the bonds of fear and rigidity and close-mindedness, to allow the fundamental idea of a loving God to be expressed through our group conscience, to trust the process and each other. The best piece of advice I received as a Panel 57 delegate was to listen like I had no opinion. I would only add the suggestion to discuss like you respect all others’ opinions, and decide like you trust a loving God and A.A. will indeed flourish in a Time of Change.

Newton P.,
Trustee-at-Large/U.S.

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



General Service Board Annual Report

Greetings and welcome to the second entirely virtual 71st General Service Conference. Especially, I welcome those 71st G.S.C. delegates, who are attending for the first time. Also, welcome and much gratitude to our often-unsung associates — the G.S.O. employees and management working quietly behind the scenes to make this Conference run smoothly, as well as the Staff who are working with us and are also doing their work as Conference members; and, of course, our talented technology teams, interpreters and translators making sure we all have access and can fully participate in this virtual conference. Thank you to these “special teams” for helping us to open the doors more widely to A.A. service participation.

This week due to the continuing impacts of Covid-19, we are meeting our great responsibility of holding a conference using web-based videoconferencing. What an amazing year we have had learning how to deeply communicate despite disease, stress and closure of face-to-face communication. I also know because of studying your responses to our strategic planning goals from

our get-togethers last Fall, that many of you join the trustees in wanting to capitalize on using these tools to better carry the message and to better support our service structure.

This year, we are doing a full conference with a schedule that will test our fortitude and our skills in communicating digitally, while maintaining the spiritual connectedness that makes this Fellowship so special. Because we learned so much from the abbreviated 70th General Service Conference, I am confident that together we will meet our responsibilities as found in the Steps, Traditions and Concepts, and our Conference Charter. As the Conference Charter states in paragraph three, “The Conference will act for A.A. in the perpetuation and guidance of its world services, and it will also be the vehicle by which the A.A. movement can express its view upon all matters of vital A.A. policy and all hazardous deviations from A.A. Tradition.” This is a time when considering how we perpetuate our world services in this changing world is critical for the Fellowship. The General Service Board looks forward to your guidance. The board thanks you and the many groups in our service structure for the creativity and care shown in seek-

ing to carry their message of hope and recovery despite the existing barriers.

Since the spread of the Coronavirus, your General Service Board has met virtually 13 times, including the usual three quarterly board meetings and the annual Members' meeting on May 23, 2020. To clarify, beginning March 12th, the board held ten specially called, virtual board meetings to deal with the many pandemic impacts affecting services and publications. Conference delegate chairs were invited to special board meetings that related to the Conference. Most of those specially called board meetings meant that specially appointed, ad hoc committees were meeting before the board meetings for fact-gathering and study, so that they could present an informed analysis during the board meeting. The total number of all committee, ad hoc committee and subcommittee meetings this year is simply too great to count. A review of board member activities, attached each quarter to the regular board minutes, gives a sample of the workload.

The annual meeting was delayed this past year until May 20, 2020, because the board could not meet until after Conference concluded, as many of the board votes happen after review of the Conference advisory actions. As you will recall, following cancellation of the in-person Conference, we subsequently delayed the dates for the Conference as management, staff, consultants and numerous committees (both corporate and boards) worked rapidly and thoroughly to figure out how to do a virtual conference. It needs to be recorded that in our discussions we went from cancelling the Conference entirely, to a one-day event, to the actual four-day Conference that occurred. Many of us were new users of the technology, and the logistics were challenging. We were privileged to have some board members, the trustees' Conference Committee and technical support consultants who led the way in finding a solution which could be implemented in the seven weeks available for preparation. For a great description of the process and challenges, please re-read the introduction to the Conference *Final Report*, May 16-19, 2020. The Conference *Final Report* is only available online as of March 2021, as the office still remains entirely virtual.

The board's special meetings agendas included cancelling the International Convention, moving all board and office work to digital platforms, financial impacts to G.S.O. and Grapevine, cancellation of all outreach activities including Regional Forums, and the creation of alternatives. In addition, trustees' committees, subcommittees and board chair-appointed, ad hoc committees met frequently to address the issues as they arose. The trustees' huge workload, time commitment and tough decisions were handled with grace and good humor despite the stress we all experienced. The board was unified in its vision of keeping service delivery strong through use of digital platforms while reconciling the difficult financial considerations. The three boards worked collaboratively with management throughout the year.

In our role seeking to be good servant leaders (Concept IX), we gathered for three days of orientation June 12-14,

2020. Also, we continue to review and develop the board's Strategic Plan. It is a living, evolving document and has greatly helped us to organize the board's efforts and develop a coherent working vision. In this regard, we enjoyed hearing from the 70th Conference delegates in four sessions in September. We asked for your input on three key board goals: 1) The board will model inclusivity and acceptance by assisting the Fellowship in carrying the message and encouraging the spirit of the Third Tradition throughout A.A.; 2) The G.S.B. will seek to improve the effectiveness of its communications to remain relevant and connected to those it serves; and 3) The G.S.B. acts as a role model in promoting the critical importance of our Traditions, including anonymity as discussed in Traditions Eleven and Twelve.

As to the board's first goal on modeling inclusivity, many delegates expressed agreement that there is work to be done on encouraging inclusivity and acceptance within the spirit of the Third Tradition. They also noted that leadership is needed, framed around our primary purpose. Some felt that this issue is best addressed at the group level. A minority did not see this as a matter for the board.

The board continues to believe we can do more in modeling that A.A. is welcoming to all and in helping groups to carry the message to everyone. The board is beginning to study the issue by creating a committee to look at action steps. We are also looking at our pamphlets and other materials with an eye toward inclusivity. We hope to engage our new Communication Services department in assuring more inclusive communications, such as using e-blasts, podcasts and YouTube. And we recognize that the board itself looks forward to better reflecting all those enjoying the recovery that is A.A.

This leads into examining our communications, the second goal reviewed by the delegates. The delegates noted a willingness to use new media and formats while expressing concern for maintaining communication with those who do not use or have access to new technologies. Most acknowledged that Covid-19 forced us into embracing new technologies to carry our message and that we are adapting well.

The board will continue to explore new platforms to communicate; we will examine our email processes, our website and how G.S.O. manages the 95,000 emails and phone calls it receives.

Finally, the third goal discussed by the delegates: that the board models the importance of our Traditions and particularly anonymity as expressed in Traditions Eleven and Twelve; had as its main focus and comments how to better use Class A trustees to carry information about A.A. to the professional community. The board looks forward to finding new ways to utilize Class As and to use platforms to create videos from Class As addressed to professional communities. The board recognizes that we need to modify Goal 6 in the coming year to clarify what our focus will be and how to best use all board members in outreach activities while respecting our Traditions.

Given suffering alcoholics and those recovering from alcoholism's profound need to access the A.A. Fellowship

when meeting doors are closed due to this public health crisis, the board will continue to explore additional ways to help you and to help our public information efforts strengthen the hand of A.A.

Over the past year, the work of the board has covered a broad range of issues and, as I review some of the highlights, I would like to call your attention to the trustees' committee reports and the affiliate board reports that appear in your Conference Manuals, as well as the amazing reports of our subcommittees, many of which you will find in your background relative to specific subjects, notably literature and finance. The committee reports provide greater detail of the work the board, through its committees, has undertaken throughout the year, with much assistance from our talented staff and management. Indeed, much of what the board and its committees do is to define the work that the G.S.O., under our general manager, performs — responding to literally tens of thousands of requests for information and guidance per year; developing the projects sent forth from Conference as approved by the trustees; publishing an array of books, pamphlets, PSAs, videos and other important audio/visual materials; enhancing our public information worldwide; and coordinating events such as this Conference, the US/CAN virtual Regional Forums and international events such as this year's virtual International Convention and World Service Meeting. We ask a tremendous amount of our staff and employees, many of whom are not alcoholic; all of whom worked entirely from home this year! Please be sure to thank them.

In May 2020, following the 70th General Service Conference, the General Service Board welcomed three new Class B trustees: Mike L., Irma V. and Josh E., replacing Tom A., Kate W. and Carole B. As our principle of rotation keeps us moving ever-forward, later in the week, following Conference review for disapproval, if any, eight new trustees will be elected.

Our two affiliate corporate boards, A.A.W.S., Inc. and AA Grapevine, Inc., have been extremely busy throughout the year, addressing a broad range of business concerns and developing plans for the future. You will hear from each of these boards individually regarding their many activities and challenges. Trustees who also serve on these affiliate boards, in accordance with Concept VIII, have carried a very heavy workload. I want to report to you that communication among the three board chairs remains excellent and is instrumental to the ongoing collaboration that exists among the three arms of our current corporate structure.

I will focus a bit more on four focal points for the General Service Board throughout the year: 1) The cancellation of in-person events and the launch of digital platforms to enable us to do our work, for G.S.O. and Grapevine to do their work, and to reach as many people as possible given the pandemic's limitations; 2) The rapid change in income due to decreased literature sales and subsequent need to rein in expenses, and the related steps taken to adapt, preserve and refocus our services and publications delivery; 3) The in-depth work of

the trustees' committees in support of the Fellowship's work; and 4) The recruitment and interview processes for board chair, Class A trustees and for the general manager.

1. Cancellation of in-person events and acceptance of digital platforms.

The board faced its first crisis in early March when we had to either pay the hotel for all upcoming food service for Conference (a six figure, non-refundable cost once the food was ordered by the hotel) or cancel the food order. The boards, working together and with management, only knew a little about the pandemic at that time. We knew the disease was spreading in the New York area and we had some epidemiologist's analysis, but we had no idea of what was to unfold. With a heavy heart we cancelled the Conference but rapidly turned toward a digital event, for which we had a short window to figure out how to proceed. And that was just the beginning. We were soon faced with large financial deadlines approaching for the International Convention. Again, all boards and G.S.O. management worked together to support informed decision-making. Soon after that we were faced with decisions regarding the Regional Forums and then the World Service Meeting which we were to host. As the virus and disease spread, it became clear that the boards could not meet in person without jeopardizing individuals' health. All boards' face-to face meetings were cancelled well into 2021. On the positive side, with each use of digital platforms we became increasingly comfortable on its benefits and its limitations. We also learned to rely on professionals and back-office teams to assure a smooth-functioning event that helps with developing a group conscience.

2. Income, contributions and refocus of service delivery and publications.

We started the year with a budget and the annual independent audit preparation. However, with the transition to NetSuite for all financial accounting plus the impact of Covid-19, which sent all G.S.O. and Grapevine employees home, we were unable to complete the audit within our usual time frame. This resulted in unaudited numbers reported at Conference, a totally unacceptable but, at the time, unavoidable occurrence. The financial uncertainty was finally rectified on July 28, 2020, with the receipt of our independent auditor's clean audit for 2019; that is, receipt of an "unqualified opinion." Our treasurer presented the findings to the 70th Conference attendees on August 15, 2020. Our treasurer is to be thanked for her diligent work with management, the finance team and our consultants to keep the audit process moving forward. This year's independent audit is being done entirely remotely; one of the benefits of our NetSuite system.

Meantime, as the pandemic settled over the land, groups could no longer meet face to face; intergroup/central offices could no longer sell literature, and both Seventh Tradition contributions to G.S.O. and literature sales plummeted. This was evident by July. Management, with some input from the trustees' Finance Committee,

A.A.W.S. and an ad hoc committee, developed a new budget based on what the trends appeared to be. This budget was approved by the trustees at their July board meeting with an expected deficit.

In addition, as a result of lost literature sales and the cancellation of the International Convention and need to refund all registration fees, insufficient cash-on-hand became a crisis. But payroll had to be met, International Convention refunds made and vendors' invoices paid; thus, management asked and was granted permission to utilize the Reserve Fund to meet current cash needs. The total drawdown taken was \$4 million dollars in two payments.

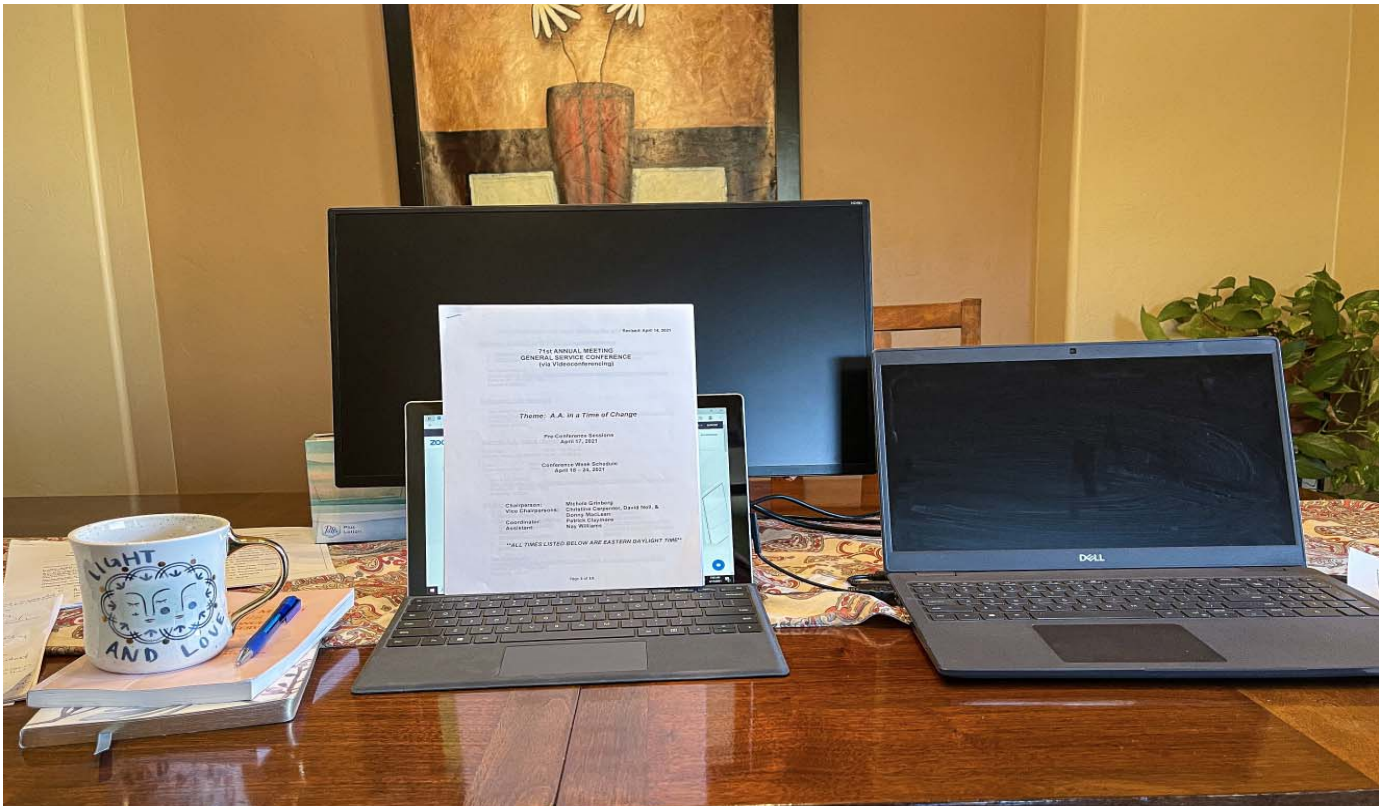
All events became digital in 2020, significantly lowering costs normally associated with the General Service Conference, Regional Forums, trustee and A.A.W.S. and Grapevine board meetings and travel for our at-large trustees, general manager and international desk staff. Since staff and employees could not be in the office, office communications became digital by necessity. Further steps taken to control costs for 2021 included the voluntary retirement incentive plan (VRIP) offered to all employees who were vested in the defined benefit retirement plan. Now that the offer and payouts have concluded, we have reduced payroll costs and benefits going forward. There will be some new hires with a strategic focus on communications and public information, tighter control of financial data and greater inter-department collaboration.

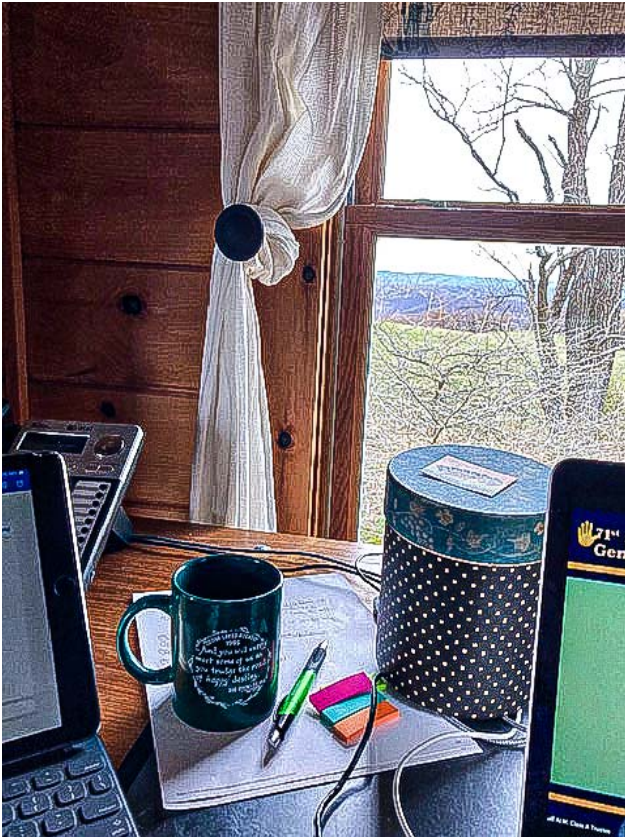
In early October, following a recruitment process instituted by management and utilizing some trustees and directors on an ad hoc search committee, a new CFO was

hired. Paul Konigstein, a CPA, has a long career working with New York nonprofits. In short order, Paul (a nonalcoholic) oversaw additional refinements to our NetSuite system and budgeting process. As a result, each department and desk has accountability for their own budgets, and we are now receiving monthly financial reporting with a high level of detail and reliability.

Mitigating the scope of the lost revenue was the wonderful, continuing support of the Fellowship through its Seventh Tradition contributions. Once the word went out that the office had a growing deficit and cash crunch as a result of lost sales and event cancellations, groups and individuals stepped up their contributions. We had a record year! And we reversed the long-standing percentages between self-support and revenue support, with a greater percentage of services paid for by Seventh Tradition contributions and a smaller percentage from literature sales. We will continue to honor the Fellowship's support by providing the services and publications in a variety of formats that you need to carry the message. As you share your reports with your groups/areas/regions, please express our continuing gratitude for this encouragement and support.

As a result of all the financial impacts, management began to take a hard look at G.S.O. essential services and Fellowship needs. In alignment with the three boards' strategic thinking, management is focused on a multi-platform, public information approach in the digital space where both alcoholics and professionals are looking for information on tackling alcoholism. The G.S.O.'s Communication Services department is continuing its critical work. The Publishing department is looking at





modernizing and digitizing pamphlets, and creating related videos and other digital media versions of our existing literature. The Finance department has been reorganized.

More detail on these financial issues will be provided by our board treasurer, Leslie Backus, with able assistance from our Chief Financial Officer.

3. Trustees committees.

The pandemic resulted in much more committee work than recent, prior years, as each committee and its staff secretary sought to bring clarity to the work they are doing in support of the services and publications the office provides in this changed and shuttered society. Just a few highlights:

The Conference Committee addressed a number of suggestions to improve the virtual Conference experience, working closely with the Conference coordinator. The committee also considered and continues to think about how the Conference workload could be more equitably distributed.

The Corrections Committee with joint Publishing and Grapevine efforts continue to find solutions to get our material on the tablets being provided prisoners, in lieu of books and magazines.

The Literature Committee, including its appointed committee members, evaluated and advanced to Conference numerous reports and publications. The committee also worked with the Communication Services department on developing both a video on RIPTAB for the Fellowship to use as well as an extensive RIPTAB report, which can be found in the literature background for Conference.

The Finance Committee and subcommittee created the background for an in-depth analysis of Google Grants to support a group conscience, as well as the numerous subcommittee meetings in support of the financial reforecasts.

The Nominating Committee spent countless hours interviewing Class A trustee candidates, shepherding the board chair process, reviewing appointed committee members and their roles; reviewing resumes for regional and at-large candidates for eligibility in accordance with the committee's revisions to its eligibility process; revising procedures for nontrustee director candidates and implementing that process. Additionally, the committee examined the role of appointed committee members.

Finally, the Public Information Committee worked closely with our PI staff secretary to respond to the renewed public interest in A.A., as well as working with our new Communication Services department which tried diligently to keep up with the over two hundred projects in the last 16 months of requests across our G.S.O. seeking their assistance.

If I have not mentioned a committee in this summary, it is just because of space; each committee worked incredibly hard this year under our able committee chairs. As board chair, I am humbled and proud to have been part of this extraordinary team.

4. Rotation and new leadership.

This past year brought changes to our employee base, and this coming year brings change to your trustees, directors, board chair and general manager. As mentioned above in comments about the Nominating Committee, this committee has handled an unusually large number of nominations. The committee has worked to assure unquestioned eligibility of all candidates. The board is pleased that the slates it is sending forward contain wonderfully talented people wishing to serve the Fellowship.

Employee changes are largely the responsibility of the general manager (GM) with approval from A.A.W.S. The General Service Board's only employee is the GM. However, this year with the necessary budget revisions, drawdowns, and changed office focus to enhancing communications and integrating all data for increased accuracy and better service delivery to the Fellowship, the board assisted with the interview process for the new Chief Financial Officer, authorized the voluntary retirement incentive program and is responsible for finding the next GM. As of the writing of this report, the search committee is hard at work on this important hire.

Employee changes led to the promotion of an in-house employee with significant experience and talent. One of those employees, Sandra W., became the new director of staff services. This position, and the newly rotated staff coordinator, Jeff W., provide tremendous support to the board. We are grateful for their diligence and creativity. Also impacting the board is the willingness of Stephanie L. to act as interim GM. Stephanie brings great knowledge and skill to the tasks before her. The board thanks her for taking on this difficult assignment.

Turning from our in-house activities to our services

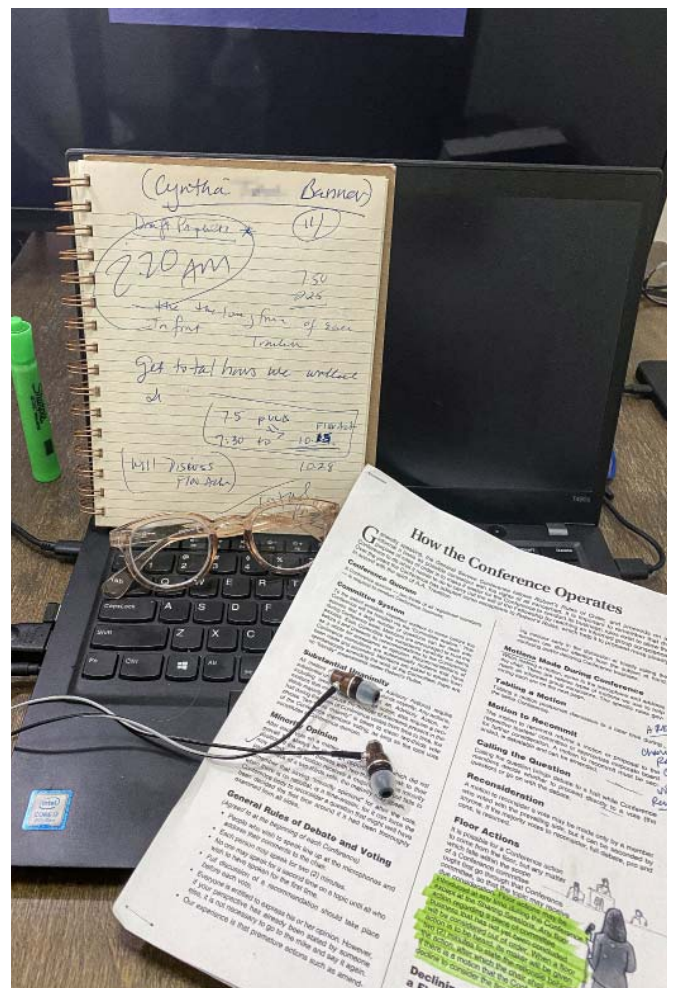
around the world, our at-large trustees, several other trustees, your board chair and some G.S.O. employees, have attended events in many places in the world on digital platforms. Our two at-large trustees have been busy with frequent, zonal sharing sessions for our zone: REDELA—North and South America. They have variously participated in several events with Argentina including two CPC events, a Women’s Encounter, the 68th Argentina A.A. Anniversary, and the Argentina General Service Conference from September 26-October 4, 2020. Also, they have participated in a regional workshop in Barranquilla, Colombia, and in Southern Chile, and the 13th Seminario Latinoamerica de A.A. A new project in development and requiring several planning meetings is a “North/South Project” combining Argentina and Canada/United States Fellowships in a day of sharing. Finally, our at-large trustees assisted in preparation for and then participated in the first-ever virtual World Service Meeting, which our G.S.O. hosted and was also attended by this board chair, as well as the general manager plus other staff and employees. The abbreviated, virtual World Service Meeting took place from November 28-30, 2020. Other international events attended by General Service Board trustees include the International Medical Conference originating in Guantanamo, Cuba that Newton P. and Leslie Backus, Class A trustee, attended. Leslie was one of the panel of speakers. As board chair, I was also privileged to bring greetings to the 45th Japan National Convention and to record greetings for the Australian National Convention, October 2-4, 2020. David R., our publishing director and Mary C., our retired staff member on behalf of the International Desk, attended the 2020 First Iran Transnational Virtual Convention, originating from Tehran, Iran. This snapshot of the wide variety of international outreach this year does not include the many smaller meetings around the world attended by trustees. It has been an amazing year of sharing.

Since the 70th General Service Conference, the General Service Board has held three General Sharing Sessions, which have covered the topics: Leadership — Meeting the Challenges in Interesting Times; Anonymity — Meeting the Challenges in Unique Situations; and Communication Up and Down the Triangle. Complete copies of these presentations are available and may be requested from the staff coordinator at G.S.O.

The most recent sharing session took place as part of the January 2021 board weekend, where the General Service Board welcomed Conference committee chairpersons and the Conference delegate chair, as it has been doing since 1991. During the weekend, delegate committee chairpersons attended an online orientation, met with their committee staff secretaries, and participated in sessions of corresponding trustees’ committees. The practice of inviting Conference committee chairs to the January board meeting continues to benefit both the board and the Conference process in helping delegate chairs fulfill their responsibilities to the Conference and to A.A. as a whole and has enhanced communication with the board and throughout the Conference structure.

Additionally, at the suggestion of the 2018 Conference Committee on Agenda, a scheduled conference call between each Conference committee and the chairs of the corresponding trustees’ committees transpired to review items submitted as agenda items and to talk about items still being considered by the trustees’ committees. By all reports this latest evolution has been well-received.

As mentioned previously, another highlight of the year has been the incredible support provided through Seventh Tradition contributions from the Fellowship. This has happened despite the absence of in-person meetings, with groups and individuals recognizing the importance of the services and literature provided by the G.S.O. in this time of change. The Seventh Tradition remains the cornerstone in any and all discussions about finance, yet beyond the dollars and cents of contributions is the critical aspect of participation, for which the board is most grateful. We know that a group’s first need is to take care of the rent, buy literature and other basic service expenses that enable its meetings to be held live or digitally, and to support other local A.A. entities such as intergroup/central offices, as well as district and area service committees that work tirelessly to make A.A. resources available wherever they are needed. So, these contributions to the General Service Board from groups and individuals, whether by putting checks in the mail or making online



contributions, have great meaning within our structure as they represent a trust placed in us by the Fellowship to expand on the important work started and maintained in each A.A. group — for alcoholics to find the Fellowship, and then to help alcoholics get and stay sober.

These, then, are just some of the highlights of a very active and at times stressful year — a year that has caused us to look at the future with greater focus. In my opinion as board chair, the trustees have been magnificent trusted servants — never flinching at the hours spent onscreen; working hours offscreen digging deeply into research topics to support informed group conscience, and sending objective information as background to Conference; bolstering each other and sharing of themselves worldwide in the Fellowship.

And so, as we begin our work together, let us reaffirm our commitment to carrying A.A.'s lifesaving message. I encourage you to think creatively about how best to carry the message of A.A. in this changed world in which we find ourselves. The General Service Conference is a gift passed on to us: it is our great responsibility. If we use the time together wisely, each of us will meet our obligation to help suffering alcoholics find A.A. And each of us also will be helping the other in keeping the spiritual doors of A.A. open for those who so desperately need it — now and in the future — no matter who they are or where they are from, what their background may be, or what language they speak or sign. Let us resolve to communicate effectively with each other both as listeners and speakers, and to bring forward what is best for the future of A.A. and our primary purpose.

I look forward to this digital Conference. It's going to be a long week of staring at computer screens, but I know we will be guided by our principles and our love for each other and the Fellowship. Together we will continue to model good A.A. servant leadership, as Bill describes it in his beautiful Leadership Essay. Good leadership he writes: "originates plans, policies and ideas for the improvement of our Fellowship and its services." The General Service Board looks forward to your work and ideas as expressed through the advisory actions and committee considerations of this Conference.

This is my last report to you on behalf of the G.S.B., and I sincerely thank you for my opportunity to serve this wonderful Fellowship and to be part of the conversation on "A.A. in a Time of Change."

Michele Grinberg, Chair

Alcoholics Anonymous World Services, Inc.

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

and entities in other countries.

A.A.W.S. directors typically include two general service trustees and two regional trustees; three nontrustee directors; G.S.O.'s general manager; and the G.S.O. staff coordinator. This year we had a vacancy in one of the nontrustee director positions that was filled with a very qualified Class A trustee. We are very grateful to Sister Judith for all of her hard work on A.A.W.S. this year. Essential nonvoting personnel also attend each board meeting to support the work of the board and its committees: G.S.O. services staff, finance director, publishing director, human resources director, G.S.O. archivist, board secretary, and others.

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

In this unusual time of the Coronavirus (Covid-19) pandemic, this primary purpose, while remaining constant, has evolved considerably in terms of how we fulfill it. Our offices had to shut down, with all employees working from home. Our International Convention, the source of so much interest and excitement throughout the Fellowship, was canceled. Regional Forums had to be canceled and moved to virtual platforms. Our World Service Meeting took place on Zoom. And this Conference, like the one before it, had to be entirely digital.

And yet, we have continued moving forward — as individuals, as board members and as a Fellowship — facing the challenges, adjusting to inevitable mistakes and building on our many successes.

In the early months of 2020, few would have imagined we could carry our message as far, as fully, and as freely as we have done online over the last year. With no historical reference point for us to look to, after 85 years we faced a new pioneering period.

Yet A.A. members everywhere responded, adapted, and met calamity with serenity. Meetings sprang up spontaneously. Intergroups and central offices coordinated lists of online groups. The crazy/brave effort of the office to make sure we had a 70th General Service Conference resonated literally around the world in creating a blueprint for how to conduct A.A. business online, something that was thought impossible just a short time ago.

The evidence of these events over the last year makes clear that our legacies of Unity, Service, and Recovery remain strong. We have seen clearly that the message of A.A. and the lifesaving experience of our membership need not be limited by time, space, or custom. And we understand more clearly today the importance of prudence and why we keep a reserve.

We as a board are rejuvenated with hope for a new year ahead and all the great opportunity that awaits as the world begins the slow process of recovery from the pandemic.

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

To this point, the A.A.W.S. Board has convened seven times since the 70th General Service Conference: electing officers, receiving reports from G.S.O. management and staff, reviewing updates on services, tracking progress on implementation of Conference and board recommendations, establishing pricing for new and revised publications, discussing requests from A.A. members and non-A.A.s seeking permission to reprint A.A. copyrighted literature, and addressing a wide range of other pertinent matters. Additionally, the board has met twice to conduct long-range and strategic planning, with sessions in September of 2020 and March of this year.

To adequately address the many business matters that come before it, the A.A.W.S. board utilizes the committee system. Committees of the A.A.W.S. board are: Technology/Communication/Services, which addresses the digital content needs of all service assignments and seeks to improve communication between the A.A.W.S. board and the Fellowship, including innovative technologies, and oversees G.S.O.'s A.A. website, Meeting Guide app, YouTube channel and Google for Nonprofits projects; Publishing, which reviews sales results, format requests, reprints, international translations of literature and other publishing matters; Finance, which oversees budgeting and financial results and considers self-support matters; Internal Audit, which reviews all internal audit processes and documentation and sets parameters that keep us aligned with the New York State guidance and our spiritual principles; and Nominating, which recommends candidates for A.A.W.S. nontrustee director and general service trustee vacancies. The board, in turn, discusses all committee reports and votes on any recommendations presented.

Throughout the year, two ad hoc board subcommittees have worked on specific issues: the Self-Support committee and the A.A.W.S. Ad Hoc Committee on Pricing, Discounts and Distribution (known as the Delta committee). The Self-Support committee reviewed self-support materials and new approaches to enhance the board's self-support communications with the Fellowship. The Delta committee reviewed A.A.W.S.'s pricing structure, evaluating possible pricing/discount mechanisms for all A.A.W.S. literature. One important outcome of the work of the Delta committee has been ongoing development toward a mixed unit discount plan on a three- to six-month trial basis; and that A.A.W.S., Inc. conduct a three- to six-month implementation of an updated shipping charge schedule as a special pilot project with communication to include the rationale as to how it is beneficial. Overall, the intent of the board has been to adjust its pricing and discount structure to better facilitate access to the message of Alcoholics Anonymous and to provide customers with simpler, more coherent options for purchasing A.A. literature.

Based on work initiated over the last few years and a renewed sense of being able to try something new at the office, a number of other critical projects have

been undertaken this year, notably implementation of the office-wide enterprise resource planning (ERP) NetSuite system and the development of the Fellowship Connection portal designed to facilitate information sharing between areas and G.S.O. Combining multiple office functions on one platform provides a flexibility and cohesion for services to the Fellowship and while the implementation of the ERP system has not come without difficulty, the positive impact on office operations is becoming clearer every day.

Training on the new Fellowship Connection system has been ongoing, with area registrars and others participating in the testing, development and implementation phases involved in this system designed to offer area registrars direct access into the NetSuite data base, providing up-to-date information and reports on demand. Area registrars will be able to update records, view current information, search, filter and download custom and standard reports including groups by district, service position and contacts reports. These capabilities will greatly enhance our ability to support the A.A. Fellowship with clean, accurate information.

US/CANs

Adapting to the cancellation of the regularly-scheduled slate of Regional Forums cancelled by the pandemic, an innovative accommodation was put in place to bring together virtually the many elements of the Fellowship usually represented in-person at Regional Forums. Adding to the list of firsts, the intergroups and central offices were invited to these events. It was no surprise that their sessions about carrying the message in A.A. were the most popular in both events and their participation is likely why we had such phenomenal participation. A total of over 4,100 members attended, including almost 2,000 first time attendees; and an aggregate total of over 1,000 questions were addressed during the Q&A and Ask It Basket sessions of the Virtual East and West US/CANs held December 5 and 19.

Website design

Given the significant budget constraints due to the pandemic, This very important project was put largely on hold for this year, limited to only ongoing design work in 2020. However, critical content review has continued internally, with Phase I of the ongoing website design project coming to a successful close. Phase II will include web server setup and development of page templates.

Meeting Guide app

The A.A.W.S. App team launched the first Meeting Guide application upgrade. One serious issue related to the display on iPhone 12 models was reported and resolved. The team is working on extending Seventh Tradition contribution forms to include PayPal and Square, and is working with the Online Intergroup of A.A. (OIAA) to get their online meetings listed in the application.

YouTube channel

There are 113 A.A.W.S. videos posted to YouTube (some in English only, others in English, Spanish and French)

and as of January 2021, the channel has over 5,400 subscribers. We continue to work through the technical challenges with posting the ASL Big Book and the “Twelve and Twelve” on YouTube and expect a resolution shortly.

Google Ads

The A.A.W.S. Google Ads have been live since December 2020. Within the account are two ad groups: “Find a Meeting” and “Get Help.” The “Find a Meeting” option continues to get more engagement than “Get Help.” This medium is reaching a wide range of ages and genders, with men between 25-34 the top group interacting with the ads.

Technology Services

Significant Technology Services activities have been undertaken to improve cyber and data security, integrating tools and technology used to protect computer hardware devices, e.g. laptops, desktops, etc., from potential threats. Additionally, encryption was implemented for the hard drives of all laptops and remotely-deployed desktops currently supporting G.S.O.’s fully-remote workforce.

Intergroup Seminar

The 35th annual IGCO/AAWS/GV seminar was held in October 2020 covering a wide range of topics and highlighting a focus on unity and common purpose. G.S.O. has been involved in regular meetings with the intergroup/central office committee throughout the year to exchange information, facilitate communication and explore how we can better work together in carrying the message. We still have so much more to learn in working with this diverse group of A.A. servants.

International

The 26th World Service Meeting was held virtually, with participation of delegates representing 44 countries, zones or service structures. The WSM *Final Report* is available in English digitally on aa.org. The G.S.O. in Mexico will translate the WSM *Final Report* into Spanish. The 27th WSM will be held in Tokyo, Japan, October 1-6, 2022 and the theme will be “Carrying the Message of A.A. in the Digital Age.”

Financial Highlights

Complete audited financial details for 2020 will be included in the Conference *Final Report* and the report of the General Service Board treasurer. However, a few highlights follow:

- Seventh Tradition Contributions in 2020 reached an all-time high of \$10.6 MM which is a \$1.8 MM increase over the 2019 contributions. This is an incredible show of support and achievement for the Fellowship, particularly in this challenging time, and something for which the board is extremely grateful. Historically about 58% of revenue comes from literature sales and about 42% from contributions. In 2020, literature sales made up 40% of revenue with 60% coming from contributions.



- Literature sales dropped precipitously in March of 2020, however, and have still not returned to normal levels. Sales in 2020 were almost half of a typical year, driving a loss in literature income of \$5 MM compared to the previous year.
- A.A.W.S./G.S.O. responded to the financial impacts of 2020 by reforecasting lower expenditures across the organization in an effort to match the sacrifices made by our Fellowship to support our services to groups and members. The original 2020 budget was revised and reduced from \$18.8 MM to \$17.1 MM, finding over \$1.7 MM in savings.
- For the first time in A.A. history it was necessary to make substantial withdrawals from our reserve fund. For cash flow purposes we made two withdrawals from the reserve fund totaling \$4 million in 2020. On December 31, 2020, the Reserve Fund balance was \$12,297,131. The current balance covers 7.74 months of expenses. We are ever so grateful for those that came before us who had the foresight to establish the importance of a prudent reserve for Alcoholics Anonymous for just such an occasion.
- G.S.O. reported a preliminary gain of \$71,850 for 2020 compared to a reforecast loss of \$337,127.

- The budget for 2021 reflects total revenues of \$15,594,000, total expenses of \$14,952,613 and a bottom-line surplus of \$641,387. This forecast will likely be revisited mid-year 2021 for potential updates based on events in the world around us and outcomes from the General Service Conference.

Publishing Highlights

There are two new approved Big Book translations in Tatar (Russia) and Oriya (India). *Alcoholics Anonymous*, the Big Book, is now available in 73 languages, including the original English. Additionally, there are 24 Big Book languages in translation pending, at various stages of completion, which includes 19 new translations in progress and five revisions/re-translations; 51 total languages available of *Twelve Steps and Twelve Traditions*, and three pending translations; 37 total languages available of *Daily Reflections* and one pending; 37 languages available of *Living Sober*, and three translations pending; and 19 languages available of *Came to Believe*. As of December 31, 2020, A.A. items of literature (books, booklets, pamphlets, the Twelve Steps, and so forth) are available in 110 languages worldwide.

In January 2021 A.A.W.S., 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). These new platforms are certainly exciting for making our lifesaving message more available and they are critical for making sure our message is available digitally as many of the prison systems are moving to digital libraries and access. More work continues to insure that we will be present on the most appropriate digital platforms for our confined friends in the U.S. and Canada but we will need help from all the local committees in capturing and maintaining that information.

The souvenir book, *A Visual History of Alcoholics Anonymous: An Archival Journey*, was initially developed for the International Convention but was not printed once the International Convention was cancelled. After significant prodding from the membership the office published a limited one-time printing in February 2021 and the book is now being sold and distributed throughout the Fellowship until the supplies run out.

The publishing webstore workgroup completed updating the A.A.W.S. webstore and has provided a user-friendly resource for those interested in purchasing A.A. literature online.

G.S.O. and Staff Operations

Following approval by the General Service Board at a special meeting on July 16, 2020, the Voluntary Retirement Incentive Program (VRIP) was offered to eligible employees as of August 1. The plan was accepted by a total of 20 out of 25 eligible employees. A special account of the

retirement party held for these longtime G.S.O. employees was published in a special digital-only edition of *Box 4-5-9* in October 2020.

As many familiar faces left G.S.O., many new ones joined us or moved into new positions. Paul Konigstein (nonalcoholic) joined G.S.O. as chief financial officer; Sandra W. moved into the position of director of staff services; Malini Singh (nonalcoholic) moved into the position of director of operations; Sareen Pearl (nonalcoholic) took over as director of human resources; and three new G.S.O. staff members were hired: Craig W., group services; Amy B., C.P.C.; and James H., Regional Forums.

At the end of 2020, G.S.O. had 78 employees: 40 administrative, supervisory, A.A. staff and exempt professionals and 38 supporting personnel.

Archives

Archives responded to over 950 requests for information and research in 2020, utilizing a combination of unpublished primary sources and published material maintained in the repository. Archives staff is preparing to relocate 300 cartons (392 cubic feet) of archival materials to a secured, onsite storage room on the 8th Floor. This relocation will significantly reduce Archives expenses and help in appraisal of the unprocessed materials.

In March, a Covid-19 project was initiated that began the collection and archiving of materials related to A.A. and the pandemic. The collection includes outward facing communications to the Fellowship; communications from the Public Information desk in response to inquiries from reporters and news agencies; staff responses to members seeking guidance about online meetings, anonymity breaks and other issues. External sources include news articles in print, audio and video. Also collected were sharing and activities of groups, districts and areas. The goal of initiating the Covid-19 project was to maintain a collection of firsthand accounts and other primary sources documenting the effects of the pandemic, how groups adapted, problems encountered and shared experiences from members.

A.A.W.S. Updates

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

International Convention: Following its cancellation, the refunding of registrants and responding to the many questions about airfare, hotel reservations and other associated matters, a virtual International Convention experience was put together by G.S.O. and hosted on aa.org.

Return to the workplace: There is still no firm return date as yet, with evaluation of options and input from employees, medical professionals and governmental regulators continuing. Any return will be voluntary and will not take place at least until after the Conference.

G.S.O. Construction: While construction was halted on the expansion of office space and relocation of the Publishing department to the eighth floor at 475 Riverside Drive due to Covid-19 regulations, the work has now been com-

pleted, with a move-in date tied to the eventual return to the workplace.

New board meeting format: With all board meetings having gone digital over the past year, the board has been experimenting with restructuring meetings and developing ways to better utilize technology to increase efficiency. The research is ongoing and will help inform any format changes the board may wish to consider when in-person meetings resume.

Seventh Tradition communications: A number of written communications from the board and the general manager were distributed throughout the Fellowship, along with a video presentation from the treasurer of the General Service Board. These communications helped to provide information about A.A. finances and to keep a critical focus on the importance of self-support throughout the pandemic.

A.A.W.S. Policy on Publication — Keeping A.A. Literature Current: Proposed revisions from the Publishing department for five pamphlets were reviewed and forwarded on to the 2021 Conference; and a draft “Proposed A.A.W.S. Policy on Creation of Video” was forwarded through the trustees’ Literature Committee to the 2021 Conference.

Service Material: The board reviewed a number of drafts for a proposed service piece on safety that is being developed by G.S.O. staff, along with an informational flyer and a card that could be read at meetings. The work is ongoing with additional input provided by the Fellowship on this important topic.

An additional service piece was created at great speed with the help and support of the intergroups and central offices that provided shared experience with the Seventh Tradition at virtual meetings. This service material was one of the number one requests that came along with the flood of questions in the early days of the pandemic. With great effort and collaboration the office was able to develop and post SMF-223 – FAQ on Practicing the Seventh Tradition at Virtual Meetings in May of 2020.

Nominating: Sister Judith Ann Karam, Class A (nonalcoholic) trustee and Jeff W., staff coordinator, joined the A.A.W.S. board. Deborah K. was nominated as general service trustee and trustee director; Vera F. and John W. were nominated as nontrustee directors; and Irma V. was nominated as trustee director.

General manager opening: Greg T. completed his term of service as general manager of the General Service Office on February 1, 2021, after five innovative years in that role, preceded by another three as A.A.W.S. publishing director. Greg oversaw a number of advancements in office operations, exhibited a willingness to try new things and ushered in structural changes that have well positioned the office for continued growth and success, especially during this difficult year and even more so for the years to come. The chair of the General Service Board has appointed a search committee to develop a list of qualified candidates to find Greg’s successor.


Overall, it has been a challenging year, with many ups and downs. Yet, through it all, gratitude has remained at the center of our work as a board — gratitude for the opportunity to serve the Fellowship. The A.A.W.S. Board has worked incredibly hard. We are all blessed by the smart, spiritually grounded directors who kept each other and me moving forward with enthusiasm, intelligence, and dignity through some very challenging moments in our history. I will be forever grateful to have known and worked with such an incredible group of people on matters of such importance.

Many of the positive changes this unusual year has brought to the forefront will remain, even after the pandemic has receded, and the lessons we have learned about operating under adversity will hold us in good stead as we continue our focus throughout the Fellowship on Recovery, Unity and Service.

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

Beau B., Chair

AA Grapevine, Inc.

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

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

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

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

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

The AA Grapevine Board met on a virtual platform eight times since the last Conference. The Board has three standing committees. The Nominating and Governance Committee, chaired by Ginger R.B., is responsible for facilitating all facets in the selection of candidates for board openings and selecting general



service trustees. General service trustee and nontrustee director candidates were sought and interviewed. A nominee for general service trustee and a nontrustee director were selected and forwarded to the General Service Board trustees' Nominating Committee. The Grapevine Nominating Committee also focused on updates to the AA Grapevine Bylaws. The Finance and Budget Committee, chaired by Josh E., provided oversight for the budget process and for presenting the board with financial statements throughout the year. The Strategic Planning ad hoc committee, chaired by Nancy McCarthy (Class A), was responsible for driving the development and providing oversight to the implementation of the AA Grapevine strategic plan. This year the Strategic Planning Committee included several staff members as well as board members.

Grapevine's Editorial Advisory Board, consisting of members with expertise in media, met five times in 2020-2021, using virtual technology, and the La Viña Editorial Advisory Board met three times by virtual technology during the same period.

Since the last Conference, AA Grapevine, Inc. has produced 12 issues of Grapevine, six issues of La Viña, an annual wall calendar and pocket planner, and three new books: *Free on the Inside*, *Mujeres en AA*, and *Prayer & Meditation* (to be released this fall). We also reintroduced the set *Best of the Grapevine, Volumes 1, 2 and 3*.

In 2020 new websites for AAGV and AALV were launched and the La Viña Story Archive Project was completed, the first digital archive of original stories of

recovery written by members of the Hispanic A.A. community and published in La Viña magazine. Additionally, a new La Viña store was added to the website, usable in English and Spanish.

Grapevine's average monthly print circulation was 63,397 in fiscal year 2020 (this is less than budget by 4,406 and less than 2019 by 2,979). Grapevine Online (GVO) averaged 3,558 subscribers in 2020 and 1,617 ePub subscribers. The average bimonthly circulation of La Viña was 6,435 (this is 3,665 less than budget and 3,715 less than 2019 levels). This major decline in La Viña subscriptions is attributed to not having in-person events, where most subscriptions are purchased.

Complete and audited financial details for 2020 are included in the Conference Manual and Conference *Final Report*. Here is an overview:

- Grapevine ended 2020 with a net loss of \$373,963 against budgeted net gain of \$4,612.
- Total income was \$1,358,481 compared to a budget of \$2,029,498 due to lower than budgeted circulation, a 60% drop in book sales and the cancellation of the International Convention.
- Total expenses of \$1,732,443 were \$292,442 below budget and \$274,027 below 2019.

La Viña is published by AA Grapevine, Inc., with the shortfall between revenue and expenses made up by the General Service Board as a service to the Fellowship. Gross profit for the magazine for 2020 was \$34,256 with expenses at \$426,881. The net difference between reve-

nue and expenses for 2020 was \$392,625.

AA Grapevine maintains a balance in the Reserve Fund to fund its unfulfilled subscription liability. The subscription liability fund is maintained so that, in the event the magazine discontinued publication, subscribers could be repaid for those portions of their subscriptions left unfulfilled. At the end of 2020, the subscription liability fund was over 87% funded. Most magazine companies do not maintain a subscription liability fund or at least one that is much lower. We do this out of prudence and service to the members.

The aagrapevine.org and aalavina.org websites were redesigned and premiered in 2020 to better serve the Fellowship and to engage a wider and more diverse audience.

The 2020 Carry the Message outreach effort encouraged the Fellowship, through groups, districts, areas, and individuals to support those in need of a Twelfth Step call like our inside members, by purchasing subscriptions, with a combined Grapevine and La Viña subscription count of 4,808 in 2020.

This past year brought many challenges because of the worldwide pandemic. Since March all the staff worked from home; some of our vendors were purchased or went bankrupt and we needed to renegotiate new contracts; our publisher, Albin Z., has been on medical leave since September 2020; the International Convention was cancelled, which would have produced large sales; the board had to meet virtually and groups not meeting in person caused sales to be lower. This new world also brought opportunities: the ability to attend virtual events around the world; the AAGV board being able to meet more often virtually and do more work; tons of media stories about A.A. and how we were dealing with the pandemic; and lower expenses.

From March 23, 2020 through June 30, 2020, AAGV and AALV offered free online access to the magazines to help people get through the beginning of the shutdown. There were over 270,000 page views during that time.

In 2020 we introduced the ePub for both AAGV and AALV. Using the ePub you can read the magazine on your device and all the stories are in audio as well. This is available in not only yearly subscriptions, but also monthly with automatic renewal options.

During and after the 69th General Service Conference several requests were made for Conference agenda items. One of these was that *Language of the Heart* be produced in a Spanish audio version. That was completed and is available on La Viña store pages on the website. We also produced this in a French audio version in 2020. Another request was to reprint the *Best of Grapevine* Volumes 1, 2 & 3. These were available as a set in 2020 and 1,616 copies of the set were sold at \$23 each.

2021 is the 25th anniversary of La Viña. We're getting ready for numerous celebrations throughout the Fellowship as well as a special edition of the La Viña magazine.

The Grapevine Daily Quote commemorative book, available in English, Spanish and French, was completed for the International Convention and has been available

since then.

YouTube continues to increase subscribers and views. We went from 1.3K subscribers in 2019 to over 6,000 in 2020. Your stories in your voices are on our YouTube Channel. We have now begun accepting more audio stories.

Through sales on more than 30 platforms, those seeking books from A.A. in all formats have purchased over \$45,000 in AAGV and AALV literature through February. This was only started in October and is increasing every month.

This year we introduced new subscription packages: Print magazine, ePub or Grapevine/La Viña Complete (includes print, online and archives). These are available monthly or in one-, two- and three-year subscriptions.

We have put contracts into place for tablet companies working with prisons so that local committees can get A.A. material onto these tablets for the inside members.

The AA Grapevine Board and management team are committed to self-support and to AA Grapevine, Inc.'s continued financial vitality. The board's focus on financial health as demonstrated throughout 2020 will continue in 2021. To this end the board will:

Expand outreach

To expand paths of communication, dialogue and outreach to the Fellowship about Grapevine and La Viña.

Examine Self-Support

To explore and expand all possible revenue streams.

Expand Digital Presence

To expand the AAGV digital presence to serve the Fellowship and professional community.

Simplify Pricing and Delivery

To update multi-media pricing and delivery platforms to ensure that Grapevine and La Viña are easy to find, to subscribe to and to use.

Generate Content Driven Awareness

To update Grapevine and La Viña editorial and other content to generate more interest in participation, subscriptions and product awareness.

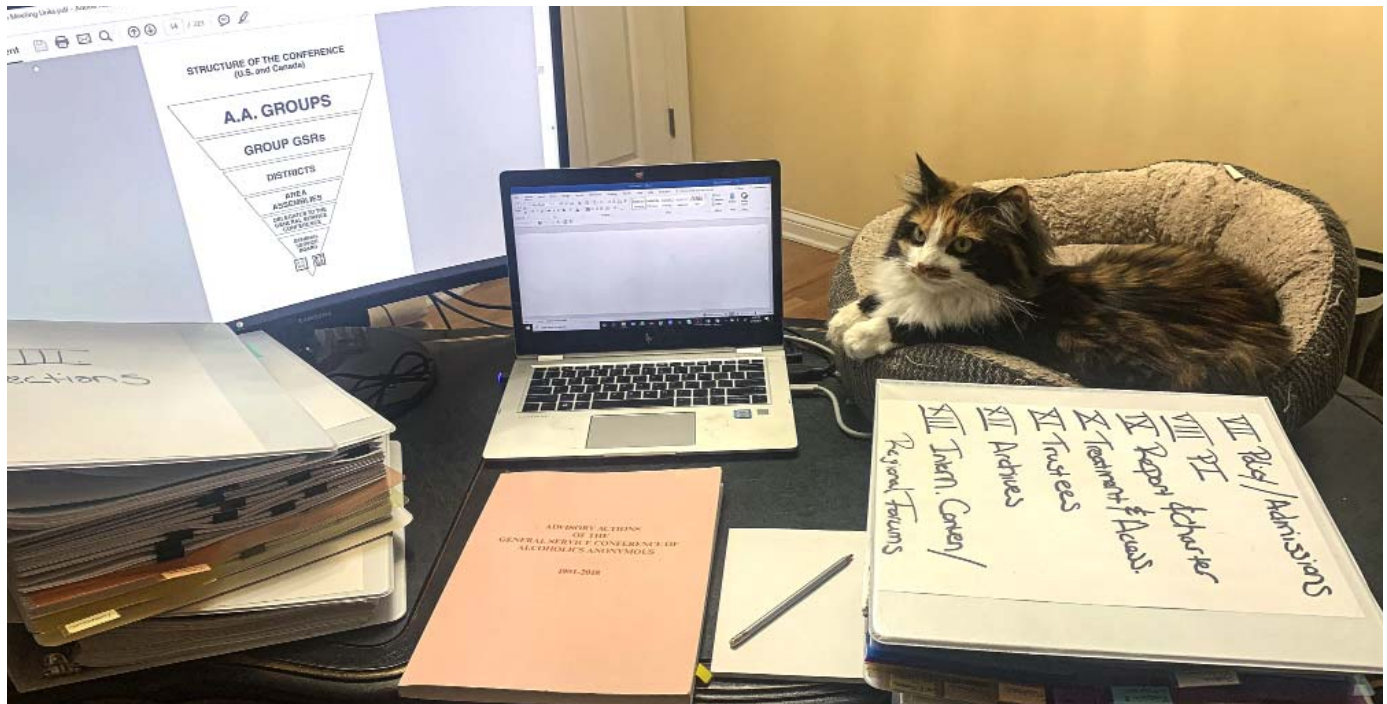
Coming in 2021-2022: SMS texting beginning with Spanish-speaking members and then expanding to English-speaking members. Also coming are an Instagram Account, Podcasts and *Prayer & Meditation* book.

Our continued focus in 2021 is Carry the Message outreach. You can find out how to be of service on aagrapevine.org and aalavina.org. Just look for the Carry the Message tab!

As a mirror of the membership, Grapevine both reflects and belongs to the Fellowship. For 76 years Grapevine has conveyed the "Voices of A.A." as a tool for many in recovery, evolving over time and reliably carrying the message to anyone who reaches out for the hand of A.A. With the ongoing support of the Fellowship, it will continue to do so well into the future.

Kathi F. Chair

■ Trustees' Committees and Staff Reports



ARCHIVES

Trustees' Report: The trustees' Archives Committee was established by the General Service Board and held its first meeting in October 1973. This committee is responsible for developing and implementing the policies that govern the Archives services. The committee makes recommendations to the General Service Board on Archives procedures and budget. Through its group conscience and guided by A.A.'s principles and professional standards, the committee undertakes and upholds its responsibility and authority for the maintenance and use of our Archives.

The committee supports the G.S.O. Archives' commitment to permit access to members of Alcoholics Anonymous and others for research purposes. The committee, since the 2020 General Service Conference, granted permission to four credentialed researchers for use of archival material. The permission also included access to an archival audio recording, for limited use. Each request is carefully considered through recommendations from the Archivist and established Archives policies. The permission to conduct research is granted conditionally on a signed agreement to strictly maintain the anonymity of all members, alive and deceased, including A.A.'s co-founders.

At the committee's meeting in July 2020, a suggestion to include language addressing publication of literature items to the committee's Scope was presented. To broaden the discussion, the committee requested additional input be provided in consultation with G.S.O. management, chair of the trustees' Literature Committee and chair of the trustees' Archives Committee. In November,

the committee discussed a report summarizing the points shared by the group and agreed that changes to the Scope were not needed at this time.

The report of the 2020 Conference Committee on Archives was reviewed at the committee's meeting in July. The committee noted the committee consideration regarding the proposed book on A.A. History, requesting that the committee consider possible themes, content ideas and the time-period a book on A.A. history might cover. The committee requested that the Archivist provide a summary of the discussion and ideas expressed by the Conference Committee on Archives, as well as suggested content ideas, for their consideration. At the following meeting, the committee reviewed both the summary and additionally a report from an internal G.S.O. Working Group that included the Publishing department and Archivist. At the January 2021 meeting, the committee reviewed a draft report encompassing the sharing expressed by the trustees' Archives Committee, the corresponding Conference committee and the G.S.O. Working Group. Following discussion, the committee agreed to forward to the 2021 Conference Committee on Archives the "Report on Proposed Book on A.A. History."

The committee reviewed and approved a new policy for G.S.O. Archives on the Co-Founders' Posthumous Anonymity. The committee also approved a proposed revision to the "G.S.O. Archives Collection Access Policies" regarding the addition of text referencing the newly developed G.S.O. Archives License Agreement.

Throughout the year, the committee continued discussion on a committee consideration from the 2017 Conference Committee on Archives to update the "Shared Experiences" section in the Archives Workbook.

At the January 2021 meeting, the committee reviewed six of the seventeen submissions from local archives selected by the G.S.O. Archives department for updating the “Shared Experiences” section. Additionally, excerpts from seven other submissions were selected for the committee’s consideration, for inclusion in a new subsection. This subsection will include shares on topics related to archives work to supplement the proposed six submissions.

Earlier in 2020, the committee had briefly discussed an item received from the trustees’ Public Information Committee to consider posting archival video content, such as retired PSAs and other G.S.O. videos on an archived playlist on the A.A.W.S. YouTube Channel. At the November 2020 meeting, having reviewed sharing from the G.S.O. Website Committee and a list of retired videos, the committee took no action on the suggestion, citing several considerations including:

- Technical challenges that may arise from older formatted videos;
- Music copyright issues with some of A.A.W.S.’s older videos; and
- Outdated information and accuracy of the video content.

It was requested that the Archivist continue to keep the committee apprised of any developments regarding the technical issues encountered with converting older videos for YouTube posting.

At the January 2021 meeting, the committee chair proposed a minor modification to add new language to address digital materials to the first bullet of the “Purpose” section of the Archives “Mission and Purpose” statement. In recognition of the importance of collecting and preserving our electronic materials, the committee agreed to add “digital materials” to the first bullet of the “Purpose” statement.

A proposal to distribute video recordings of the General Service Conference presentations was discussed at the committee’s January 2021 meeting. The Archivist informed the committee of a 2015 Advisory Action regarding distribution of specified audio recordings of General Service Conference presentations but there is no guiding policy on distributing video recordings. Following discussion, the committee agreed to take no action on the proposal. It was agreed that an audio counterpart of Conference sessions is available for distribution in accordance with a 2015 Conference Advisory Action. In addition, the Conference *Final Reports* include published content of presentations made at the Conference.

Throughout the year, the committee’s vice chair continued to provide the latest update of the General Service Board Strategic Plan items (updated November 2019) that are relevant to this committee. It was shared that as the committee continues to review and update Archives literature items to avoid gender specific language, the committee ought to also be sensitive to avoid such language in the committee’s reports.

Just before the year’s end, under the supervision of our Archivist, working in concert with G.S.O.’s Office

Services Supervisor, Archives formulated an innovative proposal to relocate offsite archival records to the 8th Floor. After ensuring that a vacant storage room could safely accommodate digitized audio and film, analog recordings, microfilm and other media-type material, G.S.O. management approved the plan. When completed, our G.S.O. will realize savings in the form of reduced offsite storage costs while experiencing efficiency gains by having these materials readily available for research and preservation.

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.

Francis G., 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 unforeseen Covid-19 pandemic, all G.S.O. employees have been working remotely since March 2020. In the weeks prior to the office closure, Archives staff began to prepare for the possibility of telecommuting for an indefinite period. We created a Contingency/ Business Continuity Plan for the department which served to guide our work while off-site. We redirected our planned goals and, despite the setbacks, the department has had a productive year. We continued to respond to inquiries from the Fellowship and others; in 2020, we responded to over 950 requests for information, utilizing a combination of unpublished primary sources and published material maintained in the repository. We welcomed new local archivists and committee chairs serving either in the area or district position and furnished each individual with an Archives Workbook, Guidelines and other resources. None of the work reported here would be possible without the help of a diligent team of archivists, working to ensure that we fulfill the mission and goals of the G.S.O. Archives. The department acknowledged the retirement of two long-time colleagues, Assistant Archivist Noela Jordan, retired after 30 years of service and Rose Hendricks, Archives Scanning Assistant, also retired with 12 years of service.

In March, we initiated a Covid-19 project that encompasses the collection and archiving of materials related to A.A. and the pandemic. The collection includes outward facing communications to the Fellowship; communications from the Public Information desk in response to inquiries from reporters and news agencies; staff responses to members seeking guidance about online meetings, anonymity breaks and other issues. External sources include news articles in print, audio and video and our collection of these news-related pieces continues to grow. We also collected shares and activities of groups, districts and areas. The goal of initiating the Covid-19 project is to maintain a collection of firsthand accounts and other primary sources documenting the effects of the pandemic, how groups adapted, problems

encountered, and shared experiences from members.

Since transitioning to a fully telecommuting environment, we have had to adapt to working in a paperless environment, which was by no means a simple feat. We archived the proceedings of the 2020 General Service Conference including pre-Conference sessions of all committee materials. Staff also worked on transcribing digitized, handwritten archival letters maintained in our document management repository, Laserfiche. Transcribing these significant primary sources will help enhance accessibility, improve search functionality and increased use of the information they contain. Over 400 hand-written letters have been transcribed.

Another new project we initiated in March 2020 involved listening to and cataloging recordings of the General Service Conferences digitized on CDs. The staff assigned to the project has accomplished an impressive volume of work in listening to and cataloging about 200 recordings since the project's inception.

In March, we initiated a new project of digitizing photographs and negatives held in our print collection. Prior to scanning the images, we developed a booklet on guidelines for scanning, file-naming and cataloging photographs and negatives. These guidelines will help us standardize scanning protocols utilizing best practices for preserving archival images.

Archives staff worked on curating two tabletop posters for G.S.O. Archives' use at A.A. events such as Archives Workshops, Regional Forums, and other local events.

Unfortunately, our planning for the Archives Exhibit space at the 2020 International Convention was halted; yet another fateful consequence of the pandemic. However, the Archives was presented with a wonderful opportunity to assist in the virtual experience on aa.org. We contributed the following experiences to the virtual 2020 International Convention pages: recorded interviews of long timers sharing their experience, strength and hope; history of A.A.'s past International Conventions; and the launch of a new five-minute Archives video produced for the Convention.

We engaged in numerous teleconferencing activities such as service workshops, group 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 originally created as a proactive measure to assist the General Service Board in fulfilling its fiduciary obligation of Prudent Corporate Governance. As a result of the recent passage of the New York State Nonprofit Law, the committee now has specific respon-

sibilities that are set forth under the law, some of which are set forth in the last paragraph of this report.

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

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

Leslie Backus, Chair

COMPENSATION

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

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

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

Ginger R.B., Chair

GENERAL SERVICE CONFERENCE

Trustees' Report: The committee met four times since the 70th General Service Conference (G.S.C.) was held virtually for the first time in our history. The trustees' General Service Conference Committee approved allowing floor actions during a specified period at the end of the 70th G.S.C. and that each would be considered for a vote to decline. If the floor action was not declined the item was automatically forwarded to the trustees' General Service Conference Committee for consideration. The committee met on June 24, 2020 and determined that the next steps for these items were the appropriate trustee committees:

- Floor Action #1: The committee forwarded to the trustees' Finance and Budgetary Committee that "the Finance Committee expand item #2 that will be

forwarded to the 71st Conference to include the proposal to revise the pie chart percentages, in order to emphasize more clearly that any percentages included in the pamphlet are only suggestions and examples, not recommendations.”

Note: Agenda item #2 forwarded to 71st G.S.C., is “Review the pamphlet ‘Self-Support: Where Money and Spirituality Mix’ and consider a request regarding contribution percentages to service entities.”

- Floor Action #2: The committee forwarded to the trustees’ Public Information Committee that “the General Service Conference consider developing a PSA about Alcoholics Anonymous geared toward minorities.”
- Floor Actions #3 and #5: The committee considered two floor actions proposing a different slate of Directors for A.A. World Services, Inc. and took no action. On May 23, 2020, following a motion and second, which passed with substantial unanimity, the General Service Board approved a proposed slate of Directors with eight names and a vacancy.
- Floor Action #4: The committee forwarded to the trustees’ Literature Committee that “the pamphlet ‘A.A. for the Black and African American Alcoholic’ be updated to include fresh stories and a new title that is respectful and inclusive.”
- Floor Action #6: The committee forwarded to the trustees’ Public Information Committee that “the launch of Google AdWords Grants by the General Service Office be halted until the 71st G.S.C. convenes and approves that launch and the ‘Ad Hoc Committee Progress Report — Google Grants and the 7th Tradition,’ from the trustees’ Finance Committee, dated March 30, 2020, be immediately released to all members of the 70th G.S.C.” The committee recognizes that the

trustees’ Public Information Committee must formally receive the trustees’ Finance Committee’s report once the work is complete, prior to the progress report being considered for broad distribution.

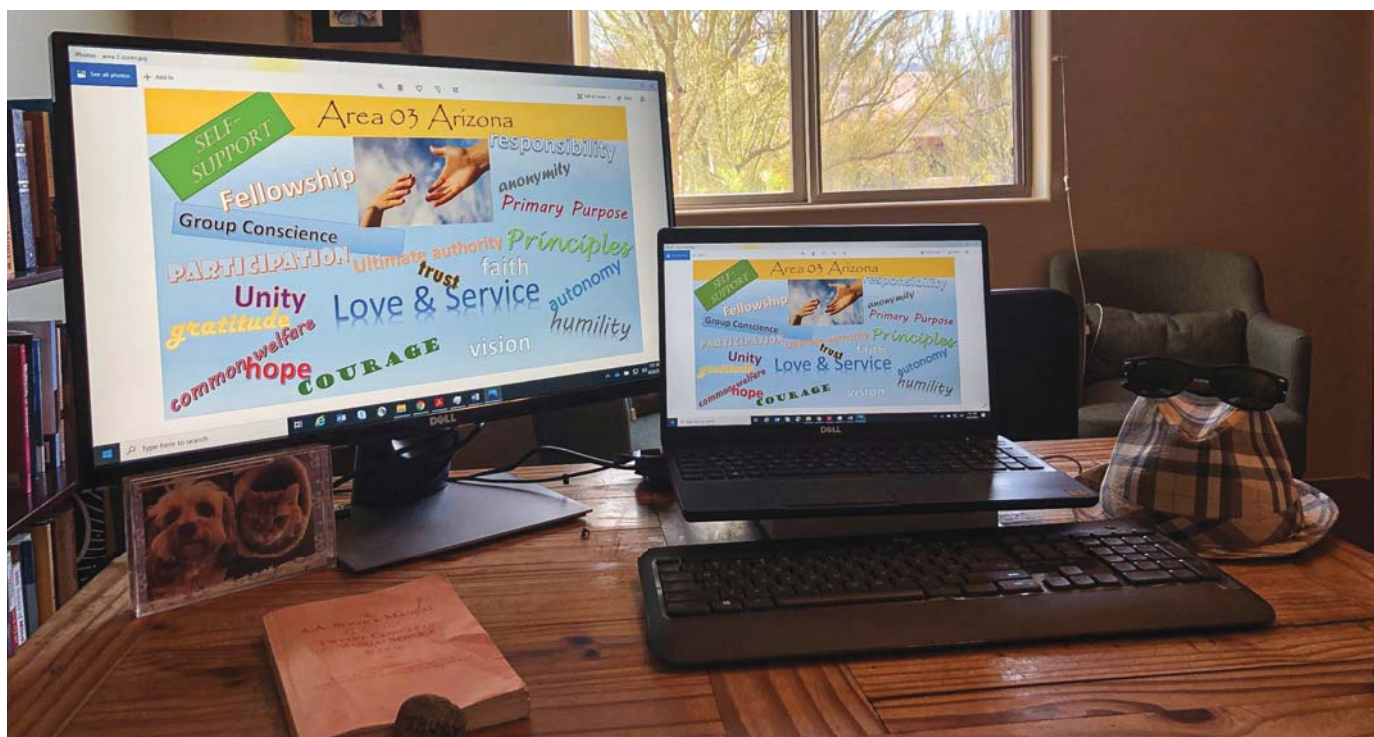
A final action from 2020 that is still in process is that the committee agreed with the plans for staff to work with G.S.O. management and the METS department to finalize dates for the 2023 and 2024 General Service Conferences. The Conference coordinator was asked to notify Conference members of the dates once finalized.

The committee appreciated a July 2020 communication distributed to the trustee chairs and Conference committee chairs encouraging their ongoing communication both before and after the Board weekends, as well as the further communication between the Conference committee chair and their full committee, and requested the secretary send a quarterly reminder.

At the July meeting, the committee reviewed the list of the agenda items forwarded to the 71st G.S.C. by the 70th G.S.C., considered the advisory actions and committee considerations pertaining to the Conference and discussed the proposed agenda items pertaining to the 71st G.S.C.

The committee noted that the staff secretary implemented the 71st G.S.C. advisory actions related to the Conference theme, presentation/discussion topics, workshop topic and the approved process for any new requests from another A.A. General Service structure to attend an upcoming G.S.C. as an observer. In preparation for the 70th Virtual G.S.C. a process was created and then executed to perform the trustee elections electronically. This process will be replicated in 2021 to act on a 70th G.S.C. advisory action to implement electronic voting for trustee elections.

The general manager was notified of the advisory



action that impacts the review of G.S.C. dates by the Conference Committee on Policy/Admissions, "That the review of Conference dates be changed to consider dates for the General Service Conference with timing and year(s) to review as requested by the general manager."

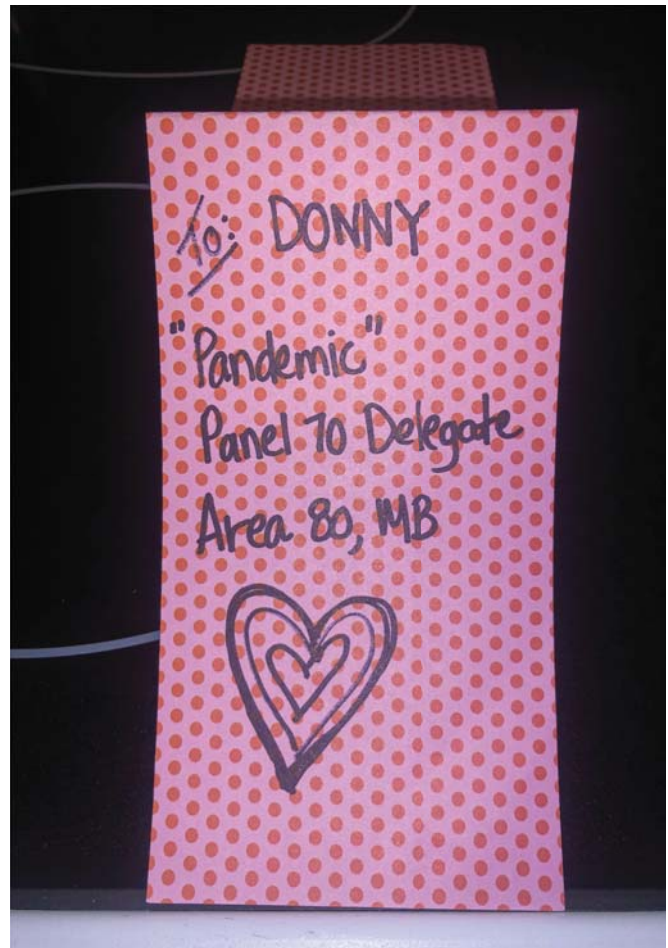
To capture the 70th G.S.C. change to the Current Conference Charter a file was updated and extracted as a separate document from *The A.A. Service Manual* as it is currently under revision. The Group Services assignment maintains the official copy on file for distribution, if requested. The document was posted to the Conference dashboard in English, French and Spanish.

The committee reviewed the Conference Committee on Policy/Admissions request that the trustees' General Service Conference Committee clarify the specifics of the "Process for the equitable distribution of Conference committees' workload" to bring back a more fully developed process for review to the 2021 G.S.C. The chair appointed a subcommittee to consider the request. The focus of the updates addressed the following:

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

The subcommittee reported the following:

The subcommittee agreed the goal is to ensure that the Conference committees receive an equitable distribution of agenda items that require a depth and substance of discussion. New impact assurance statements were developed to address the first two additional committee considerations. The subcommittee determined that adding or making an additional Conference committee is the least likely scenario. It felt it is always ideal to redistribute final agenda items to the existing Conference committee structure, but this subcommittee wants to leave the possibility on the table that an additional Conference committee can be added if warranted for any given year to come. An example of the Equitable Workload Distribution Process is provided using the 68th G.S.C. agenda items to demonstrate how a newly formed trustees' General Service Conference Subcommittee can distribute some items from literature to other committees. The trustees' General Service Conference Committee forwarded a report and an updated process documentation to the 2021 Conference Committee on Policy/Admissions for consideration.



The committee discussed the planned format of the 71st G.S.C., virtual or in-person. After a thoughtful and challenging discussion, the following committee recommendation was voted on and approved by the General Service Board on Monday, August 3, 2020:

That the General Service Board begin planning for the likelihood of a virtual General Service Conference from April 18-24, 2021, and that planning involve the 71st General Service Conference delegate members, while acknowledging that if and when circumstances allow, an in-person Conference is always preferred.

The trustees' General Service Conference Committee continued discussions at its October 31, 2020 meeting and put forward another recommendation to the General Service Board that was approved with 100% unanimity on Monday, November 2, 2020 regarding the 71st G.S.C.:

That the 71st General Service Conference be conducted during the scheduled time-period of April 18-24, 2021 via remote meeting technology. Sessions of the 71st Conference will be conducted on a digital platform.

At the July meeting, the committee also had a robust conversation combining several related meeting agenda items regarding the recent virtual 70th G.S.C. and the planning for the 71st G.S.C. The committee understood the significant amount of evaluation information and lessons to be learned that can enrich the G.S.C. experience

and its schedule for this year. Ideas of particular interest included how to better use or enhance our adoption of Robert's Rules of Order and how to best plan the wide variety of Conference sessions for a virtual versus an in-person event. The chair appointed a subcommittee on Conference Improvements to perform this evaluation and planning work as well as several other requests.

The subcommittee was also asked to review a request from the Archives department to review current policy related to the video and audio recordings that were captured during the inaugural 70th Virtual G.S.C. The committee agreed that the following video recordings produced for the 70th G.S.C. should not be provided: the rotating trustee farewell talks, prerecorded Board report presentations, and the two-minute gratitude messages. The committee agreed that audio recordings can be provided, according to the current policy for the rotating trustees farewell talks only. The committee noted that a change to this policy would need to come from an Advisory Action of a G.S.C.

Finally, the subcommittee was asked to review the document "Information and Suggestions for Conference Committee Chairpersons" and make any needed changes. The subcommittee concluded that the document covered all expected information for new Conference committee chairs in its current format. The subcommittee suggested that the "information" sheet be provided as background for the second scheduled Conference week delegates-only meeting to pass along to the newly elected Conference committee chairs.

The subcommittee reported the following:

The chair of the subcommittee on Conference improvements presented a progress report that detailed the efforts made to incorporate the ideas provided by Conference members in the 70th G.S.C. evaluations and the September 2020 Conference Improvements survey responses. The committee noted that the schedule must include enough time for each Conference committee to complete its work and for committee report debate and discussion. The full committee discussed the work completed by the subcommittee and approved the recommended 71st Virtual G.S.C. week schedule for implementation by the Conference coordinator.

During the July meeting, the committee discussed a proposal to update the annual process to select the Conference committees for incoming first-year delegates. The conversation included a suggestion to make the best effort to ensure that all regions are represented on as diverse a selection of committees as possible, taking into consideration all the criteria outlined in the Committee Selection Process. A motion was made and approved by the committee for the staff secretary to update the assignment process to include a statement that the Southwest, West Central, Eastern Canada and Western Canada regions should have no more than one delegate represented on a committee.

At the October meeting, the committee reviewed a progress report on a new Committee Assignment Web application as presented by the Conference coordinator,

including the demonstration of the technical tool for the Committee Selection Process. The committee noted that the tool is needed for performing the selection process virtually in December 2020. The committee agreed that utilizing the new technical tool as a solution will save time and is a necessary process improvement. The committee discussed a report on the newly developed Conference Committee Assignment Application implemented for the 2020 Committee Selection Process. The committee agreed to forward the report to the 2021 Conference Committee on Policy and Admissions for consideration.

At the July meeting the committee discussed a request for a representative from India's A.A. General Service structure to attend the 2021 G.S.C. as an observer. The committee recommended to the General Service Board:

That the request for one person from A.A. in India, the Class B trustee chair of the General Service Board, be approved to attend the 2021 U.S./Canada General Service Conference.

The General Service Board approved the recommendation on August 3, 2020 and the board forwarded it to the Conference Committee on Policy/Admissions for consideration. A poll between annual meetings was conducted based on a recommendation from the Conference committee.

During the October meeting the committee reviewed the request to address accessibility barriers in the Conference background materials. The committee agreed that the Conference coordinator can make process improvements to identify any image issues in the Conference background that could impact the ability for it to be read by Text-to-Voice or screen reading software.



In addition, the committee requested that the process improvements ensure that images include a descriptive note allowing for the use of a translation software on the initial English background posted annually by February 15, as members await the Spanish and French translations.

The committee approved the preliminary 2021 budget for a virtual Conference.

The committee reviewed a letter from a delegate forwarded by the general manager as well as the general manager's response. The committee requested that the appointed subcommittee on Conference improvement consider the correspondence as part of the evaluation of the 70th Conference, in preparation for next year's 71st Conference.

The committee approved a motion to send the delegate letter, and the general manager response, to the trustees' Nominating Committee for consideration on the topic of clarifying the role of the Conference Committee on Trustees in the process of approving the Corporate Board slates.

The committee reviewed a request to consider producing a hard copy of the 70th G.S.C. supplemental Finance Report which is currently available in digital format only and took no action. The Operations department emails a digital supplemental Finance Report when a 70th G.S.C. *Final Report* is requested.

At the January meeting the committee agreed to forward to the 2021 Conference Policy/Admissions Committee an agenda item to review and discuss the "Report on Translation and Interpretation of General Service Conference Material" and to consider the effectiveness of the service.

The committee agreed to forward to the 2021 Conference Committee on Policy/Admissions for consideration a proposed agenda item to update the Floor Action Process.

The committee vice chair provided the latest update of the G.S.B. Strategic Plan items relevant to this committee. The committee agreed for the chair to send a communication to the G.S.B. Strategic Plan Ad Hoc Committee to request that the collected delegate sharing which identified underrepresented sectors of the A.A. population in areas, be distributed to all delegates. The committee considered the idea of including a future sharing session at a Conference on the challenges of A.A. service entities supporting A.A. services through group and individual contributions alone. The session could incorporate a request for sharing from any delegates whose areas are supported greater than fifty percent by group and individual contributions. The vice chair highlighted that the committee is acting on goals by scheduling activities and making improvements to the Conference experience using the 70th G.S.C. evaluation responses. In addition, the pre-Conference remote communities meeting is planned for the 71st G.S.C. to continue to expand awareness of underrepresented populations.

The committee agreed to forward to the 2021 Conference Committee on Policy/Admissions six proposed agenda items related to the topic of online groups

not affiliated with a physical meeting space, having a voice and a vote in the General Service structure.

The committee agreed to forward to the 2021 Conference Committee on Policy/Admissions a proposed agenda item to "Request a procedure be drafted to appeal a ruling by the Conference chair. This procedure may include that the chair provides an explanation as to such ruling and the process for challenging a ruling of the chair as defined in Robert's Rules of Order."

The committee agreed to forward to the 2021 Conference Committee on Agenda a proposed agenda item to "Consider the implementation of new opportunities for A.A. members to submit input on the General Service Conference agenda items prior to the full Conference convening." The committee understands the importance of pre-Conference meetings that occur across the U.S./Canada service structure to gather local member input.

The committee reviewed a proposed agenda item to "Consider that the General Service Conference of Alcoholics Anonymous be scheduled and held in mid-May of each year" and took no action. The committee appreciates the allowance of more time for local discussion that the movement of the Conference to mid-May could make. However, the committee agreed that maintaining flexibility to negotiate contracts and manage unexpected events is critical to scheduling. In addition, the Bylaws of the General Service Board include quarterly meeting date requirements and this change could adversely impact post-Conference work.

The committee agreed to forward to the 2021 Conference Committee on Policy/Admissions a proposed agenda item to "Consider revising the Process for Polling the General Service Conference between Annual Meetings as to include virtual meeting technologies."

The committee discussed a proposed agenda item to "Consider that the General Service Conference of Alcoholics Anonymous implement a ten-year trial period alternating face-to-face with virtual General Service Conferences, to commence after current contractual obligations are met" and agreed that a decision to implement a trial is premature. The committee acknowledged there has only been one virtual Conference experience, and that lessons learned are being implemented to host the second for the 71st G.S.C. The committee asked the staff secretary to place an agenda item on the July 2021 meeting to continue this discussion.

The committee agreed to forward to the 2021 Conference Report and Charter Committee a proposed agenda item to "Update paragraph 1 of the current Conference charter" and a second proposed agenda item to "Update the Concept XI essay."

The committee received the grid of 61 items that have been submitted as proposed agenda items or carried over from a prior year and still under consideration for placement on the 2021 Conference Agenda as part of an annual review.

The committee reviewed the 2021 Conference Evaluation Forms. The 2021 Conference Committee on Agenda will review the forms, process and 2020

Evaluation Summary Report as a standard agenda item.

The committee agreed to forward to the 2021 Conference Committee on Agenda the "Report to the Conference on the Implementation and Effectiveness of the 2021 Conference Agenda Process." This report includes an annual survey of Conference committee chairs about the effectiveness of the communication between the trustees' committee chair or corporate board chair and the corresponding Conference committee chair.

The committee discussed a recommendation from the trustees' Nominating Committee to invite ACM members from trustees' committees to attend the 71st G.S.C. The committee recommended to the General Service Board:

That the request to invite ACM 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, be approved.

The General Service Board approved the recommendation on February 1, 2021 and the board forwarded it to the Conference Committee on Policy/Admissions for consideration. A poll between annual meetings was conducted based on a recommendation from the Conference committee.

The committee considered a new business item brought forward by a committee member to discuss the idea of extending an open invitation to all Panel 70 delegates to attend a future in-person G.S.C. The committee recommended to the General Service Board:

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 board voted on February 1, 2021 to recommit the item to the trustees' General Service Conference Committee for further consideration at their July 2021 meeting.

Cathy B., Chair

Staff Report: The Conference coordinator is the G.S.O. contact for General Service Conference members. The Conference process continues throughout the year and the coordinator corresponds regularly with delegates and alternate delegates who cooperate to make the annual Conference responsive to the needs of the Fellowship.

The annual meeting of the General Service Conference, which first met in April 1951, is the closest thing A.A. has to a group conscience in the U.S. and Canada.

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

The Conference coordinator is responsible for:

- Serving as secretary to the Conference Agenda Committee and the trustees' Committee on the General Service Conference;
- Assembling suggestions for the Conference theme, presentation/discussion and workshop topics that are reviewed by the Conference Agenda Committee, which makes selections that are recommended to the Conference for approval;
- Working with the G.S.O. staff and general manager on planning and coordinating each phase of the Conference program, agenda and scheduling;
- Working with the Publishing department to schedule, assemble and coordinate translation of Conference material;
- Working with the Publishing department on 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 G.S.O. workforce and via videoconferencing technology. New and inventive ideas are developing for how the Conference members can complete all Conference business.

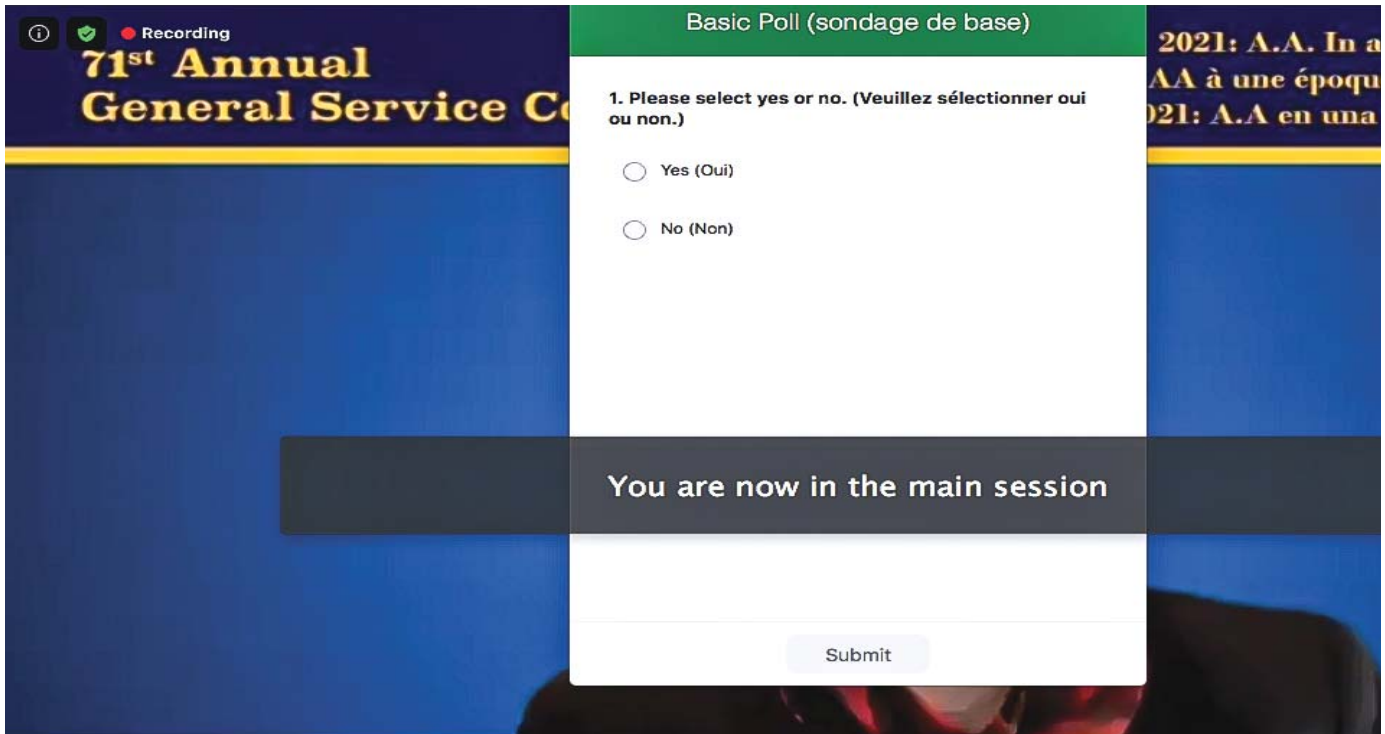
Patrick C.

COOPERATION WITH THE PROFESSIONAL COMMUNITY/ TREATMENT AND ACCESSIBILITIES

Trustees' Report: The trustees' Committee on Cooperation with the Professional Community/Treatment and Accessibilities (C.P.C./T.A.) is responsible for implementing pending advisory actions of the General Service Conference, developing recommendations for the General Service Conference if appropriate, providing the tools to reach the professional community, treatment, accessibility and remote communities with an interest in fostering the kind of attitudes that allow A.A. to better reach the still-suffering alcoholic.

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

In support of that work, the trustees' Committee on C.P.C./T.A. met three times via videoconference since the 2020 General Service Conference, and undertook the following tasks this past year:



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

The committee reviewed the list of 2020 Conference Committee on C.P.C advisory actions and committee considerations.

LinkedIn Page Implementation: The committee reviewed the agenda items forwarded to the 71st General Service Conference from the 2020 Conference Committee on Cooperation with the Professional Community (C.P.C.). The committee discussed the Conference Committee on C.P.C.’s desire to have future content on the LinkedIn page go through the Conference committee process. The committee also discussed the activity of the LinkedIn page and ways to communicate with modern professionals on social media about Alcoholics Anonymous.

The committee noted that content on the LinkedIn page is developed from A.A. materials that were either approved by the General Service Conference, or A.A. service materials that are comprised of shared experiences on a specific topic. The committee felt that static pages on social media do not effectively communicate with modern professionals about Alcoholics Anonymous. The committee also discussed requirements to develop modern communication tools that share the message of Alcoholics Anonymous and noted that work across organizational silos is needed to reach those goals, including the General Service Office, General Service Board and trustees’ committees.

The committee considered a proposed agenda item, “Consider a request to discontinue a LinkedIn page” and took no action. The committee noted that the submitter’s concerns mentioned in the request were included in discussions by the committee. The committee considered a proposed agenda item, “That the General

Service Board expand the use of the existing LinkedIn page for A.A.W.S. that fulfills the purposes in accordance with the 2018 Advisory Action” and took no action. The committee noted that a Conference agenda item to discuss a progress report on LinkedIn was forwarded to the 71st Conference Committee on C.P.C. The committee requested the secretary to provide the background contained in the proposed agenda item to the 71st Conference Committee on C.P.C. to inform their discussion on the LinkedIn progress report.

“A.A. in Your Community” pamphlet: The committee discussed the 2020 Conference Committee on C.P.C.’s committee consideration to update the style and language of the pamphlet “A.A. in Your Community.” The committee discussed formats that modern professionals use when they look at content and agreed that print, digital, visual and audio formats are needed. The committee provided clarification about target audience for the pamphlet. The committee looks forward to a draft or progress report at the July 2021 meeting. This pamphlet continues to have input from the trustees and, due to the work load of the Publishing Department, any revision would not be presented at the 2021 Conference but rather would be available for 2022.

Discuss using Health Care Media distribution: The committee discussed using Health Care Media distribution for PSAs and agreed that this would be an effective way to reach the suffering alcoholic. The committee asked the staff secretary to explore developing language that would encourage conversations about problem drinking.

Review Memo from Ad Hoc Working Group “Does AA Work?” Video: The committee reviewed a memorandum from the senior manager of the Communication Services

department regarding the video produced by Stanford University. The committee requested that the staff secretary craft a memorandum to the ad hoc working group expressing their appreciation for their work thus far and requesting that the working group continue exploring ways to use the video “Does Alcoholics Anonymous Work?”

Review draft update “Members of the Clergy Ask about A.A.”: The committee agreed to forward to the 2021 Conference Committee on Cooperation with the Professional Community the draft update of the pamphlet “Members of the Clergy Ask about A.A.”

C.P.C. exhibit list: The committee recognized that due to Covid-19, most face-to-face exhibits have been canceled. The committee asked the staff secretary to continue to monitor and explore opportunities to exhibit at videoconference events or face-to-face when available.

Treatment

“Bridging the Gap” Pamphlet: After an initial review and evaluation of the pamphlet, “Bridging the Gap” the Publishing department suggested to continue collecting input from the trustees’ committee to undertake a more comprehensive revision over the next few months. Any revisions would not be presented at the 2021 Conference, but rather would be available for 2022.

Review of Bridging the Gap Materials: The committee reviewed the grid of shared experience on Bridging the Gap (BTG) by local committees. The committee asked that the staff secretary share the grid with G.S.O.’s executive editor for use in updating the BTG pamphlet and other service material. This assignment will continue to summarize the sharing, and updates will be made to the “Bridging the Gap” pamphlet and drafts of a Bridging the Gap Workbook and A.A. Guidelines. Additionally, sharing from the recent letter to corrections professionals, and articles in the *Box 4-5-9* and *About A.A.* newsletters are being considered to update Bridging the Gap materials.

Treatment Kit and Workbook: The committee discussed changes and requested a summary of the process for adding new items to existing hard copy kits.

Accessibilities and Remote Communities

“A.A. for the Older Alcoholic”: The committee reviewed the 2020 Conference committee consideration on updating the pamphlet “A.A. for the Older Alcoholic,” and discussed ways to obtain a broad and diverse representation of A.A. experience. The committee asked the staff secretary to reopen a call for stories with the intent of including a detailed description of the type of story needed. The focus of this call for stories is to obtain a wider representation of stories from older A.A. members.

As a way to inspire the Fellowship on the topic of “A.A. and the Older Alcoholic,” the committee asked the staff secretary to send a request to AA Grapevine to develop a book including shared experience from older

alcoholics. The committee suggested forwarding the current submitted stories received on “A.A. for the Older Alcoholic” to the Grapevine senior editor for potential use by Grapevine.

The progress report provided by the staff secretary noted that seven stories have been received to date and the committee agreed with the staff request to explore additional avenues for requesting shared experience.

At their January 2021 meeting, the committee noted that additional stories would be helpful for the development of the pamphlet. The staff secretary released another call for stories with a deadline no later than March 15. The committee suggested that a subcommittee to work on story selection might be formed at the July 2021 meeting. The committee agreed to forward a progress report to the 2021 Conference Committee on Treatment and Accessibilities.

Audio interviews with military professionals: At their August 2020 meeting, the committee listened to the unedited audio interviews conducted by the ACM with A.A. members in the military and asked the staff secretary to work with Publishing on post-production of the recordings. The committee asked staff to request the Communication Services department to explore the appropriate placement of the military audio interviews in other A.A.W.S. digital platforms.

At their January 2021 meeting, the committee listened to one final draft of an audio interview by the ACM and an A.A. member in the military. The committee expressed appreciation for the work being done and noted the effectiveness of the interview format for carrying the A.A. message to alcoholics in the Armed Services. The committee asked the secretary to work with the Publishing department to finalize the three remaining audio interviews by the ACM and A.A. member from the military. The committee agreed to forward a progress report to the 2021 Conference Committee on Treatment and Accessibilities.

Communications with senior personnel in the military: At their August 2020 meeting, the committee was provided with an update from the ACM regarding efforts to communicate with senior personnel in the military in the U.S., Korea and Canada.

The committee received a verbal update from the ACM related to these efforts in the U.S., including a scheduled interview with the military director of veteran affairs and an upcoming article to be published in a magazine for veterans.

The committee received a verbal update from the ACM regarding communications with senior military personnel in the U.S., including a podcast interview with the communications director of the Veterans of Foreign Wars (VFW) which the VFW posted on its website. The ACM also reported on the established relationships with the outreach officer for the director of the National Guard and the assistant secretary of defense for support to military families at the Pentagon.

The committee expressed appreciation for the ongoing work by the ACM and asked the staff secretary

to forward a memo to the A.A.W.S. board requesting that the ACM podcast be considered for posting to the A.A. website. The committee also asked that the staff secretary provide an update to this request at the July 2021 meeting.

Accessibilities Kit and Workbook: The committee discussed the committee consideration from the 2020 Conference Committee on Treatment and Accessibilities and asked the staff secretary to include a description of the Communications Access Real Time (CART) translation service in relevant sections of future service material updates.

Remote Communities Committees activities: The committee asked staff to continue with updates to the Remote Communities Kit and to partner with the Communication Services department on the creation of a Remote Communities Committee page to be included in the A.A. Service Committees section of the A.A. website.

The committee reviewed activities related to Remote Communities Committees, including a verbal report provided by the staff secretary. The committee noted that the “A.A. Guidelines: Remote Communities Committees” are being revised. The committee expressed appreciation for the ongoing work to develop the Remote Communities workbook and kit, making them available in contemporary ways.

A.A. members’ participation in developing A.A. content:

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

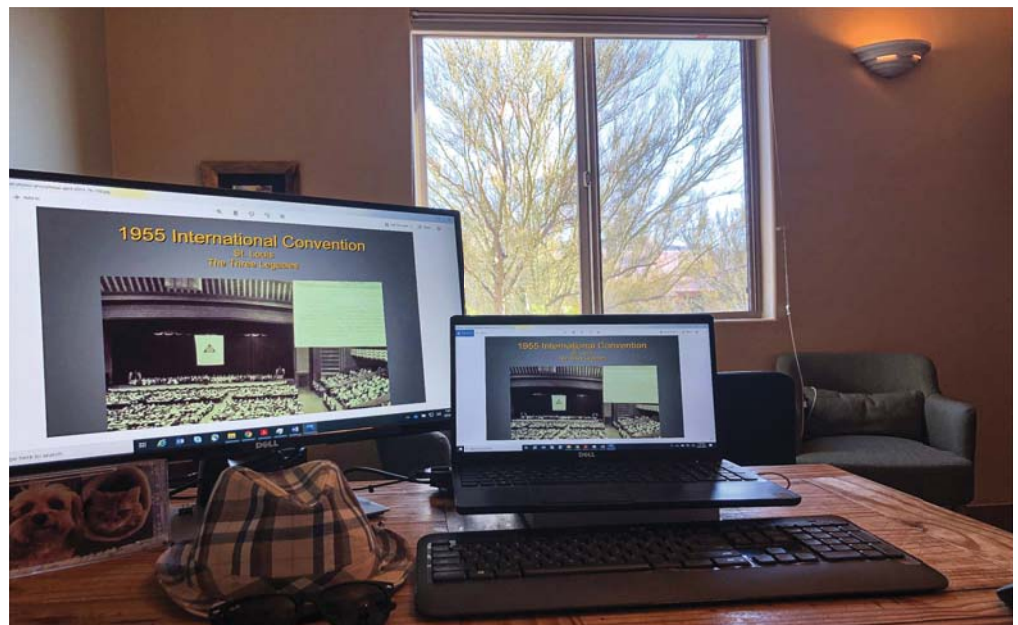
Peter Luongo, Chair

Staff Reports:

Cooperation with the Professional Community (C.P.C.)/Treatment: The staff member on the C.P.C./Treatment assignment works to provide accurate information about

A.A. and to facilitate communication with local C.P.C. and Treatment committees. Many professionals, professionals in training, and Treatment settings 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 C.P.C./Treatment 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 C.P.C./Treatment assignment arranges for distribution of service materials, presentation and letter templates in English, French and Spanish. The C.P.C./Treatment coordinator strives to ensure that all the service materials are up to date



and available to local committees; coordinates in-person A.A. traveling exhibits at national professional conferences; and 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 2020 Summer issue focused on how A.A. continued to meet online during the Covid-19 pandemic.

Amy B.

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

We list 308 Accessibilities committees (including 14

Cooperation with the Elder Community committees) and 55 Remote Communities committees.

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

New chairs receive welcome letters, workbooks, service-related materials, pertinent Grapevine issues, and service kits for their particular position and committee. These materials continue to be shipped via postal mail. At every opportunity these trusted servants are reminded that the vast majority of information that they seek can be read or printed on G.S.O.'s website (aa.org). On the committee web page, anyone can access the majority of committee service-related material regardless of their position within the committee. In addition, area level chairs receive a list of other area level chairs to share their local experience and activities.

Committee chairs receive updates on other committees' activities through articles in *Box 4-5-9*, as well as receiving updates from the assignment coordinator that may contain ideas, activities, questions and solutions from other committees. These activity updates contain information about the General Service Office, requests for local sharing and clarification of areas of potential confusion.

The staff member on this assignment serves as secretary to the Conference Committee on Treatment and Accessibilities, and as co-secretary to the trustees' Cooperation with the Professional Community/Treatment and Accessibilities Committee.

Irene D.

CORRECTIONS

Trustees' Report: The trustees' Corrections Committee recommends to the General Service Board actions that support carrying the A.A. message to alcoholics confined in a variety of correctional settings. Since the 2020 General Service Conference, the trustees' committee has met three times.

The committee reviewed the scope of the committee and the possibility of developing materials to assist A.A. members in prison Twelfth Step work. Materials could include suggestions for cooperating with prison administrators and corrections personnel, "sponsoring" A.A. prison groups and providing prerelease sponsorship information. The committee suggested that when reviewing the materials, there should be consideration if the audience is correctional officials, members of the Fellowship or members behind the walls.

The committee considered a request from the subcommittee on Researching Issues, Possible Tools and Access to the Book, *Alcoholics Anonymous*. The committee discussed their perspectives on study guides, reading levels, and other topics related to possible tools and access to the Big Book. The committee secretary compiled their shared experience and forwarded it to the subcommittee.

It was noted that the corrections desk receives inquiries from inmates who are transgender and are

requesting to correspond with other alcoholics of similar experience for identification and safety purposes. These circumstances were communicated in a Corrections Activity Update from the desk. The committee continues to explore this important topic with deep sensitivity and in keeping with current gender terminologies and reflection. The secretary continues adding to the internal list of A.A. members with transgender and non-binary experience who are willing to correspond with alcoholics behind the walls.

Additionally, this topic was considered as it relates to the Corrections Correspondence Service form for insiders. The committee secretary will continue working with Publishing and staff to revise the form to include a gender marker option.

The committee received continuing reports from the publishing director on digital literature distribution and noted that, on January 14, 2021, A.A.W.S., Inc. officially launched its enhanced e-book and audiobook distribution implementation with Ingram Core Source Plus. This enables e-books to be available in prison libraries through the National Corrections Library. AA Grapevine, Inc. has signed a contract with the vendor serving the Maine Department of Corrections and both A.A.W.S., Inc. and AA Grapevine, Inc. anticipate adding additional contracts.

The committee also heard a report from a representative of Market Partners on the American Prison Data System (APDS) project. AA Grapevine will be working with APDS on how correctional facilities might better understand Grapevine and La Viña content to encourage them to opt into receiving it. Four other vendors who supply tablets to correctional facilities in the U.S. were discussed as well. There was also a presentation from a delegate from Quebec on what might be done to encourage digital distribution of A.A. literature in Canadian correctional facilities.

The committee expressed appreciation for the ongoing work of the National Corrections Conference Committee and others who submitted their shared experience to inform the service material. The trustees' committee chair also provided updates to the "Letter to the Warden." The committee also reviewed the benefits of having digital kits that will include quicker updating and easy linking to video assets and having a print-on-demand option for those without digital access.

The committee discussed a proposed agenda item "that the Conference committee review corrections related literature intended for use by members in correctional facilities and take action to removing the words 'inmate' and 'offender' from A.A.W.S. literature and replace these words with more inclusive terms." The committee agreed to forward the proposed agenda item to the 2021 Conference Committee on Corrections.

The committee discussed a proposed agenda item to "request sharing from the Fellowship to assist A.A. groups in finding innovative ways of carrying the message to alcoholics in correctional facilities/programs." It was noted how important this is, especially with all the changes during the pandemic. The committee agreed

to forward the proposed agenda item to the 2021 Conference Committee on Corrections

The committee reviewed the Corrections Correspondence Service in Canada (CCS-Canada) including a verbal report on past efforts to introduce CCS in Canada. The committee secretary will continue gathering shared experience from Canadian members involved in corrections service. The committee will continue this discussion at the July 2021 meeting.

Nancy McCarthy, 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

Before the pandemic, the desk received approximately 600 pieces of mail per month from inmates; currently the number is approximately 300 pieces. Many are requesting free literature, others asking to participate in our Corrections Correspondence Service (CCS) or for help in making contact with A.A., either by asking for a meeting in their facility or for a prerelease contact.

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

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. The CCS is coordinated through G.S.O. and is intended for those who have more than six months to serve on a sentence.

The CCS continues as one of our most valuable efforts. Many alcoholics who are incarcerated are looking to turn their lives around and crave outside support from A.A.s with whom they can share their experience, strength and hope. To fill their requests, this assignment puts out regular requests to the Fellowship through various channels for new correspondence volunteers — especially males.

We send out a periodic activity report to each of these committee chairs with updated information or requests for shared experience. This past year included a call for male participants in our Corrections Correspondence Service; a request for shared experience from corrections committees on engaging members in corrections service; and a request for shared experience with the Corrections Correspondence Service in Canada, sent to all the listed corrections committees in Canada.

In 2020 we linked 416 male and 101 female alcoholics in prison to an outside A.A. correspondent through the CCS. In order to meet those requests, we needed to be

able to match the inmates with 980 outside A.A. volunteers. Many of those offered to write to more than one incarcerated alcoholic at a time.

Prerelease Contacts help incarcerated alcoholics get acquainted and comfortable in A.A. in the community they are being released to. They are intended to be made three to six months prior to a release date. Requests from inmates are received by G.S.O. and forwarded to the appropriate area corrections chair. In 2019, we forwarded 540 requests.

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 2020, we passed along to area corrections committee chairs many requests from inmates, corrections professionals, and A.A. members taking meetings into correctional facilities for prerelease contacts, outside support, or A.A. literature.

G.S.O.’s A.A. website has a special section where most Corrections service material can be found, including current and past issues of the newsletter *Sharing from Behind the Walls* (SFBTW). This quarterly publication contains excerpts of sharing from A.A. members in prison who have written to G.S.O. This desk prepares selections from these A.A. members’ letters and sends them a copy of the excerpt along with a request to reprint it in a future issue of SFBTW. The permission letter also mentions the possibility that the newsletter might be posted on G.S.O.’s website. Posting this anonymity-protected newsletter on the website and inviting members who take meetings into correctional facilities to print out copies is another way of ensuring that the sharing from this population of alcoholics gets into the hands of those who need it most.

A.A. members involved in corrections service frequently ask how they can get their fellow members on the “outside” to commit to speaking at or sponsoring a meeting in a correctional facility. Often, people in the Fellowship unfamiliar with this type of Twelfth Step activity express the fear that the alcoholic in prison will not identify with an A.A. member who has not been to prison and are reluctant to commit to the amount of time institutions sometimes require for orientation seminars to qualify to go into their correctional facilities.

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

Brenda B.

FINANCE AND BUDGETARY

Trustees’ Report: Summary — Alcoholics Anonymous prepares its actual results on an accrual basis. This means that revenue and expense are aligned when an event happens rather than when the cash is received

or spent. For example, in the fourth quarter of 2020, we received pre-orders for the souvenir book, *A Visual History of Alcoholics Anonymous*, which was published on February 14, 2021. On the accrual basis, this money is counted in 2021 because this is the year during which the event of publication happened.

We use this accrual method for our actual results because it is required both by United States and New York state nonprofit law for our audited financial statements. However, the accrual method does not provide a complete picture of our financial activities. Specifically, it cannot show that we are meeting our fiduciary duty to spend our cash appropriately and have enough cash on hand to provide service to the Fellowship. To demonstrate this, we also prepare our actual results using the cash basis of accounting.

Under the cash basis, results are reported according to when the cash was received. For example, the pre-orders for the souvenir book received in 2020 and counted in 2021 under the accrual basis are counted in 2020 on the cash basis. A report prepared on the cash basis is called a cash flow statement. Here are the highlights of that statement:

The largest sources of cash in 2020 were:	
Contributions	\$10,256,687
Gross literature sales	9,468,370
Drawdown from reserve fund	4,000,000
Int'l Convention insurance claim payment	2,152,134
The largest uses of cash in 2020 were:	
Salaries	\$9,101,015
International Convention registration refunds	3,727,864
Cost of printing, shipping, and storing literature	2,820,459
Professional fees	2,080,295

2020 Actual Results Accrual Basis vs. 2020 Budget

General Service Office: Preliminary 2020 financials, prepared on an accrual basis, were submitted to the auditors on February 17. As of this early March writing, the auditors are expected to report the audited financial statements to the G.S.B. Audit Committee on April 12. Assuming the Audit Committee accepts the financial statements at this meeting, the audited financial statements will be reported to Conference. All 2020 actual results cited below are based on the preliminary accrual basis financial statements and are subject to change by the auditors.

For the year 2020, the G.S.O. had a deficit of \$751,738 compared to a small, budgeted surplus of \$1,140. Operating expenses were \$17,874,214 compared to a budget of \$18,798,860. Expenses were reduced by G.S.O. management in response to a decline in revenue caused by the pandemic.

The Covid-19 pandemic dramatically impacted rev-

enue in 2020, causing significant changes compared to budget. Contributions increased as the Fellowship responded to the financial burden on the G.S.O. created by the pandemic. Contributions in 2020 were \$10,256,687 compared to a budget of \$9,000,000. However, virtual meeting of groups caused literature sales to decline. Gross literature sales in 2020 were \$9,093,943 compared to a budget of \$14,750,000. Total revenue was \$17,194,327 compared to a budget of \$18,800,000.

AA Grapevine: The 2020 Grapevine budget anticipated a net gain of \$4,612, based on historical assumptions of increased subscriptions and literature sales related to the International Convention. The actual results — considerably impacted by the Covid-19 pandemic and cancellation of the International Convention and other events — were significantly down, with a loss at \$361,925. For the year, gross profit from all publishing activities was down \$366,537 from budget. Expenses for the year budgeted at \$2,024,885 came in 15% lower, with the actual being \$1,713,276. (Unaudited)

2020 Actual Results Accrual Basis vs. 2019 Actual Results Accrual Basis

General Service Office: The preliminary deficit of \$751,738 in 2020 compares to a deficit of \$380,450 in 2019. The primary reason for the change is the pandemic induced decline in literature sales.

Total revenue of \$17,194,327 in 2020 compares to revenue of \$18,222,323 in 2019. As noted earlier, gross literature sales declined from \$14,405,490 in 2019 to \$9,093,943 in 2020. However, contributions increased from \$8,863,480 in 2019 to \$10,256,687 in 2020.

Operating expenses were \$17,874,214 in 2020 compared to \$18,602,773 in 2019.

AA Grapevine: The Grapevine: Gross magazine income for 2020 of \$989,179 was \$297,628 less than the prior year. Total magazine income includes the print magazine, single copies, back issues, Digital Magazine Subscriptions, GV Online, Digital Archives Project Subscriptions, the Audio Grapevine, and the Mobile App. The average paid circulation for print magazines was 63,397 in 2020, down from 66,376 in 2019. Subscriptions for Online and the Mobile App magazine averaged 4,975, compared with 4,806 in 2019.

The gross loss on the magazine of \$361,925 was \$333,710 more than 2019, and \$366,537 under budget. Net profit from other published items of \$320,926 in 2020 was down from \$660,530 in 2019, and \$468,927 less than budget. Total income in 2020, including interest earned was \$1,351,351, which is \$626,904 less than 2019 and \$678,147 less than budget.

Costs and expenses for editorial, circulation and business and administration were \$1,713,276. Cost and expenses were \$293,194 less than in 2019, and \$311,610 under budget. The Grapevine reported a loss of \$361,925 — this is mainly attributed to personnel reduction and restructuring, as well as split professional

fees cost with La Viña. The Grapevine reported loss of \$361,925 was further down from the loss of \$28,215 in 2019. (Unaudited)

La Viña: La Viña is the Spanish-language magazine approved by the 1995 General Service Conference. The magazine had a 2020 average circulation of 6,435 — this compares with a 2019 average circulation of 10,150. After several years of La Viña circulation growth, 2020 saw a significant drop. We attribute this major decrease in 2020 subscriptions and sales to the lack of live events in the Spanish-speaking community, where many subscriptions and renewals originate.

During 2020, subscription income was \$23,288 and direct costs of publishing were \$52,064, resulting in a loss of \$28,776. La Viña also realized approximately \$12,425 from the sale of other items, net of costs. Operating expenses associated with these publication activities were \$423,391. These include the editorial, circulation and administrative costs. The difference of shortfall net between revenues earned from publishing activities versus the cost to produce and distribute was \$387,678.

This shortfall of \$387,678 is covered by the General Fund of the General Service Board as a service activity to the Fellowship. The 2020 shortfall compares to a 2019 shortfall of \$298,314. (Unaudited)

2021 Budget

General Service Office: The 2021 budget has a very small deficit of \$58,814 compared to a very small surplus of \$71,850 in 2020. Total 2021 operating expenses are budgeted at \$15,652,814 compared to \$17,122,477 in 2020. This decline is primarily due to the Voluntary Retirement Incentive Plan in 2020 which resulted in over \$1 million in severance payments that will not recur in 2021. The budgeted total expense in 2021 also reflects a full year of salary savings due to the VRIP compared to only three months of savings in 2020.

We have endeavored to be conservative with our revenue budget to plan for a worst-case scenario. Total 2021 revenue is budgeted at \$15,594,000 compared to \$17,194,327 in 2020 as the budget anticipates the G.S.O. will continue to experience the effects of the pandemic for the entire year of 2021. Contributions are budgeted at \$9,725,000 for 2021 compared to \$10,256,687 in 2020. Gross literature sales are budgeted at \$8,865,000 in 2021 compared to \$9,093,943 in 2020.

The Grapevine: With continued Covid-19 restrictions on face-to-face meetings, we chose a conservative approach to budgets this year. Our total assumptions are roughly flat based on our Q4 numbers. We budgeted magazine circulation to dip slightly to 62,124, from 2020's 63,397 paid average. Subscriptions for Grapevine Online and Grapevine e-Pub are budgeted to increase in 2021 to 5,442 from 5,175 in 2020. Gross profits on subscriptions in 2021 are expected at \$1,133,715, up from \$1,003,700 in 2020. Content related income (books, audio, etc.) will

decrease to \$549,297 from 2020's \$574,236. In 2021 we expect a net operating loss of \$354,225.

La Viña: We expect the magazine circulation to decrease from 6,435 in 2020 to 5,605 in 2021. Special events prove to be a main source of subscription sign-ups for La Viña, and these are restricted right now. Total income will decrease along with circulation, from \$34,256 in 2020 to \$24,813 in 2021. La Viña's net operating service cost covered by the General Service Board in 2021 is expected to be \$401,970.

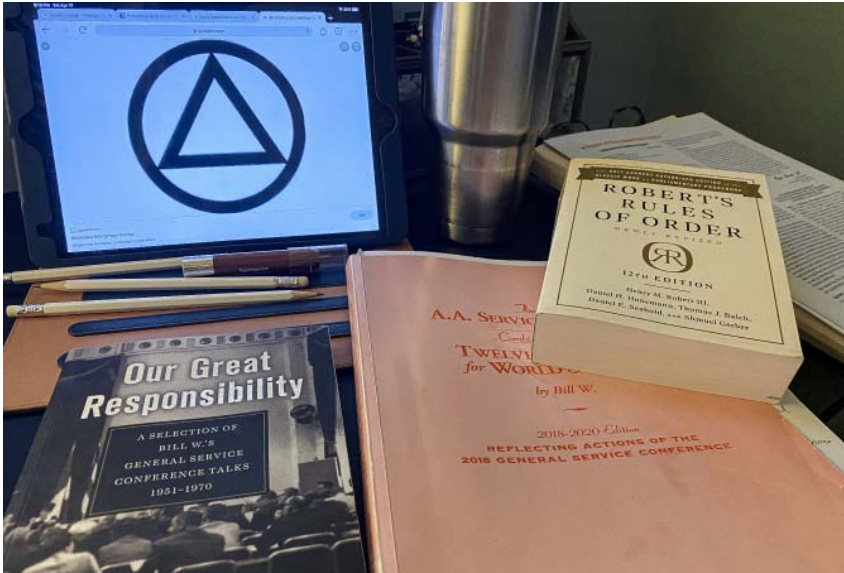
GENERAL SHARING SESSION

Trustees Report: Since the 70th General Service Conference, the General Service Board has held three General Sharing Sessions. In July 2020, the topic was "Leadership — Meeting the Challenges in Interesting Times." Regional trustee Cathy B. presented on the subtopic, "Leadership — The Trusted Servant," and Class A trustee Christine Carpenter spoke on the subtopic, "Leadership — Responsible and Principled."

During the October 2020 board weekend, the Sharing Session topic was "Anonymity — Meeting the Challenges in Unique Situations." Grapevine director Ino F. presented on the subtopic, "Anonymity in Non-Traditional Meetings." Class A trustee Leslie Backus presented on the subtopic, "Pandemics — Can Anonymity Survive?"

In January 2021, the Sharing Session topic was "Communication Up and Down the Triangle." Grapevine director Cindy F. presented on the subtopic, "Has the





Fellowship Abdicated Their Responsibility to the Service Structure? Making group involvement practical and effective.” General service trustee Josh E. presented on the subtopic, “Is General Service Disconnected from the Fellowship? Effectively Using Technology to Support Concept I.”

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

GRAPEVINE

Office Report: Due to the world Covid-19 health crisis, as of March 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.

Since the last Conference, AA Grapevine, Inc. has produced 12 issues of Grapevine and six issues of La Viña. It also reprinted the *Best of Grapevine* books I, II and III in a helpful discounted bundle, and its *Grapevine Daily Quote Book* with a brand-new cover (originally planned for the International Convention). AAGV also translated *Grapevine Daily Quote Book* into Spanish and French. To help members during the ongoing Covid-19 health crisis, AAGV reprinted and relaunched its book *No Matter What: Dealing with Adversity in Sobriety*. AAGV also produced its annual wall calendar (with member photos) and a pocket planner.

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 rehabs, or to help doctors, lawyers, parole officers, teachers and other professionals learn more about A.A. Throughout

the year, AAGV, Inc. has collaborated with G.S.O.’s Corrections desk to fulfill hundreds of Carry the Message subscriptions for inmates.

In 2020, AA Grapevine continued optimizing product metadata for better search and reader discovery by continually rewriting all product descriptions (for books, magazines, calendars and other products), both on physical products and online. It’s an ongoing process and will continue as books and materials come up for reprint.

In one year, the AA Grapevine, Inc. websites were successfully upgraded to Drupal 8. The work included the migration of over 60,000 articles and historical files from Drupal 6 to Drupal 8 server. In 2020, the Grapevine website doubled the average of unique visitors per month from 35,553 to 79,670. Also, an all-new La Viña website

was launched and has new features that were not available for its subscribers before, such as the Story Archive (with several search filters that can be utilized to quickly narrow down the search results), the sobriety calculator and sobriety card generator, the events calendar, and webforms (which members can use to sign up to be a La Viña representative more effectively). The new La Viña website will be the springboard for the development of the La Viña Complete subscription package, which will match Grapevine Complete’s selection of products and content and is set to launch in early 2021.

In 2020, AAGV began production on a new book of prison and corrections service stories to be released in April 2021, called *Free on the Inside*. AAGV also began production on a new La Viña book of original Spanish-language women’s stories, previously published in La Viña, titled *Mujeres en AA*, also due out in April 2021. Also, due to an expressed need from the Fellowship, Spanish and French audio versions of AAGV Inc.’s book *Language of the Heart* were produced in CD and MP3 downloads in 2020. And this year, AA Grapevine reprinted and updated its new full-color product catalog.

As of the November/December issue of 2020, AAGV began, for the first time, recording audio for all stories in the La Viña magazine to be available on the website for subscribers. It also began compiling Spanish-speaking members’ seven-minute audio stories from La Viña’s Record Your Story Project into themed playlists to add to AA Grapevine’s YouTube channel. In September of 2020, La Viña’s free “Weekly Quote” was updated to run every day to match Grapevine’s Daily Quote frequency (now known as the “La Viña Daily Quote”) and reaches more than 1,700 Spanish-speaking members. In 2021, La Viña will celebrate its 25th anniversary, with a special issue in July/August.

In 2020, AA Grapevine continued producing explainer videos and short videos (using member’s original seven-minute personal audio stories from the Grapevine Audio Project) to launch on AA Grapevine’s YouTube channel. It also produced and launched an informative

five-minute film of the history of Grapevine and La Viña, originally made for the International Convention, for members and groups to use in their events and workshops. AA Grapevine plans to continue working on new ideas to increase content on their YouTube channel.

In 2020, AAGV updated its Conference committee name to Conference Committee on Grapevine and La Viña because of a recommendation by the 70th General Service Conference. Also, since most physical A.A. events were canceled during the Covid-19 pandemic, Grapevine and La Viña staff members instead participated in many virtual events and workshops across the U.S. and Canada throughout the year.

Jon W., Senior Editor

GROUP SERVICES

Staff Report: To assist groups across the U.S. and Canada, G.S.O. develops service material based on an indicated need, sharing information and experience not found in Conference-approved literature. Examples of service material include: Group Handbooks; G.S.R. and D.C.M. Kits; A.A. Guidelines; 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 has not come about through Conference Advisory Action. It is produced when there is an expressed need for readily available information on a specific subject or in a specific format. Service material reflects A.A. group experience as well as specific and timely information that is subject to change.

The Group Services coordinator:

- Supervises the updating of G.S.O.’s available service material upon request, and in Spanish and French, whenever possible;
- Collaborates with the Publishing, Operations and Technology Services departments on projects having to do with G.S.O.’s group and service committee records such as the development and evolution of the “Fellowship Connection” portal and maintaining inter-

group and central office records and lists;

- Serves as a resource to the Publishing department regarding updating of *The A.A. Service Manual*;
- Acts as G.S.O.’s liaison to approximately 480 intergroup and central offices in the U.S. and Canada, and coordinates the participation of A.A.W.S. at the annual intergroup/central office seminar, serving on the seminar’s Policy and Site-Selection Committees;
- Serves as secretary to the Conference Committee on Report and Charter;
- Serves as liaison to other Twelve Step Fellowships and to Special International Contacts.

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 \$50,000 will allow A.A. World Services to translate and publish a variety of foreign-language books, pamphlets and reprints. A portion of this expense will be drawn from the International Literature Fund, representing contributions from A.A. groups and structures around the world. A.A.W.S. holds the copyrights on all foreign-language versions of our Conference-approved material and issues licensing agreements for publication and distribution, as requested, to those countries 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 A.A.W.S. Board. The Big Book is currently available in 73 languages, and other literature is available in approximately 110 languages.

World Service Meeting — The committee recommended that the General Service Board propose to the 26th World

Service Meeting (WSM) that the General Service Office U.S./Canada coordinate a modified 26th WSM to be held in late 2020 through teleconferencing and to be financed by WSM delegate fees and the WSM Fund. WSM delegates voted to move forward with a virtual WSM with a reduced time schedule and reduced delegate fee.

The 26th WSM was held November 28-30, 2020 via videoconference for the first time in history with the theme “The Purpose of Our Service: Sobriety within Everyone’s Reach.” In attendance were 69 delegates representing 44 countries or zones, including two countries attending for the first time, Bulgaria and Greece. Two countries (El Salvador and Guatemala) previously attending as part of the Central America Northern Zone participated with their own individual delegates. Representing our General Service Board were first-term delegate Trish L., trustee-at-large/Canada, and second-term delegate Newton P., trustee-at-large/U.S. General Service Board of U.S./Canada chair Michele Grinberg and G.S.O. general manager Greg T. presided over the three-day meeting. Acting International coordinator Mary C. served as W.S.M. coordinator; staff members Racy J., Sandra W. and Jeff W. acted as committee secretaries.

The committee noted that the virtual 26th World Service Meeting was fully self-supporting for the first time due to the generous support of the World Service Meeting Fund by service structures around the world, and the reduced expenses for a virtual meeting.

The anonymity-protected digital version of the 26th WSM *Final Report* was posted on aa.org in February. The WSM has a significant impact on the unity of A.A. and the effectiveness of our Twelfth Step efforts around the world. The 27th WSM will be held in October 2022 in Tokyo, Japan.

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. The REDELA (Meeting of the Americas), our zonal meeting which meets in years when there is no WSM, has been holding monthly sessions providing wonderful opportunities for sharing and to strengthen our relationships with A.A. structures in the Americas. Since last year’s General Service Conference, trustees and staff members have attended events in Argentina, including their General Service Conference, XIII A.A. Seminar, a C.P.C. event, the 3rd Women’s Encounter and the IV Meeting of A.A. Women; the 45th Anniversary of A.A. in Japan; a regional forum in Chile; G.S.O. anniversaries in Mexico and Peru; and national conventions

in Australia, China and Iran; a meeting of A.A. CIS and Baltic Countries and even a meeting of the Asia-Oceanic Service Meeting Policy/Admissions/Finance Committee. In November, Class A trustee, Leslie Backus and trustee-at-large Newton P., attended a medical conference hosted by Cuba’s Ministry of Health where Leslie was invited to give a presentation about A.A.

Tentative international travel for 2021 includes the zonal meetings (Asia-Oceania Service Meeting, European Service Meeting, Sub-Saharan Africa Service Meeting and the Meeting of the Americas).

North/South Connections — The committee reviewed a proposal to participate in a virtual pan-continental two-way shared experience. Extending the virtual hand of A.A. from the extreme latitudes in the North (the upper reaches of Eastern and Western Canada) to the extreme latitudes in the South (Patagonia and Tierra del Fuego in Argentina and Chile) would allow members who experience the challenges of living in remote communities at extreme latitudes an opportunity for cross-sharing on challenges and solutions and to know that they are not alone. Phase I of the proposal consists of the U.S./Canada participating as guests in Argentina’s upcoming Region 6 Forum (Patagonia, Tierra del Fuego) on May 15, 2021. The U.S./Canada would provide the virtual platform, technical expertise, interpretation in French and Spanish, and participate as appropriate with projected cost of \$16,500. We are exploring shared financial responsibilities with Argentina. The committee noted that the unique nature of this event makes it difficult to accurately anticipate costs. Phase II of the proposal will include a virtual pan-continental Special Forum targeting certain international and U.S./Canada remote communities to be held near the end of 2021.

Trustees’ International Travel Policy — A subcommittee reviewed extensive background regarding the General Service Board’s policy adopted in 2003 and reaffirmed by the trustees’ International Committee in 2005 regarding the value of trustees participating in overseas travel and provided a comprehensive report that included recommendations for updates and revisions.

After thoughtful discussion, the committee agreed that all invitations for international travel, including requests for virtual participation, requests for G.S.O. personnel and requests that have been declined, come to the Trip Consultation Team (TCT), and the TCT institute a regularly scheduled meeting (at least quarterly). The TCT will meet on an ad hoc basis to consider emergency requests.

The committee reviewed and approved the following revisions to the document “Purpose of Travel by Trustees & Staff (A.A., US/Canada)”:

a) From paragraph six, the following be deleted:

“Most often a Staff member meets or travels with one or more Trustees participating in an overseas trip in order to assist with preparations, obtain translation services, and to lessen the burden on travelling Trustees — most trips are physically exhausting.”

b) In the section titled *Trustees' International Committee- Consultation Team-Additional Clarification*, the following paragraph be deleted:

It was agreed that any international trips involving the G.S.O. Publications department, Archives or other department outside the usual 'Group Services' international trips generally made by the Manager, International Desk and/or designated Trustees did not have to be brought to the Consultation Team for consideration. These trips would be decided upon at the General Manager's discretion, and management would seek input from the A.A.W.S. board when deemed appropriate."

c) And replace it with:

"The Trip Consultation Team consists of the chair of the General Service Board, the trustees-at-large U.S. and Canada, one other trustee, the G.S.O. general manager and the G.S.O. staff person on the International assignment. It reports to the trustees' International Committee, and meets regularly to review all International travel requests, assessing each request based on the purposes and activities in this document, and on the 2003 (affirmed in 2005) policy outlined in paragraph #5 of this document."

The committee recommended that the General Service Board adopt the revised "Purpose of International Travel by Trustees & Staff (A.A., U.S./Canada)" as policy.

The committee approved replacing the current Trip Consultation Team Review Worksheet and International Trip Report Form with the revised versions.

International A.A. Data Map — As development of G.S.O.'s new website moves forward the committee plans to discuss deployment of the International A.A. data map in a format compatible with current software platforms that will provide the Fellowship with more information about A.A. around the world.

G.S.B. Strategic Plan — The committee discussed the G.S.B. Strategic Plan and Process 4.1: "The G.S.B. will develop a plan to embrace more direct sponsorship of other countries, will explore ways to strengthen our relationships with other service structures and ways to make the World Service Meeting more efficient and effective." The committee will continue discussion on this through the next year.

Class A Trustees Sharing Experience — The committee discussed exploring ways of linking our G.S.B. Class A trustee professionals (U.S./Canada) with Class As who serve on A.A. G.S.B.s in other countries to exchange experience. Class A trustees and trustees-at-large developed a letter to send to international G.S.O.s for linking G.S.B. Class A trustee professionals (U.S./Canada) with non-A.A. professionals who serve on G.S.B.s in other countries. It was reported that Facebook is the platform that is being utilized for communication among Class A trustees serving on G.S.B.s in other countries. The committee looks forward to further progress reports on this effort.

The committee reviewed its Composition, Scope and Procedure and made two editorial updates. Under the committee's SCOPE #5 the word "overseas" will be changed to "international," and under PROCEDURE #4 the word "Accounting" will be changed to "Finance" as it refers to G.S.O.s Finance department.

The committee reviewed and accepted their preliminary 2021 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.

Newton P., Chair

Staff Report: The International desk receives correspondence from groups, individual A.A.s and professionals interested in obtaining information about A.A. in countries outside of the U.S. and Canada. Additionally, the staff member corresponds with 63 international general service offices and/or literature distribution centers.

The International desk is also responsible for communication with structures, groups and members outside the United States/Canada. Correspondence arrives at the International desk in many languages and is answered in the appropriate language, often accompanied by A.A. literature. In order to accomplish this, the staff member on the assignment is assisted by a bilingual (English-Spanish) assistant and outside professional services. Where there is a nearby office, we provide that contact information. We emphasize our trust in the fact that these members can maintain sobriety, help others and become independent in their own countries.

The International staff member benefits from the experience of G.S.O. staff, cooperation with the Publishing department, and the support of the trustees' International Committee, which she or he serves as secretary.

Other responsibilities on the assignment are:

- Serving as coordinator for the biennial World Service Meeting and maintaining contact with WSM delegates and their offices throughout the year. The 26th WSM took place in November 2020 via videoconference technology, completed entirely by a G.S.O. workforce working remotely.
- 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 dis-

tribute A.A. literature, an approved translation is often financed and published there. Where a stable A.A. structure is not yet present, the A.A.W.S. Board undertakes the new publication when funds are available.

- Handling communications related to 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 Operations department to ensure that our International A.A. Directory (for countries outside of the United States and Canada) contains updated contact information for G.S.O.s, central offices and intergroups, groups and foreign contacts around the world.

Mary C., acting International Desk Coordinator

INTERNATIONAL CONVENTIONS/ REGIONAL FORUMS

Trustees' Report:

International Conventions — Since the 2020 General Service Conference the committee has met three times.

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

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

The committee acts and makes recommendations to fulfill the broad purposes of the General Service Board, as those purposes relate to the strengthening of the Fellowship and the advancement of its message, through well-planned International Conventions. The detailed work inherent in putting on the Convention is executed by the Convention coordinator and a professional Convention consultant.

At their August 2020 meeting the committee reviewed and accepted a financial update regarding the 2020 International Convention, including an update on the status of registration fee refunds and an update regarding the event cancellation insurance claim.

The committee also reviewed a report on the 2020 International Convention website, noting that as of July 30 the site had received over 82,000 unique visits. Staff shared that several requests had been received asking that the site be made available for a longer period. After thoughtful discussion, the committee agreed to extend the site until August 31, 2020.

The committee suggested that the 2020 International Convention website, and all the materials included on the site, be archived and considered as a resource for other A.A.W.S. digital platforms. The committee also suggested that some of the materials developed for the site could be repurposed for use in A.A. service committee work, such as Cooperation with the Professional Community or Public Information.

At the October 2020 meeting the committee reviewed and accepted the final financial report regarding the 2020 International Convention.

The committee also reviewed the Guidelines for Site Selection for the 2035 International Convention and suggested the following changes:

- **Section 4: Dates:** Revise bidding dates to include weekends in the month of June, as well as weekends in the month July.
- **Section 6: Bidding Process:** Revise evaluation criteria to include: "historical interest to the Fellowship."
- **Site Selection Committee Composition:** Revise to change "A.A.W.S. Director of Finance" to "G.S.O. CFO."

The committee also considered the report and management recommendation regarding selection of a consultant for the 2025 International Convention; and supported management's recommendation to engage Talley Management Group as consultant to the 2025 International Convention.

Regional Forums — The committee met three times following the 2020 General Service Conference.

At their August 2020 meeting, the committee reviewed a proposal recommending virtual options to Regional Forums for the years 2020-2021. The committee had a wide-ranging discussion (informed in part by a verbal epidemiology update, the suspension of G.S.O./GV staff travel until at least mid-2021 and information regarding budgetary consequences related to hotel contract cancellations). The committee recommended the cancellation of in-person Regional Forums in 2021, with the 2021 Regional Forum schedule to be held on a virtual platform.

The committee supported and agreed to two one-day U.S./Canada ("US/CAN") Forums — Eastern US/CAN and Western US/CAN — to be held either November or December 2020. The committee requested that the forum programming be designed to encourage Fellowship engagement and participation.

The committee also agreed to return to in-person Regional Forums in the year 2022 with the addition of a virtual component to allow wider participation.

The committee reviewed and accepted the Regional/Local Forums Schedule for 2020-2022; and the General Service Board participation schedule for 2021 Regional Forums.

At their January 2021 meeting, the committee reviewed and accepted the evaluation questionnaire summaries for the 2020 East and West U.S./Canada Forums.

The committee recommended the addition of a virtual pan-continental Special Forum targeting certain interna-

tional and U.S./Canada remote communities to be held near the end of 2021.

The committee also agreed to evaluate the effectiveness of the special forum to determine the need for additional special forums in the future.

The following Regional Forums are scheduled for 2021:

2021		
Northeast	June 4-6	Virtual
West Central	September 10-12	Virtual
Southwest	October 8-10	Virtual
East Central	November 19-21	Virtual

Jan L., 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, G.S.O. 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.

Unfortunately, due to the impact of the global pandemic, on March 25, 2020, a recommendation was made to the General Service Board to cancel the 2020 International Convention that was to be held in Detroit, MI, July 2-5, 2020.

In early April, we began planning the 2020 International Convention digital site. This process included a close collaboration with the management team, the Communication Services department, the Public Information coordinator, the Archives department, the editorial staff from the Publishing department, and G.S.O. staff. Through the hard work and enthusiasm of all who cooperated with the project we were able to provide a 2020 International Convention site that helped us reaffirm the International Convention’s goals and provided a platform where A.A. members could celebrate A.A.’s 85th birthday, listen to A.A. stories, explore A.A. history, listen to professional nonalcoholic friends of A.A., and experience a special connection to other sober members all over the world. The site remained active through August 31, 2020.

While still on the back burner, initial plans are underway 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. 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 G.S.O. Information will also be accessible on G.S.O.’s A.A. website.

Sandra W., Acting 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 G.S.O.’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, G.S.O. staff and the regional trustee. Production of the annual Regional Forum flyers as well as distribution of individual Forum registration forms to trusted servants in each region is facilitated by the staff member. Additionally, the staff member works closely with the Welcome Contact of each Forum who is responsible for the coordination of local volunteers to assist during Regional Forum weekends.

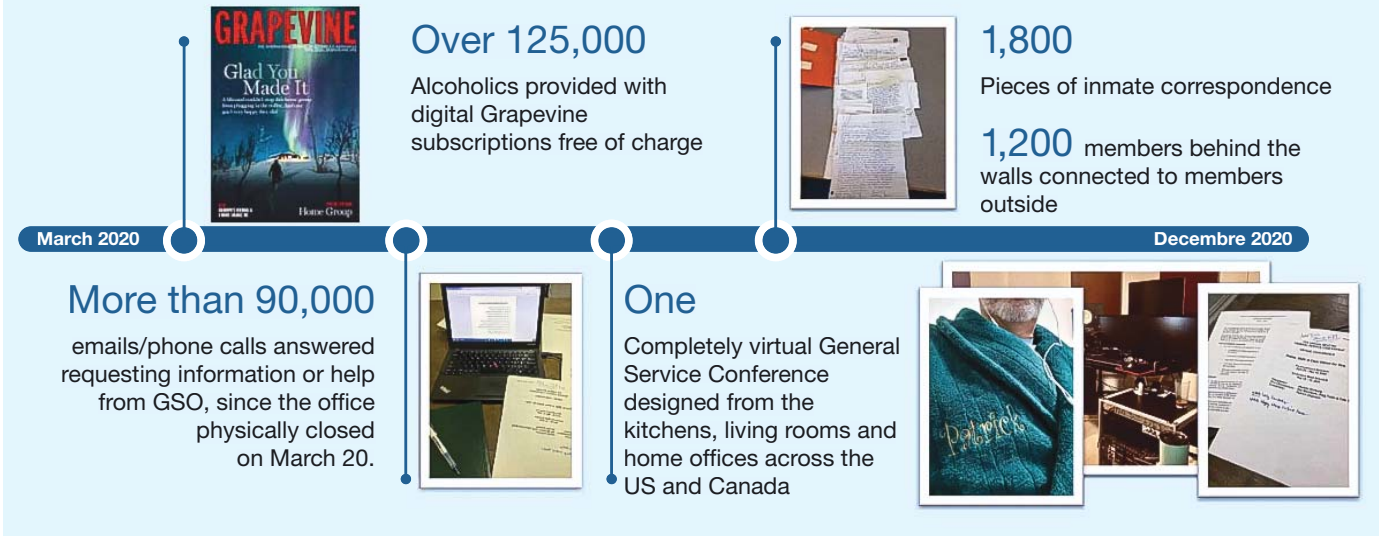
“Additional” Forums were discontinued by the General Service Board as of 2016; and Local Forums have continued since 2006, with ten being held to date. The General Service Board continues to encourage regions to support Local Forums which are structured to meet cultural, accessibility and population considerations within their own A.A. communities. The trustees’ Committee on International Conventions/Regional Forums annually approves, at its July meeting, travel for up to two members of the General Service Board, directors of the A.A.W.S. or Grapevine Boards or G.S.O. or Grapevine staff at a maximum of four Local Forums per year.

The General Service Board agreed in 2017 to re-implement Special Forums. Special Forums are designed for remote, sparsely populated or urban areas to serve A.A. members who would not normally be able to attend a Regional Forum as well as when there is an expressed need based on culture, language or geography. Implementation will commence in 2022. (To date, no requests for special forums have been received.)

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

James H.

2020 COVID-19 IMPACT SERVICES CONTINUE AT AAWs AND GRAPEVINE



LITERATURE COMMITTEE

Trustees' Report: This report offers a summary of activity of the trustees' Literature Committee since the 2020 General Service Conference.

2020 Advisory Action follow up:

The Conference-approved video "Your General Service Office (G.S.O.), Grapevine Office, and the General Service Structure" was prepared for viewing in English, French and Spanish and steps are underway for its distribution.

Various items addressed by the committee:

General Service Board Strategic Plan (July 2019): The committee reviewed the General Service Board Strategic Plan, updated July 2019, including the latest update provided by the committee vice chair and an update from the Publishing department on efforts underway related to trustees' Literature Committee goals contained in the Strategic Plan.

The committee noted that the trustees' Literature Committee-related goals are within the purview of the A.A.W.S. 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 noted that initial suggestions for revisions to literature are likely to develop as assessments take place within the Publishing department. The committee expressed appreciation for the work being done through the A.A.W.S. Publishing Committee and Publishing department and looks forward to receiving updates at the July 2021 meeting.

Discuss making current literature accessible in all possible formats: The committee discussed making current

literature accessible in all possible formats, noting that the various approaches and strategies for broadening format availability of literature items with accessibility in mind is underway in the Publishing department and being discussed by the A.A.W.S. Publishing Committee. The committee requested that the Publishing department provide ongoing updates of these efforts.

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 A.A.W.S. The committee noted the multiple strategic plans in process, such as publishing audiobooks and eBooks and digital distribution of literature, including into prisons. The committee requested that Publishing provide a written version of their verbal report to be included as background material for the 2021 Conference Committee on Literature.

Review proposed revision to A.A. World Services' "Policy on Publication of Literature: Updating Pamphlets and Other A.A. Materials": The committee reviewed the 70th General Service Conference advisory action that acknowledges and accepts the "A.A.W.S., Inc. Policy on Publication of Literature: Updating Pamphlets and Other A.A. Materials," which was approved in January 2020 by A.A.W.S. The committee also reviewed the 2020 Conference Committee on Literature's committee consideration noting that concerns expressed by the 69th General Service Conference were addressed in full by the revised policy. The committee requested that the staff secretary forward a memo to the A.A.W.S. Board noting their acknowledgement of the advisory action and appreciation for the development of the policy.

Composition, Scope and Procedure: The committee reviewed its Composition, Scope and Procedure and discussed item number three in the Scope section which

states “Review existing items to determine the need for revisions and discontinuance,” particularly in light of the recently approved “Policy on Publication of Literature: Updating Pamphlets and Other A.A. Materials.”

The committee recommended to the General Service Board that item number three in the committee Scope, which currently reads:

“Reviewing existing items to determine the need for revisions and discontinuance.”

Be changed to:

“Reviewing or suggesting recommendations for revisions to or discontinuance of existing literature.”

The recommendation passed.

Review agenda items forwarded to the 71st General Service Conference pertinent to this committee: The committee reviewed agenda items forwarded to the 2021 Conference Committee on Literature pertinent to this committee and expressed appreciation for the efforts of the Conference Committee on Literature.

Consider an item related to request to update the pamphlet “A.A. for the Black and African-American Alcoholic”: The committee discussed the 2020 Conference Committee on Literature’s recommendation that the pamphlet “A.A. for the Black and African-American Alcoholic” be updated to include fresh stories and a new title that is respectful and inclusive, noting that this item did not receive enough time for a vote during the abbreviated 70th General Service Conference. The committee also discussed the placement of this item on its agenda as a result of a 70th General Service Conference Floor Action and subsequent forwarding of the item from the trustees’ General Service Conference Committee to the trustees’ Literature Committee. The committee discussed that the recommendation and Floor Action were both impacted by agreed-upon procedures adopted for the unique, abbreviated 70th General Service Conference.

The committee agreed that while the recommendation was not voted on at the 70th General Service Conference, significant support was present for the pamphlet to be updated. The committee noted that the pamphlet in its entirety has not been updated since 2001. To inform discussions on the possible updating of this pamphlet, the chair appointed a subcommittee comprised of Nancy M., chair, Mike L. and Amalia C. to:

1. Explore what approaches might be most effective for reaching out to foster significant amounts of submitted stories for when the pamphlet update may be approved.
2. Gather shared experience to inform discussions for updating stories and making the pamphlet as relevant as possible.

The committee suggested that the subcommittee make use of working groups comprised of primary target audiences to inform discussions on possibly updating the pamphlet. The committee requested the subcommittee provide a progress report and also requested that the

Publishing department review the pamphlet for relevant potential updating.

The committee discussed a progress report from the Subcommittee on the Possible Updates to the Pamphlet “A.A. for the Black and African-American Alcoholic,” including that the subcommittee has also explored approaches which might be most effective for fostering significant amounts of submitted stories.

The committee noted the subcommittee’s highlighting of working groups which are comprised of primary target audiences to inform discussions on updating pamphlets for those audiences. The committee agreed with the subcommittee’s suggestion that for any prospective update, the consideration of an appointed consultant on the trustees’ Literature Committee might be appropriate.

The committee reviewed the Publishing department’s report related to potential updating of the pamphlet which included input addressing content relevancy as well as approaches that might be most effective for attracting numerous personal stories. The committee reviewed reports related to informing discussions on the request that the pamphlet “A.A. for the Black and African-American Alcoholic” be updated to include fresh stories and a new title that is respectful and inclusive.



The committee agreed to forward the report and background of this committee as background to the agenda item under consideration by the 71st General Service Conference.

The committee reviewed a draft memo to the Conference Literature Committee related to the request to update the pamphlet “A.A. for the Black and African-American Alcoholic.” The committee agreed to forward the memo as part of the background of this committee which is already being forwarded for the agenda item under consideration by the 2021 Conference Committee on Literature.

Consider not retiring the existing version of the pamphlet “The Twelve Traditions Illustrated”: The committee discussed the 2020 Conference Committee on Literature’s committee consideration related to the proposal not to retire the existing version of the pamphlet “Twelve Traditions Illustrated,” including the request that a written description be provided by the trustees’ Literature Committee explaining how an existing version of a literature item might remain in publication after a revised, updated version has been approved.

The committee noted that additional revisions are being considered to the proposed pamphlet which may result in a new literature item and agreed that an existing version of a literature item might remain in publication after a revised, updated version has been approved.

The committee noted that the revised updated draft of the pamphlet, “The Twelve Traditions Illustrated,” that is forwarded to the 2021 Conference Committee on Literature, is essentially a new item, largely resulting from the complexity of revising the illustrations.

The committee agreed that the existing version of the pamphlet, “The Twelve Traditions Illustrated,” might remain in distribution. The committee requested that the 2021 Conference Committee on Literature discuss whether the existing version be retained in its original form or revised with any updates.

Consider if proposed agenda items for plain language, simplified language, accessible translations and large print versions of the book, Alcoholics Anonymous, as well as workbooks to help study the program of Alcoholics Anonymous, can be addressed with a common solution: The committee discussed the 2020 Conference Committee on Literature’s committee consideration on proposed agenda items related to the accessibility of the Big Book and possible common solutions and agreed to continue exploring this topic.

The committee discussed the request for the presentation “The Big Book: Researching Issues, Possible Tools and Access (70th General Service Conference 2020)” which was presented to the committee during their May 2, 2020 agenda reduction meeting, to be provided to the Fellowship, as soon as possible, in English, Spanish and French. The committee agreed with the importance

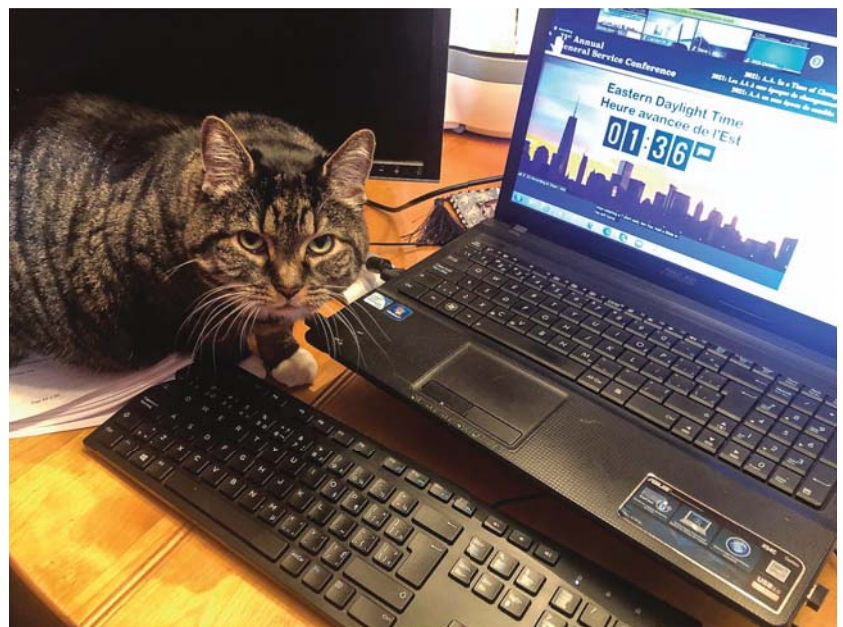
for the Fellowship to be informed about the nature of the accessibility challenges impacting A.A. literature. The committee requested that the Publishing department explore reproducing the presentation according to the request.

The committee discussed plans for continued exploration of the topics which were presented in the background for the 2020 Conference Committee on Literature. The chair appointed a subcommittee comprised of Deborah K., chair, Cathy B., Katie H. and Carolyn B.-W. to:

1. Determine the specific literacy level of the Big Book, *Alcoholics Anonymous*.
2. Continue exploring how non-Conference-approved literature is being utilized by A.A. members to carry the message for the purpose of better addressing any perceived gaps and their solutions at the local level for accessibility and reliability to the program of Alcoholics Anonymous.
3. Request additional input on this topic from other trustees’ committees in 2020 on this topic, including but not limited to Public Information, Corrections and Treatment and Accessibilities committees.
4. Undertake any other areas of exploration as they become identified.

The committee received a progress report and video production from the Publishing department. The committee received a verbal update from Publishing that work is in progress for production of the presentation in Spanish and French.

The committee agreed for the presentation to be made available to the Fellowship through delegates via the Conference dashboard in a downloadable format. The chair will work with the staff secretary to produce a communication about its availability for the committee to review. The announcement will accompany the dashboard posting.



The committee received a progress report from the subcommittee and noted that the subcommittee has met requested aims while continuing to consider past proposed Conference agenda items and how they relate to the overall considerations within this topic.

The committee noted that the video presentation was made available as requested, with an announcement and link to the video to members of the 69th, 70th and 71st General Service Conferences.

The committee discussed a progress report from the subcommittee and noted the report's focus on accessibility and relatability of the book, *Alcoholics Anonymous*, in terms of the A.A. message reaching a wider demographic of alcoholics. The committee expressed appreciation for the significant scope of considerations as well as the suggested possibilities to guide ongoing discussions for moving forward.

The committee also noted the specific options outlined in the report to discuss digital material related to the message of recovery along with the idea to develop a plain language version of the Big Book. This idea of a new book is not meant to replace the Big Book, rather to overcome relatability and accessibility barriers so the A.A. message might reach more still-suffering alcoholics.

The committee agreed to forward the progress report from the subcommittee to the 2021 Conference Committee on Literature.

Additional items the committee forwarded to the 71st General Service Conference:

Discuss G.S.O. Publishing updates per the A.A.W.S.' print policy: The committee reviewed G.S.O. Publishing updates approved by the A.A.W.S. Board per its print policy.

The committee agreed to forward to the 2021 Conference Committee on Literature the draft update of the pamphlets: "Is A.A. for You?"; "Is there an Alcoholic in Your Life?"; "Frequently Asked Questions about A.A."; and "This is A.A."

The committee noted that the draft update of the pamphlet, "Members of the Clergy Ask About A.A." was forwarded by the A.A.W.S. Board to the trustees' Committee on Cooperation with the Professional Community/Treatment — Accessibilities which has purview of the literature item.

Draft update of the pamphlet "Twelve Traditions Illustrated": The committee discussed the 2020 Conference Committee on Literature's committee consideration regarding the draft pamphlet of "The Twelve Traditions Illustrated." The committee agreed that the draft version may represent a distinct piece of literature addressing a different audience and serving a different purpose.

The committee requested that the Publishing department review the suggestions for continuing revision, develop possible titles for what may be a new item.

The committee agreed to forward to the 2021 Conference Committee on Literature the draft update of the pamphlet, "The Twelve Traditions Illustrated," with the working title, "Experience Has Taught Us: Our

Twelve Traditions Illustrated." The committee noted that the revision suggestions from the 2020 Conference Committee on Literature were addressed.

Draft update of the pamphlet "Young People and A.A.": The committee discussed the 2020 Conference Committee on Literature's committee consideration regarding the pamphlet "Young People and A.A." and requested that the Publishing department provide a progress report which includes estimated costs, projected resource requirements and project priorities. The committee reviewed Publishing's workflow plan and agreed to forward to the 2021 Conference Committee on Literature the draft revised pamphlet "Young People and A.A." The committee suggested that the Publishing department forward the stories that were submitted but not included in the pamphlet for consideration by AA Grapevine.

Draft pamphlet based on A.A.'s Three Legacies: The committee discussed the 2020 Conference Committee on Literature's committee consideration regarding development of a pamphlet based on A.A.'s Three Legacies, including the compiled stories, draft text for context as well as the Publishing department's progress report for this item. The committee agreed to forward to the 2021 Conference Committee on Literature the draft pamphlet based on A.A.'s Three Legacies with the working title, "Recovery, Unity and Service: Our Three Legacies."

Draft pamphlet for Spanish-speaking women in A.A.: The committee discussed the 2020 Conference Committee on Literature's committee consideration as well as a progress report from the ACM coordinating a work group to support the development of a pamphlet for Spanish-speaking women in A.A. The committee noted that the working group has selected a set of stories which are being translated by the Publishing department for availability in English and Spanish. The working group also forwarded possible titles and art work for review and suggested that the Publishing department review and possibly add to the title options as well as provide direction on the submitted art.

The committee discussed the development of a pamphlet for Spanish-speaking women in A.A. including the compilation of selected stories which were translated into English, as well as the draft pamphlet and progress report from the Publishing department. The committee noted the relevancy of the selected stories, including from a cultural vantage point and requested that ACM Amalia C. work with Publishing for additional review of the overall draft pamphlet.

The committee reviewed the draft pamphlet from Publishing and agreed to forward it to the 2021 Conference Committee on Literature.

Draft language on safety and A.A. to be included in Living Sober and "Questions and Answers on Sponsorship": The committee discussed the 2020 Conference Committee on Literature's committee consideration regarding language on safety and A.A. to be included in *Living Sober* and "Questions and Answers on Sponsorship," including



the suggestion to review the draft language with accessibility in mind as it relates to reading level of the draft text.

The Publishing department provided new text and the committee agreed to forward it to the 2021 Conference Committee on Literature. The committee noted that care was taken to address accessible reading levels in the draft language.

Consider adding the Long Form of each Tradition at the beginning of each essay for that Tradition in the book, Twelve Steps and Twelve Traditions: The committee considered this request and agreed to forward the item to the 2021 Conference Committee on Literature.

Consider updating the pamphlet "A.A. for the Native North American": The committee considered this request and noted the need for an overall update including ensuring that the language is respectful and more effective at carrying A.A.'s message. It was recognized that research will likely be necessary for a comprehensive revision.

The committee agreed to forward the item to the 2021 Conference Committee on Literature.

Consider the development of a draft Fifth Edition of the Big Book, Alcoholics Anonymous, noting past advisory actions: The committee considered this request and agreed to forward the item to the 2021 Conference Committee on Literature.

The committee noted that the discussions and progress report from its "RIPTAB II" subcommittee include sharing on the topic of the language in the book, *Alcoholics Anonymous*, as part of the agenda item to:

"Consider if proposed agenda items for plain language, simplified language, accessible translations and large print versions of the book, *Alcoholics Anonymous*, as well as workbooks to help study the program of Alcoholics Anonymous, can be addressed with a common solution."

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: The committee consid-

ered this request and agreed to forward the item to the 2021 Conference Committee on Literature.

Consider revising language on page 29, question 9 in the pamphlet, "The A.A. Group": The committee considered this request related to text highlighting service roles at the group level and agreed to forward the item to the 2021 Conference Committee on Literature.

Annual review of recovery literature — review draft matrix (forwarded to the 71th General Service Conference by the 70th Conference Committee on Literature): The committee discussed the annual review of recovery literature noting that the review of the 2019 matrix was forwarded to the 71st General Service Conference by the 70th Conference Committee on Literature. The committee suggested it would be useful for the matrix to be reviewed at the local level to foster Fellowship-wide input and agreed to forward the 2020 matrix in background for the 71st General Service Conference.

Items which the committee took no action on:

Consider developing literature sharing experience, strength and hope on meditation: The committee discussed this request and took no action. The committee noted that shared experience on the topic is available in the book, *Alcoholics Anonymous*, as well as a wide variety of articles available through AA Grapevine. The committee also noted that current consideration is underway for the development of a book on meditation by AA Grapevine.

Consider returning to the practice of not changing Bill W.'s writings: The committee discussed this request and took no action. The committee noted that past advisory actions reference not making changes to certain writings of Bill W. and that editorial practices as well as past advisory actions have resulted in certain changes to other portions of Bill W.'s writings. The committee also noted that the group conscience of one Conference is not binding on another.

Consider request to develop a pamphlet about Young People of Alcoholics Anonymous (Y.P.A.A.): The committee discussed this request, including the additional information received from the submitter as to the goal and purpose of the request, and took no action.

The committee noted the importance of inclusivity as it relates to young people in A.A. and suggested that as the Publishing department develops and updates relevant literature items to consider including general information about Y.P.A.A. The committee also suggested that the Publishing department consider including general information about Y.P.A.A. as a resource in the update underway for the pamphlets "Young People and A.A." and "Too Young?" as well as exploring the idea of podcasts consisting of sharing from Y.P.A.A. members.

The committee requested that the staff secretary look into options for including general information about Y.P.A.A. as a resource within existing service material.

Discuss request to develop a simplified language workbook for the Steps: The committee discussed this request and

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

Consider revising the pamphlet, "Experience, Strength and Hope: Women in A.A.": The committee considered this request and took no action. The committee agreed not to revise existing personal shared experience that is already published in the pamphlet, nor to revise the pamphlet content to reflect current events. The committee noted the AA Grapevine and La Viña magazines as avenues for shared personal experience with alcoholism in the context of current events.

In addition, the committee suggested that the Publishing department consider developing content related to the role that women in A.A. have played as it relates to virtual settings for meetings which might be included in service material or perhaps be posted to the website aa.org.

Additional ongoing items for the committee at their July 2021 meeting:

Progress Report regarding the pamphlet "Too Young?": The committee discussed the 2020 Conference Committee on Literature's committee consideration regarding the pamphlet "Too Young?" and agreed with the Publishing department's suggestion for the project to be deferred to 2021. The committee noted overall budget constraints and the potential video production expenses as part of the updating to this item. The committee also noted the difficulties of working with third-party video production firms during the current environment presented by the pandemic.

Progress Report regarding the pamphlet "Twelve Concepts Illustrated": The committee discussed the process to update the pamphlet "Twelve Concepts Illustrated" and tabled discussion, noting that further progress on the pamphlet "Twelve Traditions Illustrated" needs to be completed.

Progress Report regarding the pamphlet "Twelve Steps Illustrated": The committee discussed the process to update the pamphlet "Twelve Steps Illustrated" and tabled discussion, noting that further progress on the pamphlet "Twelve Traditions Illustrated" needs to be completed.

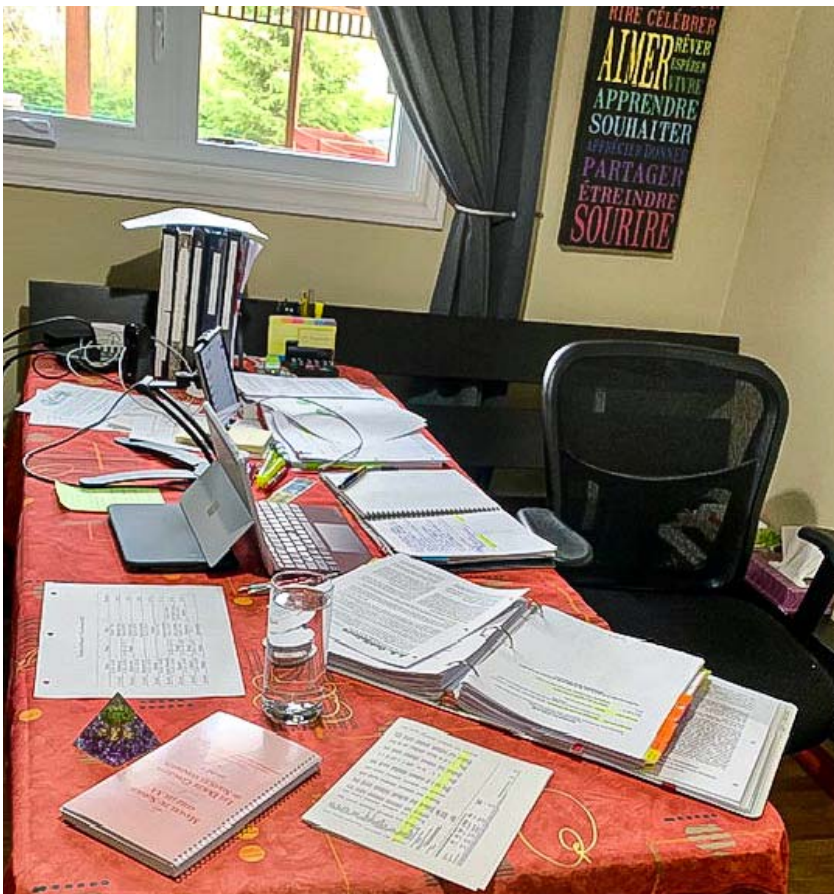
Consider presenting the A.A. program of recovery in digital formats: The committee reviewed the request to present the A.A. program of recovery in digital formats as well as the additional information received from the submitter as to the goal and purpose of the request, and noted that the item is now part of the ongoing discussion of the agenda item:

"Consider if proposed agenda items for plain language, simplified language, accessible translations and large print versions of the book, *Alcoholics Anonymous*, as well as workbooks to help study the program of Alcoholics Anonymous, can be addressed with a common solution."

The committee agreed to table discussion.

Progress Report regarding development of a Literature Committee Workbook: The committee reviewed an update from the staff secretary on the development of a Literature Committee Workbook, noting that shared experience from local committees is being compiled and organized and that it represents area, district and intergroup/central office activity from numerous states in the U.S. and provinces in Canada. The shared experience from the Fellowship has been submitted to the Publishing department and work to develop the project will begin in 2021.

David N., Chair



Staff Report: As secretary to the trustees' and Conference Committees on Literature, as well as the A.A.W.S. Publishing Committee, the Literature coordinator supports the efforts of 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. Contact is maintained with all current area, district, and intergroup/central office literature chairpersons. Each newly elected literature chairperson receives a welcome letter and service material to assist the chairperson in this vital responsibility. There are currently 74 area, 428 district and 30 intergroup/central office literature chairpersons listed with G.S.O.

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

Published in English, French and Spanish, *Box 4-5-9's* current quarterly distribution is coordinated through the Publishing department and the Communication Services department. Below are distribution numbers for print and digital formats of the newsletter:

Spring 2020:

PRINT: English, 67,376 copies; French, 1,830 copies; Spanish, 3,283 copies

DIGITAL: English, 15,590 copies; French, 600 copies; Spanish, 1,202 copies

Summer 2020:

PRINT: English, 64,962 copies; French, 1,567 copies; Spanish: 3,079 copies

DIGITAL: English, 15,653 copies; French, 604 copies; Spanish, 1,210 copies

Fall 2020:

PRINT: English, 1437 copies; French, 127 copies; Spanish 322 copies

(**Note:** In an effort to save on costs, this issue was printed and mailed to paid subscribers only)

DIGITAL: English, 16,068 copies; French, 604 copies; Spanish, 1,223 copies

Fall Supplement 2020 (Digital Only):

DIGITAL: English, 16,085 copies; French, 611 copies; Spanish, 1,230 copies

Winter 2020:

PRINT: English, 1,036 copies; French, 267 copies; Spanish 195 copies

(**Note:** In an effort to save on costs, this issue was printed and mailed to paid subscribers only)

DIGITAL: English, 16,097 copies; French, 617 copies; Spanish, 1,232 copies

Subscription information is available in every issue as well as through aa.org and digital copies of every issue of *Box 4-5-9* are available on the website going back to the original issue from 1956.

The Literature assistant is invaluable in supporting and helping facilitate the responsibilities of the assignment. As literature is essential in helping to carry our message of recovery, this work is challenging and rewarding.

Steve S.

NOMINATING

Trustees' Report: The trustees' Nominating Committee 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 trustees' Nominating Committee)

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

Activities of this committee in the past year:

General Service Board Chair Search: From 29 applicants, the committee selected ten candidates to move forward for interviews for General Service Board chair, and in November 2020 put forward Linda Chezem, Class A trustee.

New Class A trustees: From 25 applicants, the committee selected 14 candidates to move forward for interviews for Class A trustee, and in January 2021 put forward Molly Anderson and Kevin Prior, Class A trustees.

Rotation schedule of Class A trustees: The committee discussed the rotation schedule for Class A trustees and

recommended to the General Service Board that Nancy McCarthy remain for an additional one-year term to serve as Class A (nonalcoholic) trustee on the General Service Board, with her term expiring in 2023. *Note:* The General Service Board agreed to table this discussion to their next meeting.

Regional Trustee and Trustee-at-Large/US elections: The committee recommended to the General Service Board, as eligible for election in April 2021, all candidates submitted for Southeast Regional trustee; all the candidates submitted for East Central Regional trustee, with one exception; and all the candidates submitted for Trustee-at-Large/US.

Board slates: The committee reviewed and recommended proposed slates of General Service Board members, officers of the board, and A.A. World Services and AA Grapevine directors to the annual meeting of the members of the General Service Board in April 2021, following presentation at the 2021 General Service Conference for disapproval, if any. *Note:* Kevin Prior, Class A trustee, will serve as the treasurer of the General Service Board.

General Service Trustee: The committee recommended to the General Service Board that Tommi H. serve as a general service trustee and trustee director on the AA Grapevine Corporate Board, following the April 2021 General Service Conference, to fill the vacancy left by Ginger R.B. *Note:* Following Tommi H. removing her name as a general service trustee nominee and AAGV board member, the trustees' Nominating Committee voted via email to elect Paz P. The committee recommended placing her name on 2021-2022 Directors of the AAGV board and the 2021-2022 slates of General Service Board.

The committee recommended to the General Service Board that Deborah K. serve as a general service trustee and trustee director on the A.A. World Service Inc. Corporate Board to fill the vacancy left by David N.

A.A.W.S. Directors: The committee recommended to the General Service Board that Irma V. serve as trustee director for a two-year term on A.A. World Services Corporate Board following the April 2021 General Service Conference, to succeed Jan L. The committee recommended to the General Service Board that Vera F. and John W. serve as nontrustee directors on the A.A. World Services Corporate Board following the 2021 General Service Conference.

AA Grapevine Directors: The committee recommended to the General Service Board that Mike L. serve as trustee director for a two-year term on the AA Grapevine Corporate Board following the April 2020 General Service Conference, to succeed Kathi F. The committee recommended to the General Service Board that Corey H. serve as nontrustee director on the AA Grapevine Corporate Board following the 2021 General Service Conference.

Review of delegates' eligibility: The committee accepted a

report from a subcommittee which reviewed the eligibility requirements regarding Procedures 1, 2, 11 and 12. The report recommend clear eligibility procedures and letters for Appointed Committee Members, Nontrustee Directors, Regional Trustees and Trustees-at-Large specifically in regard to the time period between serving as a delegate and one of these positions.

Composition, Scope and Procedures: The committee reviewed its Composition, Scope and Procedures, and requested the secretary to make the committee name consistent as "trustees' Nominating Committee" throughout the committee Composition, Scope and Procedures. The committee recommended to the General Service Board that the language regarding eligibility for General Service Conference delegates in Procedures 1, 2, 11, and 12 be revised to the following:

In Procedure No. 1 Grapevine and A.A.W.S. Board Procedures for Nominating Corporate Board Directors:

4. A General Service Conference delegate is not eligible to apply until *one year after* their last Conference.

In Procedure No. 2 Procedures for Selecting Appointed Committee Members for General Service Board Committees:

10. A General Service Conference delegate is not eligible to apply until *one year after* their last Conference.

11. ACMs have a voice and a vote at the trustees' committee to which they are appointed.

In Procedure No. 11 Procedures for Electing Regional Trustee Candidates in the U.S. and Canada:

Also, a General Service Conference delegate is not eligible to be submitted as a trustee candidate until *one year after* their last Conference.

In Procedure No. 12 Procedures for Electing a Candidate for Trustee-at-Large — U.S. and Canada:

Also, a General Service Conference delegate is not eligible to be submitted as a trustee candidate until *one year after* their last Conference.

Appointed Committee Members (ACMs): The committee reviewed an update on the status of ACMs serving on trustees' committees of the General Service Board for the year 2021-2022 and made the following recommendations to the General Service Board:

- That Katie H. of Fair Oaks, CA be appointed for an additional one-year term to serve on the trustees' Literature Committee beginning with the July 2021 General Service Board weekend.
- That Amalia C. of Newington, CT be appointed for a one-year term to serve on the trustees' Literature Committee beginning with the July 2021 General Service Board weekend.

- That George W. of Louisville, KY be appointed for an additional one-year term to serve on the trustees' Cooperation with the Professional Community/ Treatment and Accessibilities Committee beginning with the July 2021 General Service Board weekend.

Participation of ACMs: The committee considered the level of participation appropriate for the ACM role in trustees' committee meetings. The committee recommended to the General Service Board that Procedure No. 2. "Procedures for Selecting ACM" be updated to reflect that "ACMs have a voice and a vote at the trustees' committee to which they are appointed."

Role and Term of ACMs: The committee considered the policies around ACMs, and the role's eligibility to participate fully, including attending the General Service Conference as a non-voting resource. The committee

**From Michele G, Class A trustee to Everyone:
thank you all for sharing your AA love with me!**

agreed that it would be beneficial to invite ACMs from trustees' committees to attend the 71st General Service Conference on a one-year trial basis as non-Conference members to share points of information. The committee asked the secretary to send a memo to the trustees' Conference Committee regarding the use ACMs as part of the non-voting resources at the 71st General Service Conference.

Electronic voting: The committee considered usage of the random number generator versus a hat drawing during in-person electronic voting for trustee elections, and the discussion and agreement of the Conference Committee on Policy and Admissions that the "hat" should be used when appropriate (i.e., fourth or fifth ballot) during electronic in-person voting.

Memo response in Consideration of Alternate Trustees: The committee reviewed their response to the Conference Committee on Trustees regarding consideration of Alternate Trustees as part of the procedures for a partial or complete reorganization of the General Service Board/ Corporate Boards. The committee agreed to forward the memo to the 2021 Conference Committee on Trustees.

Response regarding consideration to update A.A.W.S. Bylaws: The committee reviewed the consideration regarding amending the A.A.W.S. Bylaws and agreed to forward to the A.A.W.S. Board for consideration. Since only the Members of the Corporation (i.e., General Service Board trustees) can vote to amend the A.A.W.S. Bylaws, the chair of the General Service Board forwarded a report to the 2021 Conference Committee on Trustees.

Statement of Concern and Motion to Censure the General

Service Board: The committee carefully considered the Statement of Concern and Motion to Censure the General Service Board and took no action. The committee felt that the mechanism and the information contained in the submission did not reflect a complete picture and prevents all the current work and resolutions from being shared and from redacting any confidential personnel excerpts.

After a floor action and discussion, the General Service Board agreed to forward the Statement of Concern and Motion to Censure the General Service Board to the 2021 Conference Committee on Trustees after legal review and the preparation of additional background.

Employment of general manager: The committee had a full discussion regarding the responsibility for employment of G.S.O.'s general manager. The committee discussed that while there is a legal aspect informing the scope of responsibility, there is also a spiritual aspect as defined in the Concepts. It was determined that the G.S.B. chair will appoint an ad hoc committee comprised of A.A.W.S. directors and G.S.B. trustees.

General Service Board Position

Appraisal Report: The committee agreed to continue this discussion at their next committee meeting.

Discuss policy around the use of consultants: The committee agreed to table this discussion to their next committee meeting.

"Does A.A. Work?" Video: The committee agreed to table this discussion to their next committee meeting.

Kathi F, Chair

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

Diana L.

PUBLIC INFORMATION

Trustees' Report: The trustees' Committee on Public Information (P.I.) is charged with the responsibility of helping the membership carry the A.A. message of recovery through the general public to the alcoholic who still suffers. The committee does this by recommending and coordinating activities which include: creating a greater

public understanding of the Fellowship of Alcoholics Anonymous; producing video and audio public service announcements (PSAs); reviewing the A.A.W.S. YouTube Channel; coordinating P.I. booths at health fairs and other community and school exhibits with local P.I. committees; conducting the triennial A.A. Membership Survey; and carrying A.A.'s message through media such as developing and distributing press releases.

Activities over the past year have included:

Search Engine Optimization (SEO) — The committee reviewed and accepted the report on the implementation of changes to A.A.W.S. video titles for SEO purposes.

Public Information Comprehensive Media Plan (CMP) — Prior to the August meeting, the chair appointed a subcommittee consisting of Josh E., chair, Allison C., Tommi H., Shari M., Carolyn W., and Racy J., staff secretary, on the development of the CMP architecture and content.

The committee reviewed a list of items and activities of the CMP subcommittee. The committee reviewed and agreed to forward to the 2021 Conference Committee on Public Information a report on the progress on the development of a Public Information Comprehensive Media Plan.

Public Service Announcements (PSAs) — The committee reviewed the current video PSAs and found them to be relevant and useful. The committee agreed to forward to the 2021 Conference Committee on Public Information the 2020 report on the Relevance and Usefulness of Video PSAs.

The committee also noted that the audio PSAs and the video PSA “La sobriedad en A.A.: Desde que logré mi sobriedad, tengo esperanza” tagline (English, French and Spanish) should be updated with minor edits and that this be budgeted for 2021. This was seen as a top priority.

PSA about A.A. geared toward minorities — The committee discussed the 70th General Service Conference floor action that “the General Service Conference consider developing a PSA about Alcoholics Anonymous geared toward minorities.” The committee shared the importance of PSAs geared towards minorities and noted that the two current PSAs in development are geared toward minorities and suggested that the development of all future PSAs should be developed with minorities in mind.

Development of two new PSAs — In keeping with a 2019 advisory action the committee reviewed draft storyboards and scripts for the development of two new PSAs. The committee supported the general concept and vision.

The committee discussed Public Service Announcements, including a progress report from the staff secretary on the development of two PSAs. The committee expressed appreciation for the ongoing work and agreed to forward to the 2021 Conference Committee on Public Information a progress report of the development of two PSAs. The committee noted that if draft PSAs are completed prior to the 71st General Service Conference

that they be forwarded to the 2021 Conference Public Information Committee for review.

The committee suggested that if a new PSA were approved that the PSA be centrally distributed, tracked and evaluated at a cost not to exceed \$40,000, in addition to the work of local Public Information committees. The committee also noted that a targeted online paid PSA placement might be explored.

Google Ad/Grants and digital platforms — The committee reviewed the 70th General Service Conference floor action that “the launch of Google AdWords/Grants by the General Service Office be halted until the 71st General Service Conference convenes and approves that launch and the ‘Ad Hoc Committee Progress Report -- Google Grants and the 7th Tradition,’ from the trustees’ Finance Committee, dated March 30, 2020, be immediately released to all members of the 70th General Service Conference.”

The committee tabled this discussion to their next meeting pending receipt of a possible final report from the trustees’ Finance and Budgetary Committee and requested that a progress report be brought back to the October meeting on the continued Google Ad/Grants implementation.

The committee discussed Public Information Media Platforms, including reports provided to the committee on the following: the A.A.W.S. YouTube channel, Google Ad/Grants, the A.A.W.S. Meeting Guide app, and the G.S.O. and AA Grapevine/La Viña Websites. The committee suggested continuing and expanding cooperation related to the G.S.O. and AA Grapevine/La Viña websites and other digital assets. Regarding Google Ads the committee discussed the need for the committee to establish, once there is more robust data, a baseline for benchmarking results.

The committee agreed to forward to the 2021 Conference Committee on Public Information a report, Google Ads Performance: December 16, 2020 to January 14, 2021. The committee noted with appreciation the sharing and inquiries provided by members regarding Google Ad/Grants advisory actions and noted that the concerns mentioned in the sharing have been addressed and clarified in prior reports. The committee also noted that the report, Google Ads Performance: December 16, 2020 to January 14, 2021, being forwarded, will also provide additional informational sharing on this topic.

A.A.W.S. and AA Grapevine/La Viña Websites — The committee reviewed the reports from both corporate boards regarding their respective websites and agreed to forward to the 2021 Conference Committee on Public Information the 2020 annual report on A.A.W.S. Board oversight of G.S.O.'s A.A. website and the report from Grapevine Board on oversight of the Grapevine/La Viña website.

Podcast — The committee discussed the request to create a G.S.O. podcast and a 2020 P.I. committee consideration to develop a draft plan. The committee reviewed the Communication Services department research regard-

ing possible formats, discussion topics, target markets and other subjects. The committee requested that the staff secretary send a memo to the chair of the General Service Board citing the need for a more comprehensive discussion on how the corporate boards are utilizing resources, including digital assets as well as internal and external communications, to their best effectiveness.

The committee reviewed the Communication Services department draft plan to create a podcast and agreed to forward the plan to the 2021 Conference Committee on Public Information.

A.A. Membership Survey — The committee discussed a progress report on the review of the A.A. Membership Survey methodology. A small working group consisting of Deborah K. and Peter L. was formed to discuss a next phase approach to the review.

The committee reviewed a draft report provided by the survey working group. The committee also noted that further discussions and findings might also be included regarding the audience/function of the survey, the future of its internal/external use and how the survey might inform all service committees in its carry the message efforts.

The committee reviewed and accepted the report from the Survey Methodology working group on the Triennial A.A. Membership Survey. The committee agreed to forward the report to the 2021 Conference Committee on Public Information including the suggestion that the 2021 A.A. Membership Survey be conducted, including updated pre-survey communications, survey instructions and the option for a digital delivery method.

The committee also noted the importance of updating the questionnaire to expand the gender markers to allow for better reflection of the diversity of our membership and potential members.

Revision to "Speaking at Non-A.A. Meetings" pamphlet — The committee discussed a request that the P.I. pamphlet "Speaking at Non-A.A. Meetings" be revised.

The committee agreed to forward to the 2021 Conference Committee on Public Information the request that the pamphlet "Speaking at Non-A.A. Meetings" be revised.

The committee also noted the need for a comprehensive review of all P.I. pamphlets. The chair appointed a working group consisting of Cathy B., Christine C. and Ino F. to begin a review of all P.I. pamphlets and materials. The chair requested that working group members provide feedback to the staff secretary, and that the staff secretary compile the feedback.

The committee discussed the trustees' Public Information Committee working group report on the review of Public Information pamphlets. The committee suggested that further discussion and review of the research grid provided to the full committee was needed to best evaluate the relevancy and content of literature under the purview of Public Information.

The committee asked that a summary of their review of the pamphlets be forwarded to the 2021 Conference Committee on Public Information.

The committee also noted the current development of digital P.I. postcards and a *Young People Video* project GIF/Flyer service material.

G.S.O. Public Information policy on the Co-Founders' Posthumous Anonymity — The committee discussed the G.S.O. P.I. Policy on the Co-Founders' Posthumous Anonymity. The committee noted that a distinct G.S.O. Archives' policy on the Co-Founders' Posthumous Anonymity has recently been developed and approved by the trustees' Archives Committee as guidance to G.S.O. Archives when A.A. members request archival images of the co-founders.

The committee agreed to a revision regarding the P.I. policy. The trustees' Public Information Committee recommended to the General Service Board that the following policy be revised to include text as noted:

G.S.O. PUBLIC INFORMATION POLICY ON THE CO-FOUNDERS' POSTHUMOUS ANONYMITY

The G.S.O. Public Information policy should maintain the anonymity of all A.A. members living or dead, including the co-founders, to the maximum extent possible.

The Public Information desk of G.S.O. exists in relation to the general public as a source of information regarding the recovery program and Fellowship of Alcoholics Anonymous, not as a source of information regarding individual members of Alcoholics Anonymous, living or dead.

To the extent that non-anonymous information concerning our co-founders exists in A.A. literature, which is already available to the general public, inquiries may be directed to that information. The Public Information desk can also provide copies of such information to the media. Additional information should not be volunteered or provided, out of respect for A.A.'s traditional principles of personal anonymity, and the honor accorded those principles by the co-founders themselves as members of the Fellowship of Alcoholics Anonymous.

**An anonymity-protected image of the co-founders may be provided to news media upon request, when appropriate, from the G.S.O. Public Information desk.*

No information should be provided regarding any other A.A. members, past or present, under any circumstances.

Note: *Identifies the text added to the policy. (This recommendation passed.)

Anonymity and Social Media — The committee discussed the request "to create a new form of communication to address anonymity on social media." The committee noted that prior to any decision on a particular format, content on this subject should be compiled from the Fellowship.

The committee reviewed a progress report from the staff secretary on the development of an online survey of the Fellowship to explore their perspectives on anonymity-based Traditions and social media.

The committee reviewed potential survey questions that could be shared with the Fellowship and requested that notes be provided to the staff secretary regarding the draft survey questions prior to sending.

Anonymity Letter to the Media — The committee discussed the Annual Anonymity Letter to the Media and requested that the staff secretary work with Publishing to see if a new version or update to the letter might be explored. The committee requested that a draft communication be brought to the October meeting.

The committee reviewed the annual anonymity letter to the media including a revised draft of the letter presented by the staff secretary. The committee agreed with the changes and the update was reflected in the memo's January distribution to the media.

The committee also reviewed updates presented by the staff secretary to the item, "Memo to Tapers." The committee noted that the updates better reflect current practices for audio recordings of A.A. speakers and their distribution at the public level. The committee requested that the staff secretary include the updates in a revised final version of the memo.

Note: "Memo to Tapers" has been retitled "Memo to Audio Technicians."

Public Information Kit and Workbook — The committee discussed the Conference P.I. Committee's committee consideration regarding the exploration of more contemporary formats for kits and workbooks. The staff secretary shared the preliminary development of a revised draft of a Public Information Workbook in a PDF format with current shared experience and technology resources. The committee noted the usefulness for local committees of more contemporary formats and content for committee kits and workbooks that are available through G.S.O.

The committee also noted receipt of a memo from the

A.A.W.S. board in response to the 2020 P.I. committee consideration that shared concerns on the relevancy of a print copy workbook and kit for P.I. committees. The board also noted the P.I. committee's suggestions to explore the development of an A.A. service committee app and the possible creation of a new digital PDF version of the P.I. Workbook. The committee asked that the staff secretary include the memo as background to the 2021 Conference Committee on Public Information.

Request from Trustees' Literature Committee (TLC) — The committee reviewed a request to share insights regarding the book, *Alcoholics Anonymous*, through the lens of accessibility, relatability (e.g., literacy, secular perspectives, gender identification), credibility concerns related to antiquated vernacular, and its possible barriers when carrying the A.A. message to members and the public. The committee expressed appreciation for the opportunity to provide feedback to the TLC subcommittee.

The committee remains committed to assisting the membership in carrying the message of recovery through the general public to the alcoholic who still suffers and welcomes suggestions from the Fellowship as to what more can be done.

Trish L., Chair

Staff Report: The goal of the Public Information assignment at G.S.O. 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. These are some of the ways that this task is carried out:



Class A trustee Christine Carpenter onscreen.

- Communicate with 884 P.I. committee chairpersons at the area, district, intergroup/central office and group level, providing them with aa.org resources, Workbooks, Guidelines, and current shared information on Public Information activity.
- Provide literature to supplement the efforts of local Public Information committees, at local health and community fairs, sharing information about Alcoholics Anonymous.
- Respond to all media inquiries that come to the office providing them with accurate information about Alcoholics Anonymous. Coordinate media coverage of A.A.'s International Conventions, held every five years and work closely with the Publishing department regarding the development and distribution of press releases.
- Read and review media stories that mention Alcoholics Anonymous and share relevant information as needed. Receive information from members regarding anonymity breaks at the level of press, radio, films, television and the Internet.
- Pass along instances of anonymity breaks in the media to the delegate in the area in which the break occurred, and provide them with an opportunity to contact the member and share experience regarding our Eleventh Tradition.
- Send out the Annual Anonymity Letter to the Media. The January 2021 letter was emailed to over 29,000 media outlets in the U.S. and Canada. The email included a link to view a brief video on anonymity on aa.org. The letter was distributed to reporters, editors and publishers at a variety of outlets in print, broadcast and online media.
- Work closely with the Publishing department regarding development and updating of Conference-approved literature and assignment-related service material.
- Coordinate the A.A. Membership Survey and work with the Publishing department to publish the survey results.
- Participate as a member of the G.S.O. Website Committee, which reviews suggested changes to the aa.org website, a key aspect of our Public Information efforts.
- 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 G.S.O., such as the A.A.W.S. YouTube Channel.

Racy J.

STAFF COORDINATOR

Staff Report: The General Service Office provides services to A.A. groups and members, and shares A.A. experience when available. Twelve A.A. members com-

prise the “G.S.O. Staff” with each person responsible for a functional assignment in addition to responding to requests from a specific region in Canada, the United States, or from other countries. The staff coordinator shares responsibility for corresponding with members from the Southwest region, covering the busy six months of the year for the Conference coordinator.

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 twenty business days with every effort made to respond quickly.

G.S.O. staff benefits from the experience of A.A. groups gathered over many years. These resources are passed on to members who seek guidance for their group, central office, district or area assembly. Questions and requests for sharing from the Fellowship are often brought to weekly staff meetings so that responses reflect either research from A.A. literature or service material or the collective experience of G.S.O. staff and archives. Our weekly staff meetings provide a forum for sharing ideas on how to better serve A.A. groups and members and how to provide the most complete answers to Fellowship inquiries.

G.S.O. staff members serve as secretaries to 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 did not reopen for the rest of 2020. In past years, G.S.O. 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 G.S.O. works” and view a display of Grapevine materials during a tour of G.S.O. Visiting members and guests often attended the open A.A. meeting held at G.S.O. at 11:00 a.m. on Fridays. Traditionally, this has also been an opportunity for the G.S.O. 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 appears in the *Quarterly Report*. During the pandemic, the staff coordinator has scheduled numerous special virtual meetings of the G.S.B. and coordinated their annual new 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 G.S.O. departments. None of these activities would be possible without the dedication and skill of a very capable support staff.

Jeff W.

Finance Report

The Finance report, which is summarized and condensed here, was given on Monday evening by Leslie Backus, treasurer of the General Service Board and chair of the trustees' Finance and Budgetary Committee, covering the audited 2020 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 33) and the independent auditor's statement and audited consolidated financial statements that appear on pages 113-127 of this report.



Good evening. My name is Leslie Backus and I am a Class A trustee and treasurer of the General Service Board. It is my privilege to deliver this year's Treasurer's report virtually to the 71st General Service Conference of Alcoholics Anonymous.

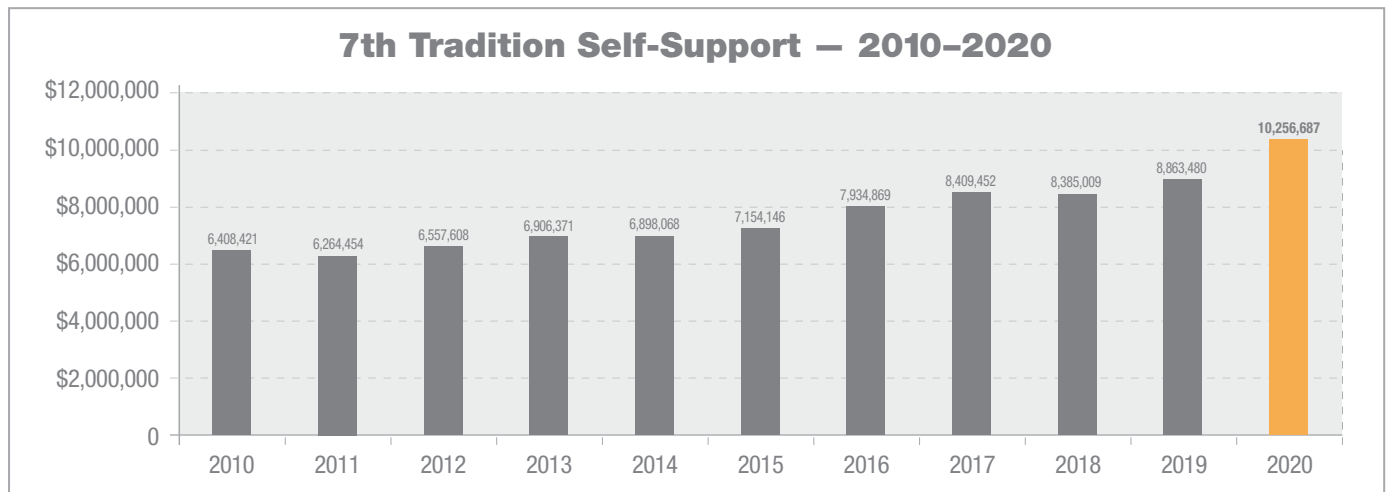
Through this report, our goal is to help you become familiar with A.A.'s financial position so that you can share it with the Fellowship. Communication is key. We all need to be very aware of what the numbers are and how they came about.

Enhancing our collective understanding of our finances is one way to improve the service structure, and clear

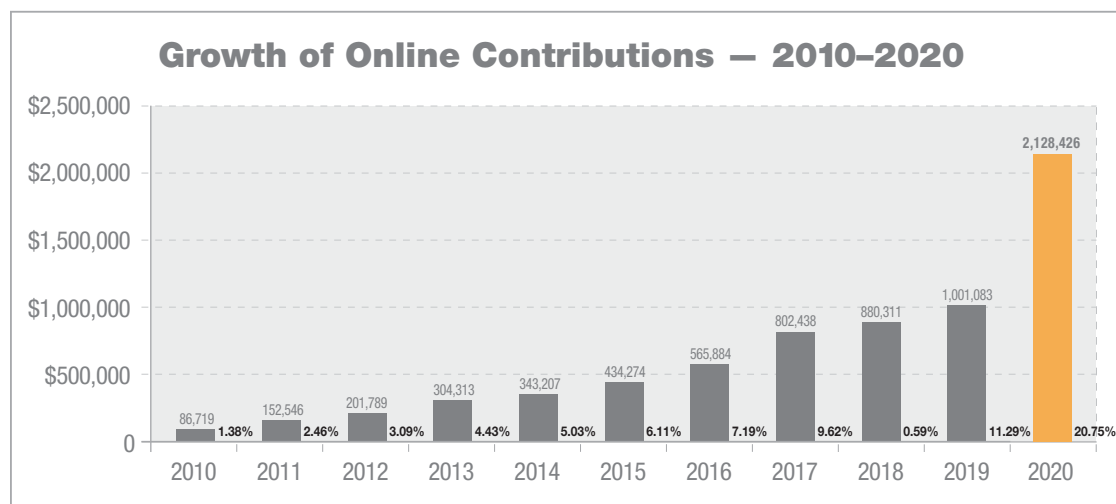
and concise communication is the key. Although our finances continue to grow more complex, remember that Corporate Poverty is more a state of mind, rather than the size of our bank account. "Too much money — and we argue over perilous wealth and lose sight of our primary purpose of carrying the message. Too little — and we risk losing the ability to carry the message at all."

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

- We got some great news regarding the Seventh Tradition, which ended the year at a record high



of \$10.26 million, the first time we have exceeded \$10 million. That's up 15.7% from the prior year (see chart on previous page). To reach this historic high, 24,779 groups contributed \$6.0 million and individual, memoriam and special meetings contributions added \$4.3 million, bringing the total amount to \$10,256,687 in



2020. One particular area of growth has been in online contributions. Since its inception in June 2010, online contributions have grown from \$86,718, or 1.38% of all contributions received, to \$2,128,426 or 20.75% of total contributions received in 2020 (see chart above).

- A.A.W.S. publishing gross profits were \$6.58 million, which is down 29.7% from 2019. The decline is attributable to groups meeting virtually during the pandemic.

- The result of G.S.O. operations for 2020 was a loss of \$2.1 million, which is primarily due to pension expenses associated with the Voluntary Retirement Incentive Program (VRIP).

- Grapevine average circulation decreased by 3.7% in 2020, but this is a better result than the national trend. The net loss for Grapevine this year was \$299,000, compared to a budgeted surplus of \$5,000.

- The General Fund support of La Viña service activity was \$386,000, up from \$297,000 in 2019.

- The Reserve Fund ended the year at \$12.4 million, resulting in a coverage ratio of 7.9 months compared to 9.3 months the previous year. \$4 million was drawn from

the reserve fund during 2020 to provide cash for several long-term projects moving toward completion including the VRIP, completion of the 8th floor office space, NetSuite implementation, and work on the new website. In addition, we needed cash to refund registration fees and pay vendors for the International Convention prior to receiving the insurance settlement.

2020 Financial Results: The 2020 G.S.O. Budget projected a net surplus of \$1,000 but the actual for 2020 is a loss of \$2.1 million. Operating revenue was \$1.9 million less than budgeted in large part due to a general decline in literature sales. Operating expenses were \$2.3 million less than budgeted. In addition to operating expenses, non-operating pension expenses were \$4.2 million.

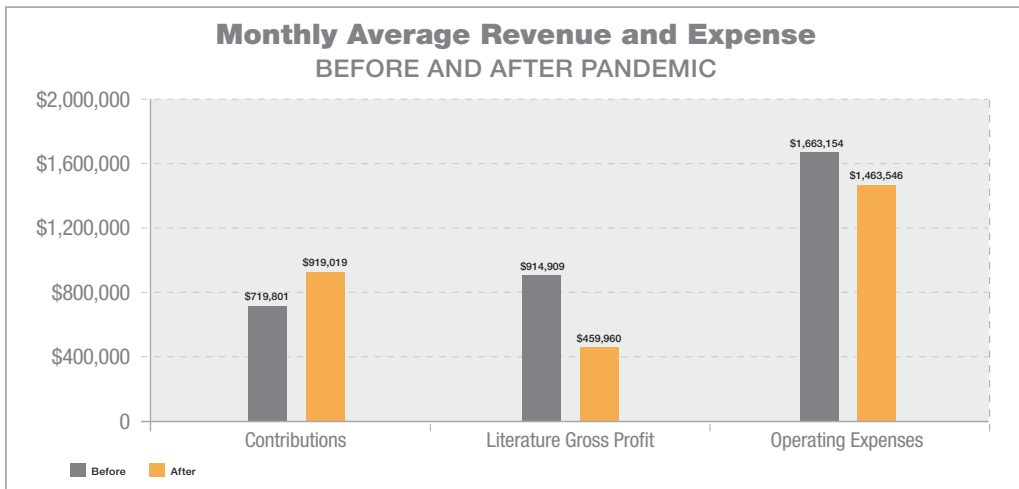
Grapevine gross profit was \$1.6 million, about 20% less than the budget of \$2.0 million. However, Grapevine expenses were \$1.9 million, about 5% less than the budget of \$2.0 million. As a result, the Grapevine deficit was \$299K compared to a break-even budget.

Budgets for 2021: Total revenue is conservatively budgeted at \$15.6 million, 7.7% less than the \$16.9 million in 2020. Contributions are budgeted at \$9.7 million, a 5.5% decline from the \$10.26 million received

2020 FINANCIAL HIGHLIGHTS

Amount in \$	2020 ACTUAL	2020 BUDGET	COMPARED TO 2020 BUDGET	2019 ACTUAL	COMPARED TO 2019 ACTUAL
General Service Office					
Seventh Tradition Contributions	10.26 M	9.0 M	1.26 M (14.0%) increase	8.86 M	1.40 M (15.80%) increase
Literature Gross Profit	6.58 M	9.8 M	3.22 M (32.9%) decrease	9.36 M	2.78 M (29.70%) decrease
Net income	(2.1 M)	1.0 K	2.1 M decrease	(0.3) M	1.8 M decrease
Grapevine & La Viña					
Average Circulation	68,572	67,802	770 M increase	71,182	2,610 (3.67%) decrease
Net income (loss)	(299 K)	4.6 K	303 K decrease	(27 K)	3 K (6.81%) better
General Fund support of La Viña service activity	386 K	317 K	69 K increase	297 K	89 K (29.96%) increase
Reserve Fund					
Coverage Ratio	7.9 months	9.4 months	Decrease of 1.5 months (16.0%)	9.3 Months	Decrease of 1.4 months (15.1%)

M – millions; K – thousands



of the pandemic has been a reduction in literature gross profit from an average of about \$915,000 per month to about \$460,000 per month. However, contributions have risen from an average of \$720,000 per month before pandemic to \$919,000 after. Before pandemic, our expenses averaged about \$1.7 million per month. After pandemic, expenses declined to an average of \$1.5 million per month (see chart).

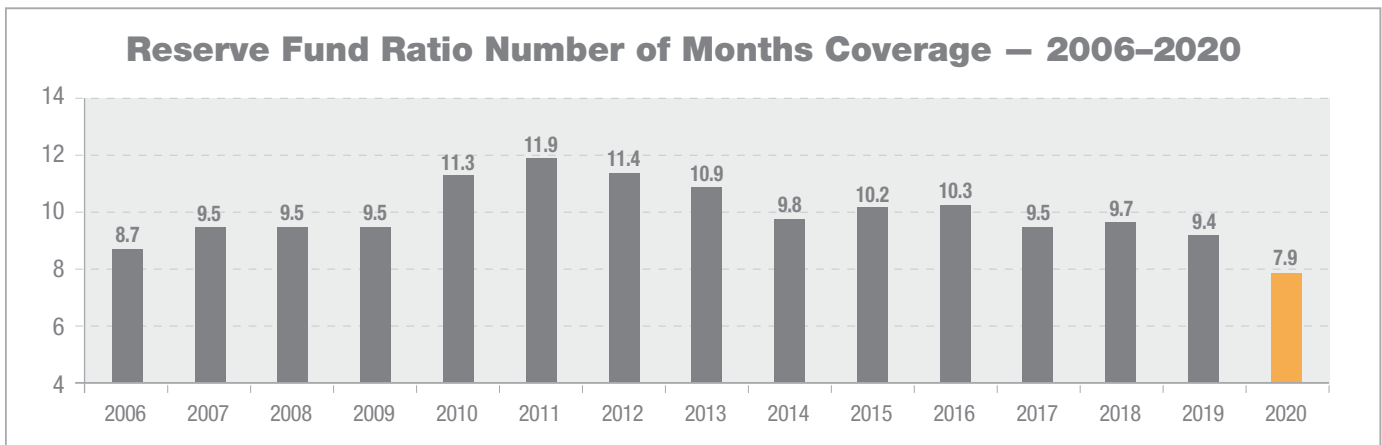
in 2020, and gross literature profit is budgeted at \$5.6 million, a 15.2% decline from the \$6.6 million recorded in 2020. To align with expected revenue decline, operating expense is budgeted at only \$15.7 million, a 4.3% decline from the \$16.4 million expended in 2020.

For 2021, Grapevine expects a slight decline in print circulation to 62,124 from 63,397, a change of 2.0%. However, online and e-Pub circulation is expected to increase 5.2%. Grapevine is projecting a net operating loss of \$354K compared to \$299K in 2020. General Fund La Viña support is budgeted at \$402K, a slight increase from \$386K in 2020.

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

In 2020, due to the pandemic, the G.S.B. authorized a \$4 million drawdown to help with cash flow shortages.

So here are some key talking points for you to share



2020 International Convention: Due to the cancellation of the Convention, revenue was only \$2,012,458, consisting of \$40,324 from attendees who declined to have their registration fee refunded and \$1,972,134 in insurance proceeds (net after sharing \$180,000 of the insurance payment with Grapevine). Expenses were \$2,223,081, resulting in a deficit of \$210,624.

2020 Covid-19 Update: The impact of the pandemic has been a shift in our revenue distribution. Historically, our revenue has been about 60% literature gross profit and 40% contributions. However, in 2020, our revenue was 61% contributions and 39% literature. The effect

with the Fellowship as we move forward.

- Alcoholics Anonymous is still here and the need is greater than ever; alcohol sales are up significantly and emergency rooms across the country have seen an increase in alcohol-related visits.
- Alcoholics Anonymous has a prudent reserve just for situations like this: It will sustain us until the Fellowship can get us back on our feet.
- This is a pivotal moment for Alcoholics Anonymous — now is the time for this generation of the Fellowship to continue to step up and demonstrate what self-support really means.

■ 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 2021 Conference.



FLOOR ACTIONS

It was recommended that:

1 The A.A. Preamble be changed from:

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking. There are no dues or fees for A.A. membership; we are self-supporting through our own contributions. A.A. is not allied with any sect, denomination, politics, organization, or institution; does not wish to engage in any controversy; neither endorses nor opposes any causes. Our primary purpose is to stay sober and help other alcoholics to achieve sobriety.

To:

In Alcoholics Anonymous we share our experience, strength and hope with each other that we may solve our common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking. There are no dues or fees for A.A. membership; we are self-supporting

through our own contributions. A.A. is not allied with any sect, denomination, politics, organization or institution; does not wish to engage in any controversy; neither endorses nor opposes any causes. Our primary purpose is to stay sober and help other alcoholics to achieve sobriety.

- 2 The first sentence of the A.A. Preamble be revised with gender-neutral language by replacing the words “men and women” with the word “people” to read: “Alcoholics Anonymous is a fellowship of people who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.”
- 3 The pamphlet “A.A. for the Native North American” be updated to include language that is both respectful and inclusive of all Indigenous peoples as well as add fresh stories and updating inaccuracies contained in the current pamphlet and that a progress report or draft pamphlet be brought back to the 2022 Conference Committee on Literature.
- 4 The Preamble revision replacing the words “men and women” with the word “people” be presented to the General Service Board for approval as the new revised A.A. Preamble.

AGENDA

It was recommended that:

- 5 The following be the theme for the 2022 General Service Conference: “A.A. Comes of Age 2.0: Unified in Love and Service.”
- 6 The following be presentation/discussion topics for the 2022 General Service Conference:
 - a. How do A.A.s go to any lengths to Recover, Unify and Serve?
 - b. Going Beyond Fear
 - c. How to Reach Anyone, Anywhere
- 7 The following be the workshop topic for the 2022 General Service Conference:

The Warranties — Our Promise to the Fellowship and the World.

ARCHIVES*

No recommendations.

COOPERATION WITH THE PROFESSIONAL COMMUNITY

It was recommended that:

- 8 The goals expressed in the 2018 Advisory Action establishing a dynamic A.A.W.S. LinkedIn page be implemented by G.S.O., to provide current and relevant content about A.A. to professionals in accordance with A.A. principles and Traditions; and that a progress report on the usefulness and effectiveness of implementing these updates on the A.A.W.S. LinkedIn page be brought back to the 2022 Conference Committee on Cooperation with the Professional Community.
- 9 The trustees’ Cooperation with the Professional Community/Treatment and Accessibilities Committee develop a pamphlet directed to mental health professionals. The committee requested that a progress report or draft pamphlet be brought to the 2022 Conference Committee on Cooperation with the Professional Community.
- 10 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 Alcoholics Anonymous.”

CORRECTIONS

It was recommended that:

- 11 Revisions be made to A.A.W.S. literature directed to members behind the walls and that the terms “inmate” and “offender” be replaced with “person in custody.”

FINANCE

It was recommended that:

- 12 A watermark with the word “SAMPLE” be added to the 2nd and 3rd pie charts on page 13 of the pamphlet, “Self-Support: Where Money and Spirituality Mix.”

- 13 The following language to the pamphlet “Self-Support: Where Money and Spirituality Mix” be added:

On page 7 after the bulleted section entitled “A.A.’s General Service Office”:

Please note that not all areas, districts, intergroups and central offices follow these divisions of service for institutions work, cooperation with the professional community, public information, etc. Therefore, prior to making contributions in your area, please find out which entity is providing these services and allocate your contributions accordingly.

On page 13 after the pie chart examples and before the question, “Where should I send contributions?”:

Duties of the entities notated above are described on page 7 of this pamphlet. Performance of these service duties vary from area to area. Please be sure to inquire which services these entities provide in YOUR area and contribute accordingly.

GRAPEVINE AND LA VIÑA

It was recommended that:

- 14 The AA Grapevine Board implement an Instagram account and that a report on the Instagram account be brought back to the 2022 Conference Committee on Grapevine and La Viña.

INTERNATIONAL CONVENTIONS/ REGIONAL FORUMS*

No recommendations.

LITERATURE

It was recommended that:

- 15 The “A.A.W.S. Policy on Conversion of Written Conference-approved Literature and Service Material into Video Format” approved by the A.A. World Services, Inc. Board of Directors in January 2020, be acknowledged and accepted by the General Service Conference.
- 16 A Fifth Edition of the Big Book, *Alcoholics Anonymous*, be developed, including an update of stories to better reflect current membership, keeping in mind the 1995 Advisory Action that: “The first 164 pages of the Big Book, *Alcoholics Anonymous*, the Preface, the Forewords, ‘The Doctor’s Opinion,’ ‘Dr. Bob’s Nightmare,’ and the Appendices remain as is,” and that a progress report be brought back to the 2022 Conference Committee on Literature.
- 17 Pending its development, the draft Fifth Edition of the Big Book would include a new foreword, an updated preface and updates to expand on existing ideas in Appendices III and V.
- 18 A revision be made to page 117 in the book, *Twelve Steps and Twelve Traditions*, replacing the phrase “opposite sex” with the word “partner” as follows, and that a footnote be added to provide context to the change as it relates to inclusivity:

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

The text on page 117 which currently reads:

“Nearly every sound human being experiences, at some time in life, a compelling desire to find a mate of the opposite sex with whom the fullest possible union can be made – spiritual, mental, emotional, and physical. This mighty urge is the root of great human accomplishments, a creative energy that deeply influences our lives. God fashioned us that way. ...”

Be revised to read:

“Nearly every sound human being experiences, at some time in life, a compelling desire to find a partner with whom the fullest possible union can be made — spiritual, mental, emotional, and physical. This mighty urge is the root of great human accomplishments, a creative energy that deeply influences our lives. God fashioned us that way. ...”

- 19 The sentence which includes the phrase “lustful enough to rape” in paragraph one on page 66 in the chapter “Step Six” of the book, *Twelve Steps and Twelve Traditions*, be revised to refer to the Seven Deadly Sins without specific mention of examples that are severe in nature as follows, and that a footnote be added to provide context as to the basis for the change:

The text on page 66 which currently reads:

“No one wants to be angry enough to murder, lustful enough to rape, gluttonous enough to ruin his health.”

Be revised to read:

“No one wants to commit the deadly sins of anger, lust or gluttony.”

- 20 The pamphlet “A.A. for the Black and African-American Alcoholic” be updated to include fresh stories and a new title that is respectful and inclusive and that a progress report or draft pamphlet be brought back to the 2022 Conference Committee on Literature.
- 21 The existing version of the pamphlet “The Twelve Traditions Illustrated” not be retired.
- 22 The draft update of the pamphlet “The Twelve Traditions Illustrated” be approved with the working title, “Experience Has Taught Us: Our Twelve Traditions Illustrated.”
- 23 The Long Form of each Tradition be included at the end of each essay for that Tradition in the book, *Twelve Steps and Twelve Traditions*, and that the complete set of Traditions at the back of the book be retained as is.
- 24 A Fourth Edition of the book, *Alcohólicos Anónimos*, be developed, including an update of stories to better reflect current membership, and that a progress report be brought back to the 2022 Conference Committee on Literature.
- 25 The pamphlet, “Frequently Asked Questions About A.A.” be revised by omitting the text on page 17 “... including coffee, sandwiches, cakes or whatever else may be served,” as follows:

The line on page 17 currently reads:

“...to defray the cost of renting a meeting place and other meeting expenses, including coffee, sandwiches, cakes or whatever else may be served.”

Be revised to read:

“...to defray the cost of renting a meeting place and other meeting expenses.”

- 26 The paragraph containing the suggestion that sponsor and newcomer be of the same sex on page 12 in the pamphlet “Questions and Answers on Sponsorship” be revised as follows:

The paragraph on page 12 currently reads:

In most instances, A.A. custom does suggest one limitation, already noted on page 10: If the group is large enough to allow a choice, sponsor and newcomer be of the same sex. The reasons are the same from both viewpoints; we A.A. members, no matter how long we have been sober, remain thoroughly human, subject to emotions that might divert us from “our primary purpose.”

Be revised to read:

A.A. custom does suggest one limitation: sponsorship should be avoided whenever a romantic entanglement might arise between sponsor and sponsee. We A.A. members, no matter how long we have been sober, remain thoroughly human, subject to emotions that might divert us from “our primary purpose.”

- 27 The draft pamphlet for Spanish-speaking women in A.A. be approved.
- 28 A draft version of the book, *Alcoholics Anonymous (Fourth Edition)*, be translated into plain and simple language and be developed in a way that is accessible and relatable to as wide of an audience as possible and that a progress report or draft be brought back to the 2022 Conference Committee on Literature.

POLICY/ADMISSIONS

It was recommended that:

- 29 Krishna M.V., chair of the General Service Board of A.A. India, be admitted to the 71st General Service Conference as an observer. (**Note:** *This agenda item was approved using the Conference polling process.*)
- 30 The trustees’ General Service Conference Committee develop a process for polling the General Service Conference 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.
- 31 The Equitable Distribution of Workload Process, as detailed in the Report from the 2020 trustees’ General Service Conference Committee, be implemented for the 72nd General Service Conference on a three-year trial basis, with a progress report to be brought to the Conference Committee on Policy and Admissions after each year of the trial.

- 32 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."
- 33 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.

PUBLIC INFORMATION

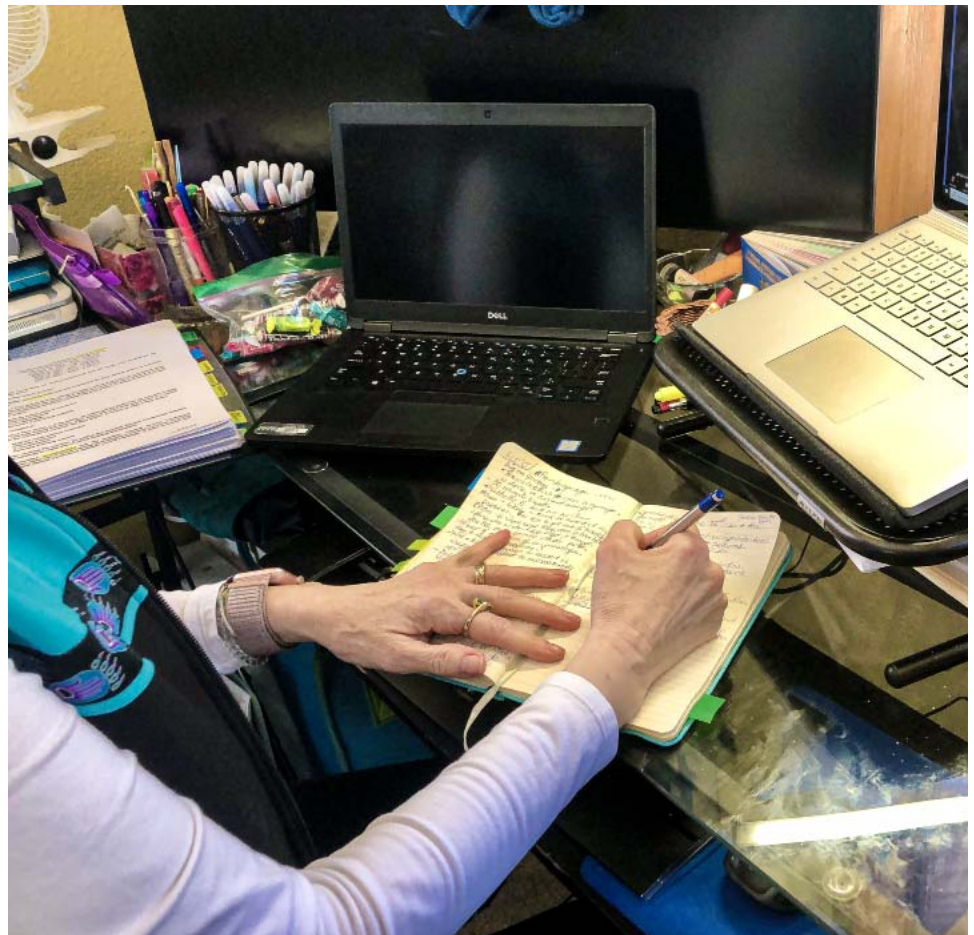
It was recommended that:

- 34 In keeping with the "Policy on Actors Portraying A.A. Members or Potential A.A. Members in Videos Produced by the General Service Board or Its Affiliates," the video PSA utilizing full face actors "Party" (working title) be approved with the following revisions: That the voiceover "scratch tracks" be replaced, and other minor editorial edits to be conducted in post-production.
- 35 In keeping with the "Policy on Actors Portraying A.A. Members or Potential A.A. Members in Videos Produced by the General Service Board or Its Affiliates," the video PSA utilizing full face actors "Wall" (working title) be approved with the following revisions: That the voiceover "scratch tracks" be replaced, and other minor editorial edits to be conducted in post-production.
- 36 In addition to the work of local committees, one to two PSAs be centrally distributed to broadcast media, tracked and evaluated at a cost not to exceed \$60,000, and that the information gathered from the process be brought back to the 2022 Conference Committee on Public Information.
- 37 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.

- 38 Podcasts providing sharing within the Fellowship and information about A.A. to the public be produced and distributed by G.S.O. in cooperation with the Grapevine Office. The committee requested that a progress report on the development and implementation of podcasts be forwarded to the 2022 Conference Committee on Public Information.

The committee noted that podcasts would serve as a new format to produce "service material" to communicate on topics with similar sharing that can be found in *Box 4-5-9, About AA*, aa.org, and sharing from AA Grapevine and La Viña.

- 39 The trustees' Public Information Committee revise the pamphlet "Speaking at Non-A.A. Meetings" to better reflect carrying the A.A. message to diverse public audiences in non-A.A. settings and include a section on media training/press interviews, and that a draft or progress report on the revision be brought back to the 2022 Conference Committee on Public Information.
- 40 The trustees' Public Information Committee revise the flyer "A Message to Teenagers" to better reflect carrying the A.A. message to young people. In addition to revisions to language in the twelve questions and updated graphics, the committee requested that the trustees' Public Information Committee provide suggestions on what the best format would be to present information contained in the flyer.



REPORT AND CHARTER

It was recommended that:

- 41 The compilation and printing of the A.A. Directories (Canada, Eastern U.S. and Western U.S.) be discontinued.
- 42 The revised manuscript distributed to all Conference members in April 2021 with the inclusion of the Original Conference Charter be approved as the 2021-2023 Edition of *The A.A. Service Manual combined with Twelve Concepts for World Service*.
- 43 A revision be made to paragraph one, the Purpose statement of the Current Conference Charter, found in the Appendices of *The A.A. Service Manual combined with Twelve Concepts for World Service*, which currently reads:

Purpose: The General Service Conference of Alcoholics Anonymous is the guardian of world services and of the Twelve Steps and Twelve Traditions of Alcoholics Anonymous. The Conference shall be a service body only; never a government for Alcoholics Anonymous.

Be amended to read:

Purpose: The General Service Conference of Alcoholics Anonymous is the guardian of world services and of the Twelve Steps, the Twelve Traditions **and the Twelve Concepts** of Alcoholics Anonymous. The Conference shall be a service body only; never a government for Alcoholics Anonymous.

- 44 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, and that a draft or progress report be brought back to the 2022 Conference Committee on Report and Charter.

TREATMENT AND ACCESSIBILITIES

It was recommended that:

- 45 The following audio interviews with A.A. members who are in the Armed Forces, developed by the trustees' Cooperation with the Professional Community/ Treatment and Accessibilities Committee, be approved and posted on G.S.O.'s A.A. website:
 - a. Male — Navy Captain
 - b. Female — Air Force Pilot
 - c. Male — Army Combat Medic

TRUSTEES

It was recommended that:

- 46 The following slate of trustees of the General Service Board be elected at the annual meeting of the mem-

bers of the General Service Board on April 24, 2021 following presentation at the 2021 General Service Conference for disapproval if any:

Class A

Molly Anderson	Al Mooney, M.D.,
Hon. Christine Carpenter	FAAFP, FASAM
Linda Chezem, J.D.	Nancy McCarthy
Sr. Judith Ann Karam,	Kevin Prior, MBA, CFA, CPA
C.S.A.	

Class B

Beau B.	Deborah K.
Cathi C.	Trish L.
Jimmy D.	Jan L.
Josh E.	Mike L.
Kathi F.	Paz P.
Francis G.	Marita R.
Tom H.	Irma V.

- 47 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 24, 2021 following presentation at the 2021 General Service Conference for disapproval if any:

<i>Chairperson</i>	Linda Chezem, J.D.
<i>First Vice-Chairperson</i>	Trish L.
<i>Second Vice-Chairperson</i>	Jan L.
<i>Treasurer</i>	Kevin Prior, MBA, CFA, CPA
<i>Secretary</i>	Francis G.
<i>Assistant Treasurer</i>	Paul Konigstein*
<i>Assistant Secretary</i>	Jeff W.*

**G.S.O. employees*

- 48 The following slate of directors be elected at the annual meeting of the members of the A.A. World Services Corporate Board on April 24, 2021 following presentation at the 2021 General Service Conference for disapproval if any:

Beau B.	Irma V.
Jimmy D.	Carolyn W.
Vera F.	John W.
Deborah K.	Jeff W.*
	General Manager*

**G.S.O. employees*

- 49 The following slate of directors be elected at the annual meeting of the members of the AA Grapevine Corporate Board on April 24, 2021 following presentation at the 2021 General Service Conference for disapproval if any:

Josh E.	Coree H.
Ino F.	Mike L.
Cindy F.	Nancy McCarthy
Francis G.	Paz P.
	AAGV Publisher*

**AA Grapevine employee*

■ Committee Considerations

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



AGENDA

Committee Considerations:

- The committee discussed the 2020 and 2021 “Reports on the Implementation and Effectiveness of the Conference Agenda Process Including Sharing from the Conference Committee Chairs” and two years of the annual survey responses from Conference committee chairs on the effectiveness of the ongoing communication between the trustees’ committee chair or corporate board chair and their corresponding Conference committee chair. The committee noted the value of recent improvements to the Conference agenda process. The committee also suggested the following:
 - » The committee requested that the trustees’ General Service Conference Committee consider a survey suggestion to create a workbook or guideline about the role of a Conference committee chair and forwarded a list of suggestions to the trustees’ General Service Conference Committee.
 - » That the trustees’ General Service Conference Committee explore the feasibility of the three chairs of the corporate boards creating snapshot anonymity-protected videos after each quarterly board weekend, like the prerecorded board videos completed for the recent virtual General Service Conferences. These videos could include current project updates and provide details that are synchronized with but enhance the quarterly reporting that is distributed and reported out by regional trustees to delegates. Regional trustees and delegates could share such videos locally providing enhanced communication up and down the service structure.
- » The committee agreed and requested that the trustees’ General Service Conference Committee 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 floor actions so that all Conference members may understand them and effectively participate in the annual meeting.
- The committee reviewed the 2019 and 2020 General Service Conference evaluation form and process and made the following suggestions:
 - » That each question on the evaluation have an open comment section.
 - » That a survey like the September 2020 Conference Improvements survey be continued annually.
- The committee reviewed the summary reports of the 2019 and 2020 General Service Conference evaluations. The committee noted several repeated comments and suggested the following:
 - » Explore the feasibility of the translated Conference background being completed sooner than the cur-

rent Advisory Action deadline of the first week of March (French and Spanish).

» Consider a year-over-year statistical and comparative analysis of each evaluation category.

- The committee discussed a proposed change to the General Service Conference schedule and the method of sharing on agenda items and took no action. The proposal suggested allowing for the Conference committees to hear opinions or ideas from their areas on agenda items from delegates who are not members of the committee. The committee strongly believed we should trust the committee system and felt that the proposal did not provide benefits warranting a change.
- The committee considered a proposal suggesting the inclusion of additional avenues for A.A. members to share input on G.S.C. agenda items and took no action. The committee would like to challenge all area delegates to consider innovative ways to encourage local members to participate in the Conference process.
- The committee reviewed survey results on the 2019 January conference call that provides committee members a voice in evaluating the trustee and corporate board disposition decisions on proposed agenda items. The committee requested that this sharing be gathered annually and forwarded to the Conference Committee on Agenda. The committee asked the trustees' General Service Conference Committee to act on a survey request to include more background material on all proposed agenda items discussed at this meeting.

ARCHIVES

Committee Considerations:

- The committee reviewed the Archives Workbook and made the following suggestions regarding the section "Guidelines for Collecting Oral Histories":
 - » Include text offering suggestions on ways to conduct ASL interviews with deaf members to offer a greater diversity of sharing.
 - » In the sub-section "Sample Interview Questions," add sample questions relating to "vision for the future."
- The committee reviewed the report on "Proposed Book on A.A. History" and took no action. The committee noted that the scope of the project is too large for one volume, and that a single volume may not sufficiently cover the expanse of A.A.'s history from 1955 to present. The committee also noted that A.A.'s worldwide Fellowship is ethnically and culturally diverse and such a book might unintentionally leave out some portions of the Fellowship that are today under-reported. It was also noted that the scope and purpose of the Archives is to collect and preserve materials relevant to the history of the Fellowship and expending resources on a history book at this time would not be a prudent use of archives resources.

The committee also noted that several works on various aspects of A.A.'s history have been published by historians utilizing primary resources, including those available in the G.S.O. Archives.

COOPERATION WITH THE PROFESSIONAL COMMUNITY

Committee Considerations:

- The committee reviewed the C.P.C. Kit and Workbook and made the following suggestions:
 - » That the digital C.P.C. Kit be available in a format that is easily accessible on all digital devices, including desktop, laptops, tablets and smartphones.
 - » Improve the organization on the digital C.P.C. Kit content page, so it can be easily navigated and include links to all items available digitally.
 - » That a QR code connecting to the "For Professionals" page on the aa.org website be added to all appropriate materials in the C.P.C. Kit.
 - » Create a tabletop display with a QR code connecting to the "For Professionals" page on the aa.org website for use at C.P.C. exhibits.
 - » Develop a virtual C.P.C. exhibit.
 - » Update the language to service material in the C.P.C. Kit including the Workbook, C.P.C. PowerPoint presentation, and A.A. Guidelines to reflect current ways to find A.A., references to professionals, and how C.P.C. efforts are implemented in today's environment.

CORRECTIONS

Committee Considerations:

- The committee requested that the trustees' Corrections Committee review the language used in Corrections materials for Corrections professionals and explore the need for developing different language to refer to "persons in custody."
- The committee received a report from the A.A.W.S. publishing director with several viable options that had been identified to make A.A. literature in digital formats available for alcoholics in correctional settings. The committee requested that the trustees' Corrections Committee develop a service piece that will explain the digital distribution terminology to local committees who are carrying the message behind the walls, including step by step guidance on using digital materials in local correction settings.
- The committee recognized the Correction assignment's ongoing efforts to collect shared experience from members who participate in Corrections work — currently available upon request. The committee requested that the trustees' Corrections Committee actively pursue the 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 requests that a progress report be brought to the 2022 Conference Committee on Corrections.

- The committee reviewed the Corrections Kit and Workbook and asked the secretary to forward a list of changes to the trustees' Corrections Committee including using current language, correspondence samples, literature, links to A.A.W.S., Inc. and AA Grapevine digital platforms, and videos from the G.S.O. website. The committee also requested that the existing stock of Corrections Workbooks and Kits be retired once updates are completed.

FINANCE

Committee Considerations:

- The committee suggested that any updates made to the pie charts in the pamphlet, "Where Money and Spirituality Mix" be reflected on all similar service materials.
- The committee reviewed the Conference-approved maximum annual contribution of \$5,000 to the General Service Board from an individual A.A. member and took no action. The committee noted that the maximum annual contribution was increased in 2018 and agreed the amount is appropriate as it stands.
- The committee reviewed the Conference-approved level of \$10,000 for individual bequests to the General Service Board from A.A. members and took no action. The committee noted that the maximum annual bequest was increased in 2019 and agreed the amount is appropriate as it stands.
- The committee reviewed the suggested area contribution for delegate expense for the Conference and took no action. The committee noted that there was a need to maintain self-support with Conference costs; however, due to the pandemic, the committee agreed that it would be appropriate to leave the amount as it stands.
- The committee reviewed a request to reconsider the 1972 G.S.C. Advisory Action stating "G.S.O. should not accept contributions from clubs, listed or known as such, whether or not composed solely of A.A. members. Contributions are welcome from groups meeting in clubs as long as they are sent in the name of the group" and took no action. The committee noted that practices regarding clubs varied throughout the Fellowship, and that there was no widely expressed need to reconsider or change the 1972 Advisory Action.
- The committee had a robust discussion on the mechanization of group contributions in the pamphlet "Self-Support: Where Money and Spirituality Mix" and took no action.
- The committee reviewed the Self-Support Packet and took no action. The committee agreed that the material contained in the Self-Support packet was relevant and current.

- The committee discussed Concept XII, Warranty Two and the practice of "selling of our books at cost or less" and took no action. The committee shared experience on the varying practices within the Fellowship regarding literature sales and agreed that a change to Concept XII, Warranty Two was not necessary.
- The committee reviewed the "Google Grants and the Seventh Tradition Report" and took no action. The committee had a wide-ranging discussion and concluded that Google Grants is a discount provided to all non-profit organizations and is not in violation of the Seventh Tradition.
- The committee suggested updating "The A.A. Group Treasurer" and the A.A. Guidelines on Finance service materials to include information on how to financially support the AA Grapevine with the following language:

Question: Can our group make financial contributions to AA Grapevine?

Answer: No. AA Grapevine, Inc. is not set up to take contributions from groups or individuals. Groups and individual members support the Grapevine by purchasing Grapevine and La Viña magazine subscriptions and other Grapevine publications and using them in their Twelfth Step work.

To support the Grapevine and La Viña magazine contact:
www.aagrapevine.org
AA Grapevine
475 Riverside Drive, 11th Floor
New York, NY 10115
(212) 870-3018

GRAPEVINE

Committee Considerations:

- The committee reviewed the progress report on the AA Grapevine Workbook revisions and suggested adding additional information on ways to use AA Grapevine resources as Twelfth Step tools, availability of books, pricing, ways Canadian members can more easily participate, and new multimedia platforms.
- The committee reviewed the AA Grapevine Fellowship Survey and summary with appreciation and acknowledged the actions that the Grapevine Board and staff have taken as a result of the findings.
- The committee considered a request to develop an AA Grapevine pamphlet on how the AA Grapevine can be utilized to carry the A.A. message and took no action. The committee recognized the AA Grapevine workbook and other materials include information on how Grapevine and La Viña can be used to carry the message.
- The committee considered gender-neutral language options for possible changes to the A.A. Preamble and took no action. The committee felt they needed more information to make a decision.
- The committee requested that the Grapevine Board gather additional shared experience from the



Fellowship related to the topic of gender-neutral language options for the A.A. Preamble and bring back the results to the 2022 Conference Committee on Grapevine and La Viña.

- The committee agreed to forward to the AA Grapevine Board the suggestion that AA Grapevine, Inc. produce in the year 2022 or later:
 1. *AA's Twelve Concepts (working title). Previously published stories from the pages of Grapevine by A.A. members about their various experiences with the Twelve Concepts.*
 2. *The Home Group II (working title). Previously published stories by A.A. members about their experiences with their home groups, including stories about A.A. groups that do not meet in person. Possibly a 30th Anniversary edition of the original AA Grapevine Home Group book.*

INTERNATIONAL CONVENTIONS/ REGIONAL FORUMS

Committee Considerations:

- The committee had a thoughtful and wide-ranging discussion regarding methods of closing the Big Meetings at the International Convention, particularly the use of the Lord's Prayer and the understanding that although the prayer is part of the history of A.A. and is widely used and supported in some areas, it could make some members feel excluded and support the perception of A.A. as a religious organization. The committee also discussed possible options to the Lord's Prayer including, the Third Step Prayer, the Seventh Step Prayer and A.A.'s Declaration of Unity.

The committee agreed that it would be beneficial to gather additional shared experience from the Fellowship to make an informed decision. The com-

mittee requested that the trustees' International Conventions/Regional Forums Committee explore the preference of the Fellowship regarding methods of closing the Big Meetings at the International Convention by use of a survey 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 2022 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 using the meeting guide app to further convey Regional Forum information.
 - » Continue using videoconferencing technology to broadcast portions of future in-person forum programs allowing members who may not have resources or time to travel to participate.
 - » Ensure future host regions are well informed about dates, locations, programs, and ways the local membership can participate.
 - » Extend outreach materials to invite the Spanish-speaking and LGBTQ communities to attend Regional Forums.
 - » Conduct at least one presentation or workshop in Spanish and/or French at each Regional Forum.

LITERATURE

Committee Considerations:

- Regarding the "A.A.W.S. Policy on Conversion of Written Conference-approved Literature and Service Material into Video Format," the committee noted the usefulness and relevancy of video formats of

existing literature, especially items that are basic and addressing the broader aspects of A.A. The committee also noted the importance of a prioritized list of possible print to video projects being presented to the Conference for selection of projects to reflect the expressed need of the Fellowship.

- The committee expressed appreciation for the tentative plans outlined by the trustees' Literature Committee to foster expedience with moving forward on revision of the pamphlet "A.A. for the Black and African-American Alcoholic." The committee noted the importance of involving members of the community from the intended primary audience of the pamphlet in the development of the pamphlet, including providing input for a title that is respectful and inclusive of members throughout the U.S. and Canada.
- The committee noted that the draft updated version of the pamphlet "The Twelve Traditions Illustrated," pending its approval, is well-suited for an introduction to the Traditions, and the existing version is helpful for more in-depth consideration of the Traditions.
- The committee considered a request to revise the book, *Alcoholics Anonymous*, by adding text from the pamphlet, "The A.A. Group... Where It All Begins," in an appendix and took no action. The committee agreed that the pamphlet content stands alone, and it is not necessary to add it to *Alcoholics Anonymous*.
- The committee considered a request to audit the first 164 pages of the book, *Alcoholics Anonymous*, for necessary revisions and took no action. The committee agreed that the first 164 pages of *Alcoholics Anonymous* should remain unchanged.
- The committee reviewed a request to add a proposed addendum to a Fifth Edition foreword of the book, *Alcoholics Anonymous*, at the time it is published and took no action. The committee noted that at the time of the development of a Fifth Edition book, the foreword would be written to reflect pertinent information at that time.
- The committee considered the request to add a subtitle, "How Not to Take the First Drink," to the booklet, *Living Sober*, and took no action. The committee noted that the current title is effective.
- The committee reviewed the progress report regarding the pamphlet "The Twelve Steps Illustrated" and requested that a progress report or draft pamphlet be brought back to the 2022 Conference Committee on Literature.
- The committee reviewed the progress report regarding the pamphlet "The Twelve Concepts Illustrated" and requested that a progress report or draft pamphlet be brought back to the 2022 Conference Literature Committee.
- The committee reviewed a progress report on the revision of the pamphlet "Too Young?" The committee looks forward to reviewing a draft revised pamphlet and/or samples of other potential formats of

the pamphlet at the meeting of the 2022 Conference Committee on Literature.

- The committee accepted the 2019 and 2020 matrices of A.A. recovery literature.

The committee suggested that the annual literature matrix be included as background along with a G.S.O. Publishing Workflow description and draft updates to A.A. Conference-approved literature for the agenda item related to "A.A. World Services, Inc., Policy on Publication: Keeping A.A. Literature Current."

The committee expressed appreciation for the trustees' Literature Committee and A.A.W.S. Board continuing their efforts to outline and define the process by which updates are reviewed and approved per this policy. The committee requested that a progress report be brought back to the 2022 Conference Committee on Literature.

- The committee discussed the draft language regarding safety and A.A. to be included in the booklet, *Living Sober*, and the pamphlet "Questions and Answers on Sponsorship." The committee noted that additional consideration of the accessibility of the language is needed. The committee requested that an updated draft pamphlet be brought back to the 2022 Conference Committee on Literature.

- The committee reviewed the draft update of the pamphlet "Young People and A.A." The committee expressed appreciation for the project being deferred to 2021 due to overall budget constraints and the potential video production expenses as part of the update to this item. The committee also expressed appreciation for the pamphlet's format in terms of how the shared experience, strength and hope is presented.

The committee provided additional suggestions to foster a greater diversity of stories and images of members and requested that an updated draft pamphlet and/or samples of other potential formats of the pamphlet be brought back to the 2022 Conference Committee on Literature.

- The committee reviewed the draft of the new pamphlet on A.A.'s Three Legacies. The committee expressed appreciation for the direction of the pamphlet development to date. The committee noted concern about the length of the pamphlet, the need for more relatable and accessible language, and perhaps reducing the extent to which Bill W.'s writings and A.A. history are included in its content.

The committee suggested additional revisions be considered and that an updated draft pamphlet be brought back to the 2022 Conference Committee on Literature.

- The committee considered if proposed agenda items for plain language, simplified language, accessible translations and large print versions of the book, *Alcoholics Anonymous*, as well as workbooks to help study the program of Alcoholics Anonymous, can be addressed with a common solution.

- The committee suggested 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.
- The committee considered the request to revise the pamphlet, “The A.A. Group...Where It All Begins,” to reflect the importance of the group as a “spiritual entity” as stated in the Long Form of Tradition Five. The committee noted its extensive agenda load resulting in part from the pandemic-affected 2020 General Service Conference. Rather than rush through agenda items, the committee agreed to request that discussion on this item continue with the trustees’ Literature Committee and that consideration be made to forward the item to the 2022 Conference Committee on Literature.
- The committee considered the request to revise text highlighting service roles at the group level in the pamphlet, “The A.A. Group...Where It All Begins.” The committee noted its extensive agenda load resulting in part from the pandemic-affected 2020 General Service Conference. Rather than rush through agenda items, the committee agreed to request that discussion on this item continue with the trustees’ Literature Committee and that consideration be made to forward the item to the 2022 Conference Committee on Literature.
- The committee considered the request to update the pamphlet “A.A. for the Native North American.” The committee noted its extensive agenda load resulting in part from the pandemic-affected 2020 General Service Conference. Rather than rush through agenda items, the committee agreed to request that discussion on this item continue with the trustees’ Literature Committee and that consideration be made to forward the item to the 2022 Conference Committee on Literature.
- The committee considered the review of G.S.O. Publishing updates per the A.A.W.S. print policy for the pamphlets, “Is A.A. for You?” “Is there an Alcoholic in Your Life?” “Frequently Asked Questions about A.A.,” and “This is A.A.” The committee noted its extensive agenda load resulting in part from the pandemic-affected 2020 General Service Conference. Rather than rush through agenda items, the committee agreed to request that discussion on this item continue with the trustees’ Literature Committee and that consideration be made to forward the items to the 2022 Conference Committee on Literature.
- The committee considered the request to include a G.S.R. preamble in the pamphlet “G.S.R.: Your Group’s Link to A.A. as a Whole.” The committee noted its extensive agenda load resulting in part from the pandemic-affected 2020 General Service Conference. Rather than rush through agenda items, the committee agreed to request that discussion on this item continue with the trustees’ Literature Committee and

that consideration be made to forward the item to the 2022 Conference Committee on Literature.

- The committee considered the request to revise the pamphlet “Questions and Answers on Sponsorship” by expanding the section on “Service Sponsorship” and retitling the pamphlet to include service sponsorship. The committee agreed that these revisions might be helpful. The committee noted its extensive agenda load resulting in part from the pandemic-affected 2020 General Service Conference. Rather than rush through agenda items, the committee agreed to request that discussion on this item continue with the trustees’ Literature Committee and that consideration be made to forward the item to the 2022 Conference Committee on Literature.

POLICY/ADMISSIONS

Committee Considerations:

- The committee reviewed the G.S.O. general manager’s report regarding General Service Conference site selection. The committee agreed with the overall goal of a reduction or containment of total Conference costs, the suitability of sleeping rooms and meeting rooms, and an improvement in the convenience and cost of transportation to and from airports. The committee requested that future reports include more details on specific sites considered.
- The committee reviewed the dates for the 2025 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 selected the following dates for the 75th General Service Conference 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 because they do not conflict with any significant holidays. The committee requested that all Conference members be notified of the final dates for the 75th General Service Conference as soon as the dates are finalized by G.S.O. management.
- The committee considered a request that a procedure be drafted for appealing a ruling by a General Service Conference chair and took no action. The committee noted that processes such as calling for a point of order are available, and that guidance related to handling appeals is provided in the Twelve Concepts.
- The committee requested that the trustees’ General Service Conference Committee consider revising the “Process for Approving Observers to the Conference” to enable the Policy and Admissions Committee to approve routine requests for admission from General Service structures outside the U.S. and Canada without requiring a Conference Advisory Action.
- The committee reviewed the “Report on Translation and Interpretation of General Service Conference

Material” and agreed that great progress has been made. Noting that we are consistently under budget, the committee encouraged use of the full budget if it could mean the translated background would be available earlier. The committee encouraged gathering shared experience from the Fellowship on the five questions at the end of the report. The committee agreed that making Conference background more concise would serve the Fellowship as a whole.

- The committee reviewed the report on the Conference Committee Assignment Application implemented for the 2020 Committee Selection process. The committee agreed the app provided absolute randomization while saving time and reducing human error. The committee looks forward to its continued evolution.
- The committee requested that the trustees’ General Service Conference Committee continue to explore a process for a Conference committee to review, discuss, and act on a proposed agenda item.

PUBLIC INFORMATION

Committee Considerations:

- The committee reviewed and accepted the 2020 annual report from the trustees’ Public Information Committee regarding aa.org and aagrapevine.org.
- The committee reviewed and accepted the 2020 trustees’ Public Information Committee report on the Google Ads performance and requested that a progress report be brought back to the 2022 Conference Committee on Public Information. The committee encouraged G.S.O. to develop an annual project calendar relating to Google Ads.

The committee also supported suggestions provided to them from a report from the G.S.O. senior digital communications analyst and Public Information ACM.

Suggestions include:

- » Creation of more and diverse content. (This is a dynamic environment; a plan of monthly changes is the best use of the tool.)
- » Create two new ad sets with different conversion goals and similar language.
- » Consider setting half the new ads to clicks and half to conversions for comparison.
- » Create one new campaign with multiple ad sets for the professional community.
- » Improve use of the keyword planner and add appropriate keywords in a regular cadence.
- The committee reviewed and accepted the report on the status of the 2021 draft Public Information Comprehensive Media Plan (CMP). The committee expressed support for the vision and architecture. The committee noted the new architecture is in keeping with today’s communications standards and requested that the full plan be brought back to the 2022 Conference Committee on Public Information and that



the full plan be available to all Conference members to distribute to their areas.

The committee also suggested 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.

- The committee reviewed and accepted the 2020 report on the “Relevance and Usefulness of Video Public Service Announcements.” The committee found the current Conference-approved PSAs to be relevant and useful.
- The committee discussed the trustees’ Public Information Committee “Survey Methodology Working Group on the Triennial A.A. Membership Survey” report. The committee reviewed and accepted the report and felt satisfied that the current methodology sampling of the survey is sound.

The committee also discussed the suggestion that the 2021 A.A. Membership Survey be conducted and took no action. The committee expressed concerns on the timing of the survey being distributed to the Fellowship considering the status of many groups, attendance, and possible interrupted local communications relating to the distribution of the questionnaire.

The committee also expressed concerns about the A.A. Membership Survey in pamphlet form being used as an “outward” facing Public Information pamphlet to

inform the public, professionals, and potential members about A.A. and believes that the function of the data collected might be better used to inform Twelfth Step efforts for groups and service committees rather than a Public Information tool.

The committee suggested that the trustees' Public Information Committee:

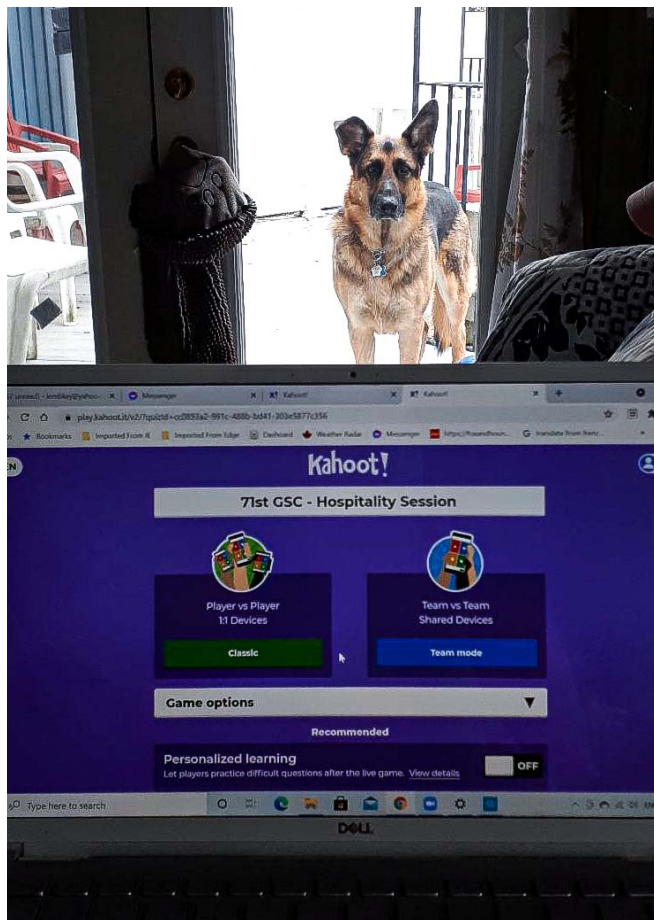
- » Conduct a more in-depth review of the content, language, and function in the questionnaire;
- » Discuss the function and target audience of the pamphlet;
- » Produce a training video for delegates and G.S.R.s on data collection, purpose and methods to enhance consistency and engagement.

- The committee discussed service materials and resources for Public Information committees and suggested that a PowerPoint be developed for the purpose of providing shared experience on “how to” present about A.A. at non-A.A. events.
- The committee discussed the trustees' Public Information Committee review of P.I. pamphlets. The committee encouraged the trustees' Public Information Committee to continue their review of the P.I. pamphlets/service materials and requested that a comprehensive report be brought back to the 2022 Conference Committee on Public Information including suggestions and input related to which P.I. pamphlets/materials may need revision, editorial updates, new formats or possible retirement to make room for improved public information messaging tools.
- The committee requested that G.S.O. Publishing conduct editorial updates to the pamphlet “Understanding Anonymity” to reflect current technology terminologies and service resources.
- The committee discussed the content and format of the P.I. Kit and Workbook. The committee noted the memo regarding recent A.A.W.S. Board discussions on the possible development of an A.A. service app and new digital PDF version of the workbook. The committee encourages G.S.O. to move away from a “print-first” approach to publishing so that service material and resources on aa.org might be updated more quickly and efficiently with the most up to date resources for local committees.

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 2021 General Service Conference *Final Report*.
- The committee discussed the General Service Conference *Final Report*. The committee noted the decline in the distribution of print copies and, while aware of the need to make the print version accessible, encour-



aged the use of the digital anonymity-protected version and suggested the Conference coordinator note these points in pre-Conference documents.

- As part of its discussion on A.A. Directories (Canada, Eastern U.S. and Western U.S.), the committee noted the value of “A.A. Near You,” a searchable local resource on aa.org. The committee also agreed on the importance of G.S.O. updating and continuing to make available the print and digital listing of central offices, intergroups and answering services for the United States and Canada (Item F25) and requested that it be added to the G.S.R. and D.C.M. kits, and the A.A. Group Handbook.

TREATMENT AND ACCESSIBILITIES

Committee Considerations:

- The committee reviewed the progress report on the pamphlet “A.A. for the Older Alcoholic” and requested that a draft pamphlet or progress report be brought to the 2022 Conference Committee on Treatment and Accessibilities.
- The committee reviewed the progress report on audio interviews with A.A. members who are in the Armed Forces and made the following suggestions:
 - » Move forward with the production of audio files ensuring appropriate sound quality for distribution on digital platforms.

- » Gather more audio military interviews from as broad a cross-section of A.A. members in active military duty as possible, including members of the Canadian Armed Forces and native Spanish- and French-speaking members.
 - » Develop a questionnaire to be used for future audio military interviews that include topics such as Post-traumatic Stress Disorder (PTSD), injuries, and barriers that sober alcoholics on active military duty face in getting sober.
 - » Seek the help of the Fellowship in reaching out to possible candidates for the audio military interviews.
 - » Utilize higher quality equipment professional services to record and oversee the production of the audio military interviews to improve sound and visual design quality.
 - » Utilize graphics such as the “Blue People” banner, alternate backgrounds and soundtracks to enhance the audio and visual design of the audio files presentations.
- The committee reviewed the Treatment Committee Kit and Workbook and forwarded a list of suggestions to the trustees’ C.P.C./Treatment and Accessibilities Committee.
 - The committee reviewed the Accessibilities Committee Kit and Workbook and forwarded a list of suggestions to the trustees’ C.P.C./Treatment and Accessibilities Committee.
 - The committee agreed to the concept of developing digital versions of workbooks and other service material and suggested having an opt-in choice to receive electronic versus print versions.
 - The committee suggested updating the A.A. Guidelines on Accessibilities to include references to intellectual disabilities and learning difficulties.
 - The committee requested ongoing reviews and revision of materials to replace the term “special needs” with “accessibilities” across all A.A. literature, including service material.
 - The committee was provided an update on the Remote Communities guidelines and look forward to a draft version.

TRUSTEES

Committee Considerations:

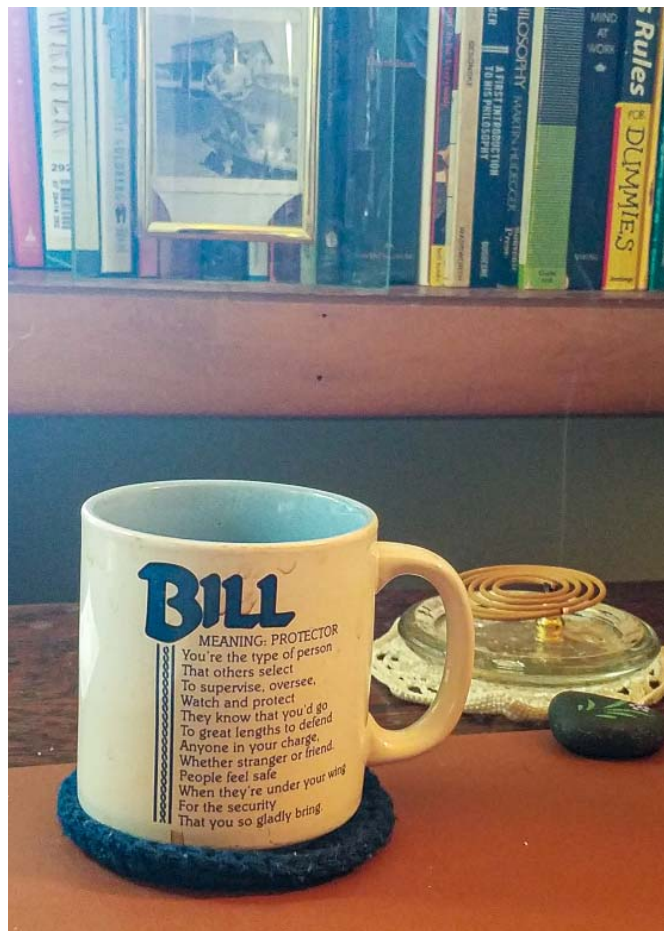
- Regarding the Statement of Concern and motion to censure the General Service Board, the committee agreed that the unity of Alcoholics Anonymous is the most important treasure we have as a Fellowship. The committee also agreed that A.A.’s service structure is equally valuable.

The committee appreciated the extensive additional input provided by the interim general manager of G.S.O. and the chair of the A.A.W.S. Board. The committee noted that the General Service Board and

A.A.W.S. board have a good understanding on finances and organizational strategy and expressed appreciation for the progress being made related to bringing modern communication formats and financial reporting to the General Service Office.

The committee also discussed the authority delegated to the General Service Board and legal responsibilities involving communication, financial prudence and transparency. The committee noted that several major decisions previously made by the General Service Board and corporate affiliate, A.A.W.S., Inc., were not fully or promptly reported out to the Fellowship. The committee recognized that the lack of providing clear, comprehensible answers in a timely manner has caused many in the Fellowship to have strong feelings on all sides of this issue.

- The committee reviewed the resumes, and approved as eligible for election, all Class B trustee candidates for the East Central region, Southeast region, and trustee-at-large/U.S.
- The committee encourages the General Service Board to actively pursue the exploration of thread-based forums and new communication models to improve communication between the General Service Board and the Fellowship.
- The committee reviewed the status report provided by the chair of the General Service Board in response to



a committee consideration from the 2020 Conference Committee on Trustees regarding amending the Bylaws of Alcoholics Anonymous World Services, Inc., Article III, Directors regarding proposed new member trustees. The committee noted the ideas from the author about changing the relationship of the three corporations to each other and to the Conference.

- The committee reviewed and discussed the revised “Procedures for a Partial or Complete Reorganization of the General Service Board, the A.A.W.S. or AA Grapevine Boards,” and requested that the trustees’ Nominating Committee consider further review, with specific attention placed on the time frame and procedure for the selection of Regional Trustees.

The committee appreciated the details and comprehensive work in the revised plan and made editorial suggestions to mirror the updated Conference Charter. The committee requested that a revised plan be brought back to the 2022 Conference Committee on Trustees.

Recommendations Not Resulting in Conference Advisory Actions

These recommendations were presented but did not achieve a majority.

LITERATURE

- This pamphlet, “The A.A. Group... Where it All Begins,” be revised to omit the line on page 13, “Nonalcoholics may attend open meetings as observers,” as follows:

The paragraphs on page 13 currently read:

Closed meetings are for A.A. members only, or for those who have a drinking problem and “have a desire to stop drinking.”

Open meetings are available to anyone interested in Alcoholics Anonymous’ program of recovery from alcoholism. Nonalcoholics may attend open meetings as observers.

Be revised to read:

Closed meetings are for A.A. members only, or for those who have a drinking problem and “have a desire to stop drinking.”

Open meetings are available to anyone interested in Alcoholics Anonymous’ program of recovery from alcoholism.

Recommendations Passed by Simple Majority

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

POLICY/ADMISSIONS

- That the General Service Conference 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. (*Note: This agenda item was considered using the Conference Polling process.*)

- That the procedure for floor actions which is currently as follows:

When a floor action is to be heard, its maker will be given two (2) minutes to state the rationale behind the action, after which the chair shall ask if there is a motion that the Conference decline to consider the floor action. A motion to decline to hear a floor action:

- » Must be made without comment
- » Requires a second
- » Is not debatable
- » Requires a two-thirds majority

Be changed to:

When a floor action is to be heard, its maker will be given two (2) minutes to state the rationale behind the action, after which the chair shall ask if there is a motion that the Conference consider the floor action. A motion to hear a floor action:

- » Must be made without comment
- » Requires a second
- » Is not debatable
- » Requires a simple majority

TRUSTEES

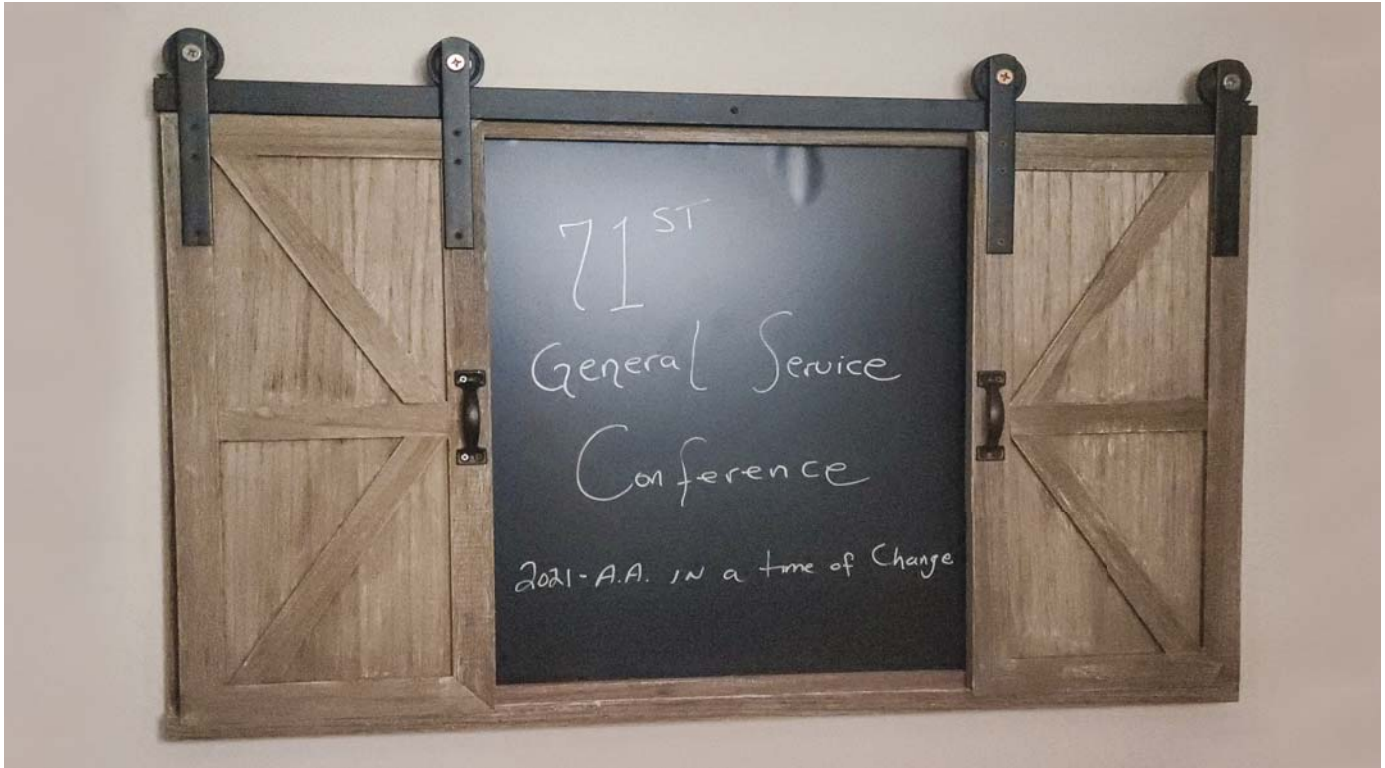
- The General Service Conference charge the General Service Board with the setup of quarterly virtual meetings of Conference Members, to begin following the October 2021 General Service Board Weekend. These meetings would follow several weeks after each Quarterly Board Meeting, to allow Conference Members the opportunity to request additional information, ask clarifying questions, and to secure a greater sense of transparency.

Floor Actions Not Resulting in Conference Advisory Actions

- The original “Ad Hoc Committee Progress Report — Google Grants and the 7th Tradition” from the trustees’ Finance Committee, dated March 30, 2020, be immediately released to all members of the 71st General Service Conference. We feel strongly that this information is indispensable for the purposes of looking at the Google Grants through the lens of our A.A. principles. (***Conference declined to consider***)
- Edits to the chapters “To Wives,” “The Family Afterward” and “To Employers” (pages 104-149) in the book *Alcoholics Anonymous* will be allowed, but the Preface, the Forewords, “The Doctor’s Opinion” (pages xi-xxxii), “Dr. Bob’s Nightmare” and the Appendices remain as is. (***Withdrawn by the submitter***)

■ Workshop Summary

This year, the trustees' Committee on the General Service Conference approved using the Conversation Café style to facilitate the 71st General Service Conference Workshop session. Here is a summarized report on the Workshop:



The purpose of the workshop of the 71st General Service Conference was to ask all Conference members to “converse about what could be happening at the local level in A.A.— or about what we feel is not happening” with respect to three areas:

- Informing and communicating with others about A.A.;
- Involving and calling all A.A. members to action and service; and
- Inspiring and attracting potential A.A. members and others.

To facilitate broader and freer thinking, participants were invited to imagine being “10 times bolder” when addressing each of these challenges. Thirteen virtual “roundtables” were set up, and notetakers assigned to document the tables’ brainstorming sessions as they responded to three prompts based on the above topics. The results, outlined below, speak for themselves: Conference members delivered dozens of forward-looking, risk-taking ideas to carry A.A.’s lifesaving message to all who need it.

Members kicked off the workshop by completing the first sentence prompt: “If we were 10 times bolder in how we **inform and communicate** with others about A.A. we would...”

This question was addressed with notable open-mindedness and creativity. While a few of the more adventurous ideas might be greeted with a good-humored side-eye

from some A.A. members (a pink Big Book? Why not?), it would be hard to disagree that this attitude demonstrated participants’ enthusiastic commitment for sharing the message with the still-suffering alcoholic. In general, the theme was to reach people *where they are* — physically, psychologically, linguistically, culturally — and this was true for people both inside and outside of A.A. Another theme that surfaced was one of self-reflection: that to carry a message of depth and weight, one must be practicing the principles in all of one’s affairs.

Several participants thought the A.A. YouTube channel could be greatly expanded, perhaps with training videos on service positions, the Traditions, etc., as well as areas and districts uploading their own videos. Also mentioned as possible avenues of outreach along digital content lines were the following: development of podcasts; livestreams (“Live from New York!”); puppet videos (à la Grapevine’s “Anonymity Song”); and even an A.A.-based Netflix or Hulu series (“Young in Recovery,” “What It’s Like Now”). One table suggested televising and/or livestreaming the Conference itself.

PSAs or other video pieces could be placed in different spaces: as pop-ups on YouTube videos; as television ads placed on primetime news shows; or as stadium ads during sporting or other events. To reach the broadest audience (especially the young), members suggested video placement on social media platforms such as TikTok and Instagram. Several tables pointed out that

greater use of audio and video could make the A.A. message not only more visible to the public generally, but more accessible to those who experience other kinds of barriers. More than one table thought that an A.A. radio station was a good idea.

Other public-facing, light-hearted ideas including tossing A.A. coins at the Macy's parade; hosting "SoberFests"; placing QR codes for aa.org on the bottom of liquor bottles (or leaving A.A. cards in liquor stores); and folks standing on corners with A.A. sandwich boards. More than one table came up with other "blue sky" ideas — literally — such as sky writing, airplane banners and/or Blue Angels shows to spread the word about A.A. Among other popular public displays were billboards (a very popular idea, with "A.A. Saves Lives" or "A.A. Saved My Life" as possible messages) and video signage in Times Square.

Along digital technology lines, ideas included developing e-tools for area websites (FAQs and where to find information within A.A. literature); using informational bots on the aa.org (and other A.A. sites); and G.S.O. providing web templates so local A.A. sites can echo the aa.org "look" to build consistency of messaging (suggested by several tables).

More tried-and-true methods included leveraging Class A trustees, but members had novel approaches to this, too — for example, trustees might appear on news magazines like *60 Minutes* or appear in videos in which they discuss the Cochrane review or explain "How It Works." In the meantime, many respondents noted, everyone could find more places where the message could be carried effectively by Class A trustees. A related idea was to develop a "registry of A.A. friends" — nonalcoholics who could support smaller local efforts and increase awareness about Alcoholics Anonymous.

Respondents felt that in addition to Class A efforts with various professional communities, new ways to inform professionals about A.A. might include ad placement in medical magazines or journals and establishing digital libraries of data for professionals to use. Video loops about A.A. could be placed in doctors' offices, as could copies of *Grapevine* and *La Viña*. Other efforts, Conference members said, should be directed at professionals in the justice system as well as large employers and school districts.

More focused outreach should also be done with the military, where alcoholism is still stigmatized, and at senior centers and assisted living facilities, where alcoholism often goes undetected. Several participants mentioned that much more outreach to Hispanic communities — especially to Spanish speakers who are in custody — is needed. Finally, the fact that young people and the LGBTQ community are underrepresented in Alcoholics Anonymous means that more effort must be made in reaching these groups.

All of the tables responded that some attitudinal shift might be necessary. Several commented about fear and being "timid" generally: one said specifically that "fear of criticism holds us back." Several participants commented that members are too worried about breaking anonymity — that it's possible to do so safely, and that it may be nec-

essary to reach the still-suffering alcoholic. Others offered advice on how to carry the message more effectively: "Explain the solution to the newcomer enthusiastically; be joyous!" and "Communicate our message as if our lives depended on it!" Along the lines of meeting people where they are, one member said simply, "Put yourself in the new person's shoes."

Finally, several participants suggested, it is critical to use language that is inclusive and attractive when reaching out. For one table, this included rewriting the Big Book. A related and very important note with respect to language: one participant added that "translation should be a given" — especially with technology products, which are often in English; other members felt that translation services should be available at all meetings.

Next on the agenda was to finish the sentence: "If we were 10 times bolder in how we **involve and call all A.A. members to action and service**, we would..."

Responses to this prompt revealed a great deal of personal reflection, with members at several tables noting that it's always a good idea to look at oneself first, to "make service more attractive through our own modeling." It's important to "be accountable," "avoid bickering," to generally "be the real deal" — and to smile more. The advice "Be the energy you create" summed it up best.

As if speaking to each other, they offered specific thoughts about making themselves a "part of" rather than "apart from," for example, not sitting up front or appearing "elitist" by using insider language or service-specific acronyms. One table asked, "Do we build too many walls between service in A.A. and A.A. itself?" Another thought that "position titles" should be done away with at A.A. events.

The theme of asking and listening — rather than telling or speaking — came up several times as well: "polling members" about what's keeping them from service and "asking them about what we can do better." Similar to their approach in the first prompt, participants demonstrated their preference for a broad-minded, flexible attitude that invites dialogue over one-way communication, which can come off as arrogant.

At the same time, participants thought it wouldn't hurt to be a little pushy from time to time — to be "old school" and have A.A. members, especially newcomers, be "voluntold" to get into service. Tables talked about "grabbing the oldtimers and the naysayers," getting them in the car (or truck), and taking them to service events such as area and district meetings.

More than one table commented that all sponsors (not just service sponsors) should be encouraged to teach the Concepts and the Service Manual as well as the Steps and Traditions; it's important, a few said, that sponsees learn how doing service can strengthen their recovery. This message could also be communicated more effectively throughout the Fellowship.

Recognizing that most A.A. members find it rewarding to carry the message directly to a suffering alcoholic, participants said that perhaps the term "Twelfth Step work" should be used in place of "service." And along those lines

were two innovative Twelfth Step ideas: one, a kind of “amber alert” (like those that appear on mobile phones) that lets the recipient know that an alcoholic in the area needs help; and two, a live-chat function on local websites that asks users “Do you need help?” and then instantly connects them to an A.A. member. One district reported its website had this feature already.

Other ideas to publicize service with groups included sending them newsletters or videos; sharing service stories at meetings; and providing groups with committee kits so members have a clearer understanding of service opportunities. Social media posts could be used to publicize as well as teach about service, while the Meeting Guide app might offer a “service idea for the day.” “Drumlines,” showing video clips, and “getting out from behind the table” at roundups and other local A.A. gatherings might also boost interest.

Going a step further, participants asked themselves, what can we do to keep members involved in service once they have been introduced? Making the events themselves more fun (for example, incorporating skits and quizzes) and less rigid (can/should the use of Robert’s Rules be limited?) could attract more members, and might also encourage them to stay. Since finding the right service role can also make or break a member’s interest, one table suggested an “Indeed” type of employment service to match people with service positions for which they’re best suited. Another idea was to let members try out different service roles for short periods, rather than requiring them to commit upfront. And, allowing space between rotations and not rushing to fill the void might help obviate situations in which individuals feel stuck in — or quit — service positions they felt pressured to take on in the first place.

Conference members finished the workshop by completing the third prompt: “If we were 10 times bolder in how we **inspire and attract** potential A.A. members and others in need of our life-saving message, we would...”

In response to this challenge, participants continued the theme of meeting people where they are: “Carry the message; don’t wait. Go where the people are!” Several tables suggested starting meetings in homeless shelters and veterans homes; another suggested going to “Skid Row” and handing out personalized cards with home group information. It was said that members need to “be willing to go where they are uncomfortable.” More than one table suggested getting tricky: host a table or event advertising alcohol to trap the “potential member”!

Other methods of attracting folks to A.A. included ideas similar to those mentioned in the first prompt — airplane banners; short videos (“use music!”); “joyful” PSAs; television commercials and TV shows depicting happy A.A.s — as well as bus ads and other signage. And what about a new book — *Sobriety for Dummies* perhaps? In the meantime, to make A.A. easier to find, local A.A. websites should have newcomer information on the front page.

Of course, most tables noted the importance of committee work (especially Bridging the Gap, H&I, CPC, Public Information) in spreading the word, and added

that members need to connect more with medical professionals and to “improve relations in our communities, our libraries, schools, houses of worship, municipal offices/ councils, unions, EAP programs,” and so on — maybe by hosting A.A. “lunch and learns.” And, they added, members themselves have to be available for Twelfth Step calls: “I need to have my name and contact information out there” on call lists and at the local intergroup.

When reaching out one on one, most participants noted that identification — sharing one’s own experience, strength and hope, in the classic A.A. style — was critical when speaking with a potential member. Many expanded on this, adding that it was important to “lose judgment”; to use inclusive language; and to be positive — to “express our joy and happiness in all areas of our lives.” Remember that “we are a walking Big Book” and need to practice the principles “in all our affairs.”

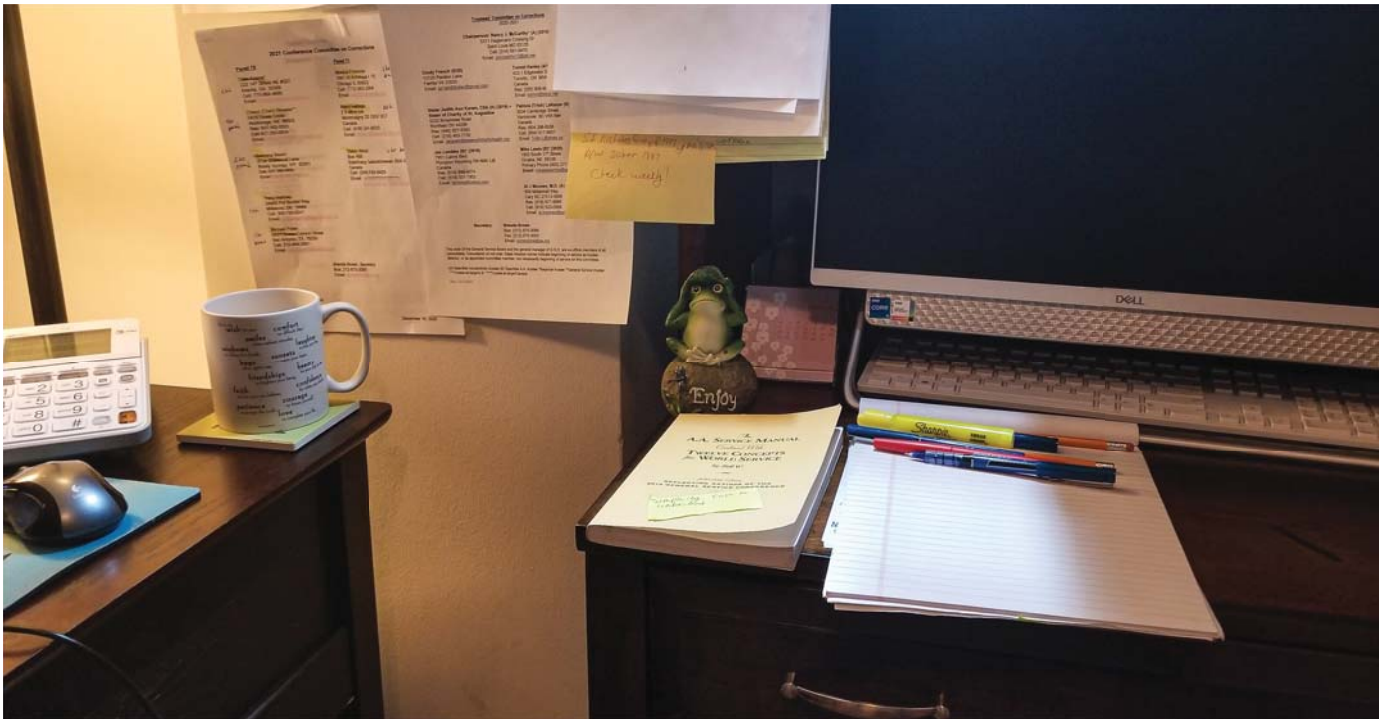
It was also noted that A.A. needs to turn the page on the past in several regards: “We need to look beyond what has been done before and find what we need to do today.” Similarly, “our language is archaic, and we must modernize to inspire and attract.”

Participants had much to say about welcoming the newcomer. “Be kind and loving when they arrive,” and create an atmosphere that is “attractive and fun.” Keep in mind, one table said, “There’s a difference between sending someone to A.A. and introducing them to A.A.,” while another said, “Walk in with the newcomer at the meeting, make them feel welcome.” One table came up with the idea of an “exit greeter” to ensure the newcomer connects with someone on the way out. And be ready to listen rather than speak. One participant described what being “bold” in the context meant: “Boldness is kindness. Boldness is patience. Boldness is turning off my phone in front of the new person and giving them my full attention, maintaining eye contact when listening.”



■ Area Service Highlights — Panel 71 Delegates

(Only first-term delegates give Area Highlights. Per a 2021 Conference Advisory Action, these highlights are presented “in their entirety.”)



Alabama/N.W. Florida: Greetings from Alabama/Northwest Florida Area 1! Our service area includes the entire state of Alabama and the Northwest Florida Panhandle, from the Alabama state line to the Central Time Zone line west of Tallahassee. We have 427 regular active groups and 23 correctional facility groups, giving us a total of 450 groups with more than 9,000 members! We have four assemblies a year. Ever since 2006, every two years in January we give our groups committee assignments. When the Conference material is made available, the alternate delegate will give the D.C.M. their group assignments and the conference material for the April Pre-Conference Assembly. We have our assemblies in Auburn, Alabama, where Roll Tide and War Eagle meet peacefully to do the work of Alcoholics Anonymous — only in Alcoholics Anonymous can this be done. Covid-19 has caused us to cancel one assembly in 2020. We had virtual assemblies in July and October. I am the first virtually elected delegate, and it did go all the way to the hat!! In January 2021, we were able to have a hybrid assembly, which was both in-person and videoconferencing. Speaking of technology, the Meeting Guide App is catching on around the area as well. As it is said in the Foreword to our Fourth Edition, “Modern-to-modern or face-to-face, A.A.s speak the language of the heart in all its power and simplicity.” — *Ruth C.*

Arkansas: Area 4 encompasses the entire state of Arkansas, which is 53,179 square miles in size, with an

approximate population of 3 million people. Area 4 is mostly rural, with the central and northwest parts of the state comprising a large percentage of the overall population. The A.A. community in Area 4 is made up of more than 4,500 members in 259 groups and 13 districts. District 13 is a Spanish linguistic district that serves the entire state with 11 groups and works to provide translation for its members during assemblies and conventions. Area 4 meets four times annually for an assembly in January, April, July and October to conduct the business of A.A. Each assembly is a Saturday and Sunday event with approximately 150 members in attendance. Saturday’s agenda is made up of a Tradition and Concept panel, area officer reports, D.C.M. reports, an Ask-It-Basket panel, committee meetings, and an open A.A. speaker meeting. Sunday’s agenda is made up of a D.C.M. meeting, a G.S.R. workshop/orientation, committee reports, and a service workshop; it concludes with a business meeting. Voting membership in Area 4 includes G.S.R.s, D.C.M.s, area officers, delegate, alternate delegate, and past delegates and trustees. During the Covid-19 pandemic, Area 4 has been meeting virtually since April 2020. The membership at the group, district, and area levels has embraced this technology well in order to continue to conduct the business at hand, and to ensure that the services we provide in carrying the message of recovery to the still-suffering alcoholic continue. It is an honor and privilege to serve Area 4 as its Panel 71 Delegate. — *Mark B.*

British Columbia/Yukon: Area 79 includes the Yukon Territory, most of British Columbia, and one small section of Washington State. It's the second-largest area. We have districts that equal the size of Mississippi and Maryland combined. From the southern tip of British Columbia to the northern tip of the Yukon is 2,540 km or 1,587 miles. Travel outside cities can find you navigating through vast mountain ranges, winding rivers, Pacific Ocean shores, and breathtaking lakes. Many districts and groups are reachable only by ferry, small plane, boat, or even snowmobile, therefore, we have a very active Remote Connections standing committee. It has put together our own remote community kit and workbook. Its mission statement, in part, is to assist those who are unable to make it to regular face-to-face meetings on a consistent basis. Members who may be faced with travel or geographic challenges or may face barriers such as language, cultural considerations, and/or anything else that could separate a person who needs our lifesaving program. Another standing committee is the Website Committee, which oversees our web team of volunteers. This committee keeps our events and meeting list current as well as secures a password-protected site that helps to house and distribute our Conference background material. Our third area-specific standing committee is our newsletter *Grassroots*. During Panel 71, it sits under the umbrella of our Treatment and Accessibilities Committee. It contains all reports and minutes from our four quarterlies and assemblies each year. Our districts bid to host these events throughout our vast area. A.A. in Area 79 is represented by more than 821 groups in 48 districts. Our area committee ideally has 48 D.C.M.s and 14 officers, known as our General Service Committee, which meets monthly. There are nine more standing committees that mirror the General Service Conference. During 2021 we will meet and conduct the business of A.A. by virtual platforms. — *Bob K.*

California (Central): Area 93 became its own delegate area following a floor action at the 50th General Service Conference on May 5, 2000; the area is a subdivision of Area 5. The area has had a total of 11 delegates since the 51st General Service Conference in 2001. We've had a very diverse representation, five male and six female delegates from various cultural backgrounds. The area encompasses approximately 16,000 square miles. We serve more than 100 cities and about six counties. We have approximately 30,000 members and 1,500 groups; 100 are Spanish-speaking. There are 25 districts; eight are Spanish linguistic districts. Area 93 has eight area committee meetings and nine area assemblies within a panel. The area also has a pre-Conference workshop, budget-setting meeting, Spanish forum, and a yearly oldtimers event. We have 11 standing committees, five subcommittees, and three ad hoc committees at this time for remote communities, technology, and Hispanic Women's Workshop. Area 93 is the youngest area, but we truly have come of age, especially during this global pandemic. Participation has been consistent, even with the challenges we've faced through Covid-19. Area 93

has focused on finding solutions and has been open-minded on utilizing technology to stay connected. In 2020 we held two pre-Conference workshops, one literature workshop, and a speaker series oldtimers event, all virtual. The area also hosted the first Virtual Hispanic Women's Workshop. The area will be hosting the first-ever virtual Pacific Region Alcoholics Anonymous Service Assembly (P.R.A.A.S.A.). The area continues to work diligently and is united to help carry the message to the still-suffering alcoholic. We recently incorporated closing our area events with the Responsibility Statement in English and Spanish because we are so diverse, with strong Spanish representation. — *Karla Y.*

California (Northern Coastal): Area 6 is comprised of 23 districts (five are Spanish-speaking) and is home to more than 65,000 members and more than 2,200 groups from the Oregon border to Monterey Bay, including the San Francisco Bay area. Our districts are further divided into subdistricts, where active D.C.M.s can help each D.C.M.C. support the groups and their G.S.R.s. All official communications, including our monthly newsletter, are available in both English and Spanish. In addition to our four annual assemblies, we have a monthly area committee meeting where all other local service entities are welcome to send a liaison and make a report. And our eight area officers ensure that all districts are visited each month. Communication and teamwork keep us connected and active. For many years, we have had three subcommittees (Archives, PI/CPC, and Bridging the Gap) and three standing committees (Finance, Interpretation & Translation, and Website). In 2019, our monthly accessibilities sharing session became our newest subcommittee and includes Remote Communities. And in 2020, we formed a new area standing committee on technology. As has everyone, our area has experienced challenges and discovered opportunities during the pandemic. Local intergroup/central office websites have been a fantastic resource. Last summer, we held our first virtual Joint Committee Communication Meeting with members of Bridging the Gap, P.I., C.P.C., and Accessibilities in Area 6 and our neighbors in Area 7, and the Northern California Hospital & Institutions Committee (H&I). Just like when we gathered in person, we achieved greater unity and cooperation at a time when all the committees were struggling to find new ways to do outreach and carry the message. As fun as it is to get in the car, and as much as we look forward to coffee and hugs again, we are embracing ways to keep utilizing technology in the future. — *Jennifer B.*

California (Southern): I have lived in Los Angeles for 44 years and have been participating in general service since 2002. I was elected delegate by Area 5 in October 2020, and I am honored to serve Area 5 on Panel 71 with my fellow officers. Area 5 encompasses the Greater Los Angeles area. We are a rich, diverse community, unified in the Fellowship. Our area covers just under 1,800 square miles and is one of the smallest geographic areas in the Conference, but our population is extremely



dense. We serve more than 1,499 A.A. groups and 47,796 members. There are many languages spoken here, and although we do not all have the same backgrounds and heritage, we are united in our common welfare and making sure the hand of A.A. will always be there. There are 35 districts in our area. When we meet in person, our communications — including quarterly area meetings and all events — are always translated from English into American Sign Language and Spanish. All written communications — such as our quarterly newsletter, the *SCAAN (Southern California Area Assembly Newsletter)*, and our website — are published in English and Spanish. Area 5 holds quarterly steering committee meetings, area committee meetings and assemblies. Every year, we participate in the Area 4 D.C.M. Sharing Session, the Annual Spanish Language Service Forum, and the Hispanic Women’s Workshop. We have a two-day pre-Conference workshop with presentations on Conference agenda items, roundtables and report-backs. Our G.S.R.s participate in 20 committees and three ad hoc committees, and since the Conference is year-round, G.S.R.s and district committee members participate actively in suggesting changes to A.A. literature, policy or finances by making proposals for consideration each year. Our sunny disposition and fresh ocean air help us support all of our efforts in worldwide services that benefit our groups and help carry the message of A.A. And to quote our city’s (Los Angeles) motto: “Together we are the best.” And...our state motto: “Eureka!” We are glad we found it! — *Lauren A.*

Colorado: Area 10 spans the entire state of Colorado, where we have the beautiful Rocky Mountains intersecting the state from north to south, while the eastern half of the state is considered the high plains and averages

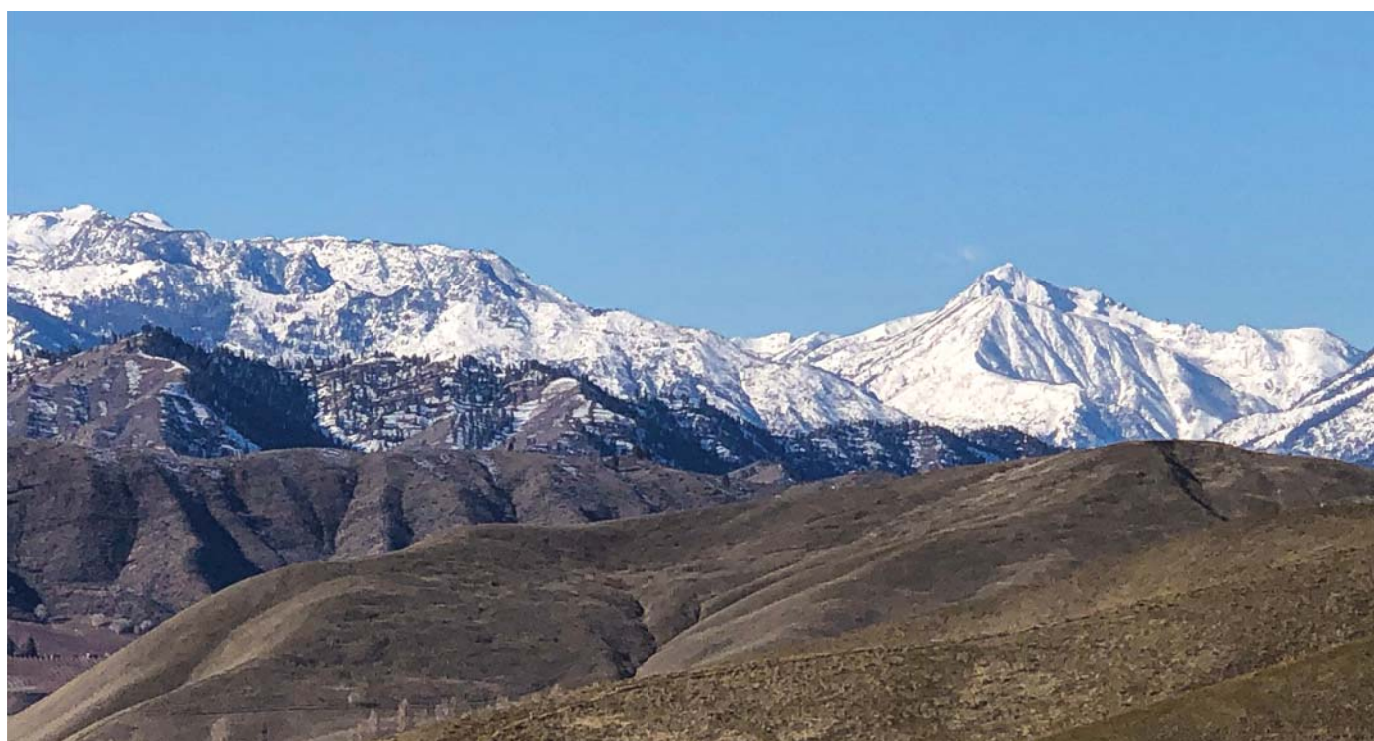
300 days of sunshine a year. We have 30 geographic districts and two Spanish linguistic districts that split the state geographically. Currently there are a total of 893 active groups and approximately 20,000 A.A. members. We hold three assemblies per year. Al-Anon holds their assemblies at the same time and location as we do. When our assemblies are held in person, we average approximately 225 A.A. attendees and 125 Al-Anon. It is challenging to find venues to meet the needs of both Fellowships, given this high number of attendees and the space needed. Our greatest challenge, as with most other areas, has been navigating through the pandemic. Our 2020 Spring Assembly was canceled, with both 2020 summer and winter assemblies moved to a virtual format. Our area chair and technology committee spent countless hours preparing for the assemblies, and they did a phenomenal job executing technically flawless virtual gatherings. This is particularly impressive, given that we had up to 280 attendees on Saturday and 170 on Sunday for both assemblies. Our area did not feel any negative financial impacts in having to cancel our assemblies in 2020. That is a testament to the hard work put in by our area chair, our contracts coordinator, and guidance from some of our past delegates. This is a testament to Area 10’s dedication in meeting challenges to continue to carry A.A.’s message — our Twelfth Step in action. — *Beth P.*

Connecticut: Connecticut, though geographically small, is bursting at the seams with A.A. groups and service enthusiasm. Area 11 did not allow the Covid-19 pandemic to stand in the way of carrying A.A.’s message. In March of 2020, many hands came together to plan and execute our area’s first virtual pre-Conference assembly on short notice. This was followed by subsequent virtual

assemblies and virtual committee meetings. Area 11 usually hosts a good number of events each year, and several of our event committees rose to the occasion of utilizing technology to try to re-create the experience virtually. Area 11's various standing committees found creative ways to carry the message. Our P.I., C.P.C., Corrections, and Bridging the Gap Committees all held virtual workshops and attracted international participation. Our area Treatment Committee began looking into creating a piece of local Area 11 literature. Our area's Website and Schedules Committees painstakingly responded to the massive influx of inquiries. Our Accessibilities Committee helped ensure participation from our extremely active linguistic district to be sure that Area 11 hears the voice of *all* its members. Notwithstanding the pandemic, the district formerly known as District 9 made the brave decision to redistrict into five new smaller districts to help strengthen communication. The enthusiasm radiating from the G.S.R.s in these newly formed districts is enough to warm up a walk-in freezer. Young people are very much integrated with general service in Area 11. The committee chairperson for the Connecticut State Conference of Young People in A.A. (C.S.C.Y.P.A.A.) has a voice and vote at area committee meetings and assemblies. It is worth noting that *most* of our current Area 11 officers once served on Y.P.A.A. committees. This integration has led to unity, an increased awareness of A.A.'s 36 principles for young and old alike, and an extraordinary ability to adapt to an immediate increased need for technology. Our area is also proud that the G.S.O. recently hired an A.A. staff member from Connecticut — another former Y.P.A.A. — *Matt K.*

District of Columbia: An area rich in culture, history and diversity, Area 13 includes the District of Columbia (DC),

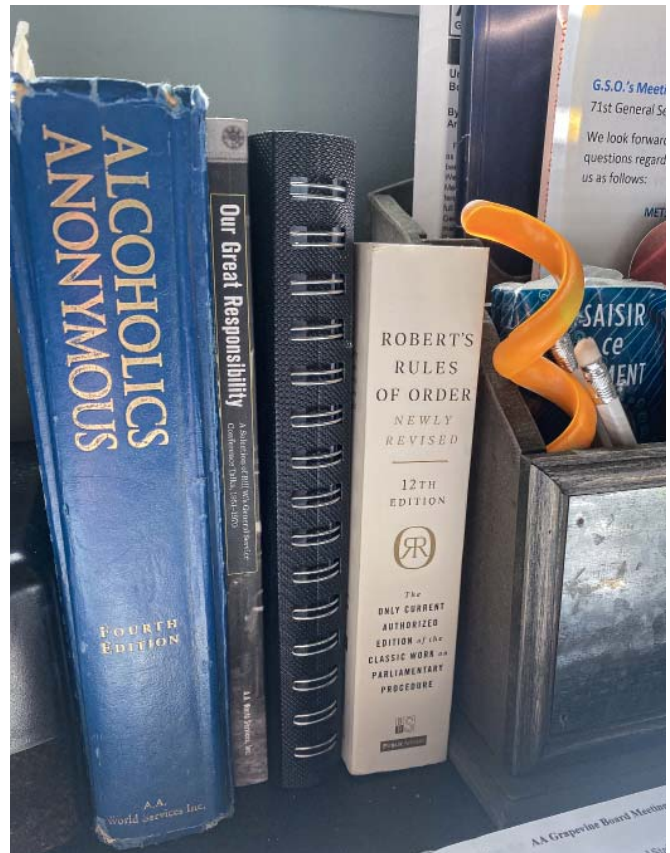
two counties in Maryland, and three Spanish-speaking linguistic districts throughout DC, Maryland and Virginia. More than 2,000 meetings are offered in the greater metropolitan area every week, with over 800 groups listed in Area 13, which is incorporated as the Washington Area General Service Assembly (W.A.G.S.A., Inc.). With almost 800 listed groups and many unlisted meetings, our area continues to visit meetings, share highlights of area service, and encourage members to join our efforts. These events include assemblies, our annual gratitude breakfast, annual mini-conference, and, in odd calendar years, our area inventory. In December of 2020, we also celebrated 70 years of A.A. general service in Area 13 and the history of local Spanish A.A. districts! A special Seventh Tradition collection for the General Service Office continues as an inspiring area tradition during our November gratitude breakfast, while our spring mini-conference will provide opportunity for A.A. members to consider agenda items before the Conference. We also look forward to a third successful joint service workshop with our area intergroup. There are 11 English- and three Spanish-speaking districts. Our Hispanic and Latino partners, through their consistent and engaging representation, continue to serve as examples to us all. Additionally, through extensive outreach efforts, our area also has had an influx of more than 30 new G.S.R.s who not only have a desire to serve, but have also brought new energy and commitment to our purpose in carrying the message to the still sick and suffering alcoholic. Collectively, Area 13 continues to grow together in order to enable a truly informed and collective group conscience. Challenges remain in area service; however, abiding faith in our Fellowship never falters. During an unprecedented year and time, Area 13, like others, adapted to change in the outside world, and we have renewed our faith and



resolve in the virtual world. We continue to extend the hand of A.A. to a growing multitude of new guests and newcomers. We stay close to our abundant spirit of service and continue to adhere to our principles. "To place our common welfare first; to keep our fellowship united." Our lives depend on it. — *Russell R.*

Florida (North): Greetings from mostly sunny North Florida, stretching approximately 250 miles north to south, and 400 miles east to west, at its farthest borders. In the northern part of the state, Area 14 stretches from the Atlantic Ocean to the Panhandle. The southern part of Area 14 stretches from the Space Coast on the Atlantic, across the state, past Orlando, to the Nature Coast on the Gulf. And we have more than 800 groups and 31 districts, one of which is a linguistic district for our Spanish-speaking members. The North Florida Area Conference meets four weekends annually. We have workshops led by our nine service coordinators as well as our four administrative committee meetings, D.C.M., and G.S.R. workshops and orientations on Saturday. Our business meeting is on Sunday, unless it's a voting assembly. In the fall, we have our business meeting on Saturday evening and our election assembly on Sunday. Our delegate, service coordinators, and other panel members conduct pre-Conference workshops throughout the area during the weeks preceding our April assembly to ensure that all of our groups and members are able to make informed decisions on agenda items. We then take a sense of the assembly on each agenda item in April for our delegate. For the past year, our assemblies have been held virtually, due to Covid-19. They haven't been without some issues, but for the most part, business was conducted without a hitch. We have been learning as we go! Now our most senior past delegate, who is also a past southeast regional trustee, can raise his hand virtually and unmute himself! This year, in an effort toward promoting unity during this time of isolation, our past delegates are having weekly virtual workshops, which are centered around service. Flyers are posted on our website and emailed out to D.C.M.s, G.S.R.s and panel members to spread the word and encourage participation, as we want to always be inclusive, never exclusive, in Area 14. — *Ruth R.*

Florida (South Florida/Bahamas/Virgin Islands/Antigua/St. Maarten/Cayman Islands): Area 15 is divided into 19 districts and two Spanish linguistics districts. Area 15 currently serves 2,789 groups in South Florida and the Caribbean. We have 153 D.C.M.s, 78 alternate D.C.M.s, 1,841 G.S.R.s, and 477 alternate G.S.R.s (numbers may change since we are in transition due to rotation) who work with Area 15 groups and membership. The Area 15 assemblies are three-day events that are held four times a year, with the participation of 300–600 members (350 virtually in January 2020 for our business meeting!). Assemblies offer Concepts and Traditions panels as well as area committee and Service Manual workshops. In April, we conduct two-day pre-Conference agenda review workshops, featuring presentations, report-backs from



committees and feedback from the Fellowship. Area 15 provides A.S.L. and simultaneous Spanish interpretation during our assembly business meetings, as well as other sessions during the assemblies. We have English and Spanish language websites and also translate our business meeting minutes into Spanish. In August, we will hopefully have the Florida State Convention in Jacksonville (in cooperation with Area 14) with an expected participation of 1,500. Our Area 15 assemblies and many of our district meetings have been held virtually, since April 2020, and we are looking forward to a return to in-person area meetings as soon as it is safe to do so. We are leveraging recent advances in technology to further carry the message of service in inspiring and innovative ways. — *Tom W.*

Hawaii: Area 17 started the year with a visit from our Goddess of Fire, Pele, making an appearance in her home of Halema'uma'u Crater on Hawai'i Island. Lava began filling the crater in mid-December. Area 17 is made up of six islands, 14 districts, 313 registered groups, and around 5,500 members. Area officers and standing committee chairs come from all islands. We are an area that is both separated and connected by water. Area 17 has moved from an in-person to a virtual society. In March, all meetings were faced with the task of moving to a virtual platform to continue to carry the message to the next suffering alcoholic and to keep our members connected. Although this took some meetings longer than others, most meetings were able to pivot into this new arena. Through this pandemic, we have had a few

groups close their doors temporarily with a commitment to reopen when it is allowed, and a couple of new groups emerge fully virtual, not connected to any specific district in the area. The Defects of Character Group is discussing in their group conscience how to contribute and participate in the general service structure, how and to whom do they make splits of their Seventh Tradition, and other growing pains of being a newly formed virtual group. These unprecedented times have highlighted the resiliency of the Fellowship across the state. Home groups and districts, along with our five intergroups have collaborated to ensure our Fellowship remains connected. Coordinated efforts to plan virtual events, meetings, and other A.A. activities have connected the Fellowship across all islands. Alkathons, town halls, holiday events, "A.A. Jeopardy," and home group days continue to attract and carry the message. We have had the pleasure of members from across the globe attending meetings in Hawaii. The Tri-Island District on Maui worked hard to set up virtual access to the four members living on the Island of Lanai and members on Moloka'i. There are a few meetings sprinkled across all islands that have reopened physical meetings, adhering to recommendations and guidelines from the county, state, and CDC. Please keep an eye out for our Hawai'i State Convention. This year, Hawaii Area 17 will continue with our scheduled assemblies and committee meetings virtually. This includes an orientation to inform the delegate and budget assemblies along with three committee meetings. In 2022, Area 17 will host four assemblies, including an inventory to inform the delegate, budget and election assembly along with three committee meetings. The Hawaii area continues to operate on a virtual platform, working hard to ensure our primary purpose to Alcoholics Anonymous is fulfilled. We look forward to the day when we return to gathering in person, sharing smiles, hugs and the stories of recovery. — *Kunane D.*

Illinois (Chicago): Area 19 includes 16 geographically defined districts and four linguistic districts (three Spanish and one Polish). We achieve recovery, unity, and service through 776 total meetings and 269 online meetings. The Chicago Area Service Assembly (C.A.S.A.) meets every 60 days and includes a voting membership of approximately 750 members, including 466 G.S.R.s and 58 alternate G.S.R.s, area service committee chairs and alternate committee chairs, D.C.M.s, alternate D.C.M.s, six area officers, past Area 19 chairs, past Area 19 delegates, and an office manager. We have 16 standing or special committees, and the following are unique to Area 19: All-Chicago Open (A.C.O.) Committee on Conferences (C.O.C.), *Here's How* (Area 19 Local Newsletter), Structure, and an ad hoc committee for Area 19 internal procedures. Area 19 has utilized videoconferencing technology since June 2018 for all area service committees. In 2020 we hosted the first virtual Illinois State Conference. The Corrections Committee recently spearheaded a new initiative to reach incarcerated people with mailers and posters. Our 24-Hour Phone Answering Committee is operated by A.A. members who answer phones and

respond to online chats. The Chicago Area Service Office (C.A.S.O.) supports Area 19 by carrying out necessary A.A. functions that no group could perform via a \$650,000 budget for 2021. Our bookstore has an extensive inventory of A.A. Conference-approved literature, non-A.A. literature, and recovery swag. We are proud to offer A.A. literature in English, Spanish, and Polish, and we shipped orders throughout the entirety of 2020. Area 19 is passionate, resilient, and grateful to be part of the general service structure and to have another day of sobriety. — *Monica F.*

Illinois (Southern): Area 21 is composed of approximately the southern two-thirds of Illinois, with the same southern, western, and eastern boundaries as the state. The Southern Illinois area is organized into 17 districts. The area is currently comprised of more than 450 listed active groups registered with the General Service Office (G.S.O.). The area is mostly rural, and many of the towns have a weekly meeting or two. Area 21 meets quarterly, usually in March, June, September and December. Any district can host an area assembly. Elections, held every two years, are conducted in accordance with the Third Legacy Procedure outlined in the *Service Manual*. We currently have ten service committees: Archives, Cooperation with the Professional Community, Corrections, Grapevine, G.S.R. Workshop, Literature, Public Information, Structure and Policy, Treatment, and Web Services. Every third year we host the Illinois State Conference, alternating with Northern Illinois Area 20 and Chicago Area 19. Area 21 has an annual pre-General Service Conference workshop. The voice of local A.A. is heard through G.S.R.s and D.C.M.s so the delegate may carry the informed conscience. This past year has brought many challenges, and I believe Area 21 has embraced them well. We are excited about serving the area, whether that be in person or through virtual conference calls. It is an honor and privilege to serve as their Panel 71 delegate. — *Gordon N.*

Indiana (Northern): The theme for our 71st General Service Conference, "A.A. in a Time of Change," hits home in Area 22, Northern Indiana, as it does for our Fellowship worldwide. As with most of the Fellowship, we of Area 22, Northern Indiana, transitioned to online meetings in 2020 and continue to meet via online platforms. Either "modem-to-modem or face-to-face," we continue to share our experience, strength and hope. Some of our groups have continued to meet in person; some have regrouped on the Internet. The 48 districts of Area 22, Northern Indiana, serve 720 registered groups with a reported 10,254 members. Reaching from the southern shores of Lake Michigan and the State of Michigan to north of Indianapolis, from Ohio to Illinois. Covering over 18,000 square miles, we rotate hosting our quarterly assemblies between the four quadrants of Northern Indiana to bring the assembly close to all groups at least once a year. We have formed a new district serving Spanish-speaking groups in Northern Indiana. We are working toward establishing a new



archivist position to assist our Archives Committee. Our nine service committees have continued to perform in spite of the pandemic. We assemble four times a year. Our spring assembly includes a weekend of service workshops. Additionally, we hold a pre-General Service Conference sharing session with our D.C.M.s, G.S.R.s, and delegate to review all upcoming Conference agenda items. And every fall we hold a D.C.M. Conference to assist our districts in carrying the Third Legacy message. One additional assembly for elections is held in October of even-numbered years. Our Area 22 business has not been done in person since March 17, 2020. We have hosted four area assemblies, two D.C.M. Conferences, and area elections virtually. We chose to cancel the 2021 Indiana State Convention, and we canceled our May 2020 weekend service assembly. — *Tim B.*

Iowa: Area 24 is the southernmost state in the West Central Region. Iowa is predominately rural with four major cities: Des Moines, Sioux City, Quad Cities, and Dubuque. Area 24 has 23 districts and more than 650 listed groups. Many folks drive 15–30 miles to attend a meeting. However, since the pandemic began, many groups are now online utilizing various virtual platforms. Area 24 holds five functions each year, which includes a spring assembly in June and a fall assembly in October. The assemblies rotate across the state through a district bidding process. Each assembly holds sharing sessions for G.S.R.s, D.C.M.s, and area officers/chairs. Our area business meeting is conducted on Saturdays with all area officers/chairs, most districts, many G.S.R.s, and past delegates in attendance. Area chairs facilitate informative workshops each evening, and participants from across the state share experiences. Saturday night events

include a speaker, entertainment, and, of course, fellowship. An Ask-It-Basket and a spiritual speaker conclude the weekend on Sunday. Area 24 also holds three additional meetings in centrally located Marshalltown, Iowa. Meetings are held in January, March, and August. During odd years in January, we welcome newly elected G.S.R.s, D.C.M.s, area officers, and area chairs. We have various workshops and presentations during even years in January. Area business meetings are held on Sunday each year. Our area business weekend, held in March, focuses on discussing the General Service Conference agenda items on Saturday and a business meeting on Sunday. The third business meeting is a one-day event in August. Our Area 24 website is aa-iowa.org. During 2020, our spring and fall assemblies were successfully held virtually. We continue to carry the message of Alcoholics Anonymous in Area 24, and we look forward to meeting you on the road of happy destiny. — *Mary Ann G.*

Louisiana: Area 27 comprises 24 districts, one of which is a statewide Spanish-speaking district. Like everyone else, Louisiana has had its hardships with the pandemic, but we have stayed connected virtually. Last year, our area held one in-person and three virtual area assemblies. Although we were able to stay connected virtually, participation was lower than normal. Our beloved southwest part of the state is where my hometown has not only had to deal with the pandemic but was also hit by two major hurricanes. However, most of those districts' groups remain active, even though some meeting locations were damaged. Although some of our work is halted, our members find creative ways to stay active, for now. Some members of our area are even holding a Big

Book Study with members in Nepal. Our groups are experiencing an influx of new members across the state, some of whom have not yet experienced an in-person meeting. Yet, the message is carried, and alcoholics are getting and staying sober. Our elections were delayed from August to November last year so that our officers could find a way to hold the elections online, and we decided to hire a professional service to help us navigate our Third Legacy Procedures on the online platform. Our assemblies to be held in March and May are planned to be virtual, leaving the officers time to plan for the August and November assemblies. The hotel where we were to hold our area assemblies has shut down due to a loss of revenue; our officers are currently looking for a new facility. Area 27 will always find a way to be of service, and we look forward to being together in person again someday. — *Nick P.*

Massachusetts (Eastern): The most iconic signature on the United States Declaration of Independence belongs to a native of Eastern Massachusetts, John Hancock. For individuals wanting to know a new freedom and a new happiness, Area 30 is home to approximately 50,000 members of Alcoholics Anonymous and 1,400 groups that put on 2,500 weekly meetings. Geographically we are bounded by the hub of Boston to the east, the hills of Worcester to the west, the rocky coast of Cape Ann to the north, and the sands of Cape Cod and the Islands to the south. We are comprised of 26 geographic districts and one Spanish linguistic district. Our area committee meets monthly with area officers, D.C.M.s, committee chairs, and liaisons from intergroups, Boston Central Service, and several Y.P.A.A. committees participating. We gather five times a year for a one-day area assembly hosted by our districts on a voluntary and rotating basis. We have seven conference committees and five standing committees that meet monthly to coordinate our Twelfth Step work. We partner with Area 31, Western Massachusetts, for an annual state convention. When Covid-19 brought in-person activities to a halt in mid-March of 2020, the members of Area 30 embraced technology to safely continue recovery and service meetings. The format of our meetings and of our Twelfth Step outreach changed, but our message of hope did not. In 2021, we look forward to the resumption of in-person meetings while continuing with newly found avenues to keep A.A. accessible to all who wish to join us. — *Jan W.*

Michigan (Central): Area 32 extends from the south of Michigan at the Ohio/Indiana border to the northern end of the state, stopping just short of Mackinaw City. It extends from the center of the state eastward, encompassing all except the Greater Detroit area. Our area is divided into 14 districts and approximately 1,100 groups that vary between urban to the south and forested/rural to the north. The Area 32 assemblies are held bimonthly and rotate throughout each district to give all the opportunity to participate. Because of the central location of our area, we also host the quarterly Statewide Service

Meetings, which are held with the purpose of giving the three areas in the lower peninsula (32, 33, 34) an opportunity to gather and share information and plan events such as the Mock Conference and the Michigan State Convention. The Mock Conference is held each year to allow interested members a chance to have a near-Conference experience and to allow the delegates from the three areas to gain valuable input on agenda items. The Michigan State Convention is held yearly with hosting duties rotating between areas 32, 33 and 34. This year, out of an abundance of caution, the Michigan Mock Conference is being held virtually for the first time. This reflects the adaptability of not only our areas but of our individual members. This has been reflected in the number of meetings, such as groups, districts or areas that have been held online or in hybrid format. With all the changes and new opportunities to grow and apply Rule 62 to ourselves (we had an area meeting bombed) our area continued to demonstrate that A.A. is alive and well in Area 32. — *Don M.*

Michigan (Southeast): Area 33 of Southeastern Michigan is the home of the 2020 International Convention in Detroit, Michigan — which, unfortunately, was canceled due to the Covid-19 pandemic. We hope to invite you back in 2035, if things work out in the bid on that Convention! Area 33 is comprised of five counties, 24 districts, one Spanish linguistic district, and 920 active groups. Our area makeup is culturally diverse, from farmlands to the northern counties down through the busy suburbs and urban area, which is the Motor City and the Home of Motown. We are all brought together in unity and responsibility in carrying the message of A.A. Our area meets monthly at the same centralized location. The day starts with a gathering of the A.A. Service Manual Study Group, followed by the orientation of the new G.S.R.s visiting the area assembly for the first time. Several of our Area 33 committees also have their committee meetings before the 12:00 p.m. area assembly meeting. Area 33 uses a rotation of committee presentations, sharing topics and D.C.M. and G.S.R. reports. In a year of upheaval, with the introduction of virtual meetings around the country, Area 33 finds itself in a time of growth and change, much as the rest of the A.A. community. We must continue to grow in communication with those in and out of the Fellowship, using the old and new tools available. In the past several years, we have had the Website Committee work on establishing a nicely designed and user-friendly website. It has been in service since the beginning of 2020, just in time for the pandemic. A link has also been provided for A.A. contributions online as well. The Archives Committee has used the website to provide local Area 33 history and to invite the community to participate in the Archives Committee poll on “Effects on Sobriety” survey. We invite our friends in other A.A. communities in the United States and Canada to stop and visit our area. We may not have had the International Convention in 2020; we are now just a footnote in history. But we are strong in unity and fellowship. — *Russ R.*

Minnesota (Southern): A.A. in Southern Minnesota is alive and well and thriving. Despite the pandemic, we have all been walking through this past year. Area 36 has roughly 1,000 groups. We are divided into 26 geographic districts and one linguistic district. Topographically, we are mostly rural. We have one major and a couple of minor metropolitan areas that significantly add to our overall membership. Our average attendance at area events is between 120 and 130 people. All area events moved online last March with ease, thanks to the dedicated efforts of our technology chair, area chair, and area officers. We never missed a beat! The Delegate's Workshop in April led the charge into the virtual realm. We held practice sessions to work out possible bugs and glitches — first with area officers and then with the area committee. A true spirit of teamwork and dedication to making the transition smooth served to guarantee our success. We had more than 100 participants! Our area committee structure follows that of the Conference with the exception of about five committees. Many committees took advantage of this virtual time to host additional meetings; much was accomplished that might not have otherwise happened. Recently we held our annual Trusted Servant Leadership Training virtually and decided to record it so it will be available for future use on our area website. At the end of January, we hosted our 40th Annual Recovery, Unity and Service Conference. Presenters and breakout sessions followed the same topics set by the prior General Service Conference. I am happy to report that there were 152 people in attendance, including sixteen past delegates (nine from our area), three past trustees, one current West Central regional trustee, and the typical cast of characters who attend A.A. service events. In 2022, we will host the West Central Regional Service Conference. A committee has been formed, and the group is already making the necessary preparations. We are a bright spot on the Broad Highway! — *Stacy M.*

Missouri (Eastern): Area 38 covers 32,000 square miles of the State of Missouri, in its eastern half. Our area serves about 650 registered groups with approximately 10,000 members. We have 24 geographical districts. We also have one Spanish-speaking linguistic district, which is statewide, extending into the western half of the state, Area 39. We hold four assemblies a year: two two-day assemblies and two one-day assemblies, one for every season. Winter assembly is held in January and is a one-day event. Spring assembly is traditionally held in March and is a two-day event. Our mock conference, summer, is traditionally held in June and is a one-day gathering. Our fall conference, held in October, is two days, and in the even years is our election assembly. Our assemblies are held in rotating districts. We have two each year in the urban districts around St. Louis and two in our rural districts. Area 38 has 11 standing committees and, as evidence of our enthusiasm for our Third Legacy of Service, these committees continue to be very active, even in pandemic times. Our Archives Committee continues to be active, especially in the past year, recording

and documenting groups' histories, producing videos on Area 38 and A.A. co-founders as well as other historical figures of A.A. They are always willing to present at workshops, district meetings, or conferences. — *Jim F.*

Missouri (Western): Western Missouri covers a little under 35,000 square miles, including farmland, rolling hills, beautiful lakes, the Ozark Mountains, and several metropolitan areas. Area 39 has 246 active groups with 1,169 meetings/week, in 16 districts. Since 1983, we have held four two-day assemblies per year at the same hotel in a central location. We hold G.S.R., D.C.M., and standing committee sharing sessions. After lunch, typically four committees meet for 90 minutes at the same time in separate meeting rooms. Now shorter hybrid meetings in two rooms ensure we can include everyone and get our work done. After dinner there is a workshop and always a late-night A.A. meeting. Past delegates, officers, and committee chairs give their reports, followed by the business of the assembly on Sunday. We have four area events in a normal year. The Missouri State Convention was held virtually, in cooperation with Area 38, Eastern Missouri. This event fosters unity in the state and helps build lifelong friendships. In May, a district hosts the Institution's Forum — a collaboration of professionals and A.A. members from Treatment, Correctional Facilities, and Bridging the Gap. This event improves communication and effectiveness between us. The Western Area Convention in October, called "Colors of Fall," is held in Branson. Finally, "Many Faces of Grapevine" is a one-day event to encourage Grapevine writing, subscriptions, and knowledge of "Our Meeting in Print." The hands and hearts of A.A. in Area 39 continue to reach out to alcoholics in these trying times with hope, love, enthusiasm and gratitude in action. — *Pam K.*

Montana: Greetings from Area 40! Our area encompasses the State of Montana, except for two towns in the northwest corner and two towns in the northeast corner. Montana is a very large state. To drive from Eureka in the northwest, to Ekalaka in the southeast, would cover 724 miles and take 12 hours. The four towns I mentioned joined other areas for geographical reasons. It is easier for them to travel to those areas. Remember that! Our area consists of 14 districts with 279 groups. Our area assembly meets twice a year: in the spring before the General Service Conference and again in the fall. March 2020 saw our usual way of doing business become what we first perceived as being rather unusual. We soon realized there was a silver lining behind the Covid cloud. Remember those four towns? Every four years Area 40 takes its inventory. We consistently identify the concern that Area 40 needs to find a way to reach the groups in the less-populated areas of Montana, like those four towns. Because of the pandemic, groups have had to change the way they carry the message of hope and recovery. The use of virtual platforms has allowed us to reach more groups and members we would normally have trouble reaching due to our geography. On a virtual platform we are also able to access a

larger pool of presenters at little to no cost to our Fellowship. Doing service in a different way, we learned a lot of valuable lessons about how to reach more of those groups in the lesser populated portions of Area 40. This past year we learned how to become more effective and efficient while carrying the message to the still-suffering alcoholic while staying safe in an unsafe time. Much like recovery in A.A., what we have thought was a problem has actually opened doors to a new and insightful way of living and being useful. — *Connie R.*

Nevada: Area 42 consists of Nevada and the piece of California east of the majestic Sierra Nevada range. There are two urban centers, but most of the communities are rural with miles of separation. Years ago, in order to better serve the groups, as well as encourage participation, Area 42 was split into two geographic sub-area service committees: The Southern Area General Service Committee and the Northern Area General Service Committee. Currently all area meetings and assemblies are being held virtually. One of the challenges Nevada is facing is that many friends are missing from our virtual meetings and assemblies. We have had servants step down because of the replacement of our in-person assemblies with virtual. At the group level, some discussions have been heated when determining whether to meet in person or virtually. What a vital time in Alcoholics Anonymous; it is imperative that we hold tight to the Traditions and make sure that we treat one another with kindness and respect, and that everyone with an alcohol problem feels welcome. We remind each other to reach out to those we are not seeing in meetings. There are members who don't have the technology to meet virtually. And what about the still-suffering alcoholic who doesn't have a smartphone or those who don't have high-speed Internet? Last panel we implemented the creation of 13 "Area Conference Committees" to better prepare the area and delegate for the G.S.C. We are using our area videoconferencing to meet virtually. Our committees are chaired, whenever possible, by our standing committee chairs or liaisons. These committees are fully responsible for their General Service Conference agenda topics. This includes recommending topics to the delegate to be presented to the body, panel presentations, and providing the delegate with a committee report prior to the G.S.C. The use of these committees has expanded our unity between the two geographic committees, enhanced the understanding of our service committees and helped our area become more informed. It is our vision that incorporating the G.S.C. agenda topics with our standing committees will both expand the service we provide to the still-suffering alcoholic as well as



connect our service committees with what is happening at the Conference. — *Julie C.*

New Jersey (Northern): On May 14, 1939, the first meeting of the New Jersey Group of Alcoholics Anonymous took place in the home of Hank P. in Montclair, New Jersey. This group, still in existence today under another name, was the fourth A.A. group in the world. From our humble beginnings, A.A. has grown in Area 44 to 1,418 groups with 40,729 members. In the world of the pandemic, many groups have moved to a virtual presence, with many more groups being established as online groups. Our physical groups are broken up into 32 geographic districts, two Spanish linguistic districts, and a newly formed Polish linguistic district. These districts clustered into six sections have one primary aim, and that is to carry the message to the alcoholic who still suffers and to make this vital Twelve Step work possible. Many of our districts host days of sharing, workshops, and holiday alkathons. Area 44 has seven standing committees and 14 special committees with seven of these commit-



tees jointly chaired and supported by Northern New Jersey Intergroup. We hold six area committee meeting per year along with monthly officers' meetings, quarterly joint unity meetings with intergroup, a G.S.R. mid-winter luncheon, and an area convention. We have a quarterly newsletter called *This Day*, an active website, and an archive collection of Northern New Jersey A.A. history. Area 44 holds four assemblies through the year, with one being the Mini Conference, held in April. Typically, in preparation for the mini conference, the delegate and other area officers would go out to the area and hold pre-conference reports in the sections along with our linguistic districts. Again, due to the pandemic, these pre-conference reports are being accomplished on a virtual platform. Our G.S.R.s share the selected agenda items with their groups and bring their group conscience to the mini conference, where they have that "Conference experience" that includes presentations, roundtable discussions, debate, and voting. The results of the General Service Conference are shared with the area through our post-Conference reports. My first exposure to service, outside of my home group, was when I was a newly elected and uninformed G.S.R. After a Northeast Regional A.A. Service Assembly, my life changed, and 15 years later having learned a little bit, I'm honored and grateful to serve Area 44. — *Jim A.*

New York (Central): It was not so long ago, on the planet in our solar system that we live on, in the middle of New York State, that a good group of drunks became Area 47, and what an area of service we have become. What's so special, you ask? Well, let me tell you. Everything! Most of all, it is because everyone in our area supports and encourages one another. Area 47 stretches south to just over the border into Pennsylvania then north almost to the Canadian border. To the east we go

just past Syracuse, and to the west we are just past Rochester. So you see we are truly the "Heart of New York," or is it the center of the galaxy? We cover some sizable cities and small towns, where there are more cows than people. Our area is loaded with beautiful scenery, crystal clear lakes, numerous ski areas, and of course, the Finger Lakes Wine Trail. We have groups and meetings — tons of groups, more than 840 of them. I would be more accurate if I could, but to break with my character I will try not to lie, and I'll say these are the best numbers I have today. Our eight districts are broken down into more than 40 individual service units, pretty much based on population. Each unit has its own D.C.M. You see, we have lots of service positions to help keep us all sober. As I said, it is the people in the Fellowship who make Area 47 so spectacular and, hopefully, sober

and spiritual. Like everywhere else on the planet, our area has faced the adversity caused by the pandemic, and I am pleased to report that the A.A. program has succeeded. Our groups, intergroups, districts, and of course, the area, leapt into action to see that we would be able carry the message of A.A. and make sure service was available. Going virtual is a testament to how alcoholics work together for the good of everyone. So many of us needed help getting set up in a virtual environment, but we did it, together. Once it was done, we saw good participation at our monthly assembly and at meetings. Did we hit bumps in the road? Sure. But we learned from our mistakes and moved forward with purpose. In the future, we will sit around and laugh at our setbacks and shortcomings but also smile at A.A.'s resilience and rewards. We rise to the moment. The best thing to come out of virtual meetings is an increase of attendance from folks who were unable to meet live. Isn't it wonderful that out of adversity comes a better solution for carrying the message and ensuring that the hand of A.A. is there when anyone, anywhere, reaches out! Let's keep general service attractive to everyone. May the Force (of A.A.) Be with You. — *Todd D.*

New York (Southeast): Area 49's geography is small, And yet we host 2,000 groups in all. All kinds of formats, all Tradition-true, Are found in many languages for you. Inclusion and diversity abound, So many S.E.N.Y. A.A. meetings found. Twelve counties are the geographic core, With D.C.M.C.s (page S-34!). A large Hispanic district joins the fray, Full area participation, they. Committee meetings, seven times per year, Assemblies: five, for G.S.R.s to hear. A Del'gate's Day of Sharing, March the date, Informs the groups about the Conference slate. Our newsletter, the *Link*, we hold quite dear, And it is pub-

lished now ten times per year. Our Y.P.A.A.s (there are three of them) are great! Their outreach efforts shine throughout the state. Our Handbook is updated, not pell-mell, The S.E.N.Y. hist'ry's up to date as well. The first pandemic epicenter we, So many A.A.s gone, no more to see. But from the ashes, some good had to come — Advances with technology the sum. The meetings that were only live before Have moved into a virtual décor. If Covid had happened 20 years ago, What would we do? I certainly don't know. When NYC, Long Island, and our north Were struck down, still we rose and sallied forth. We did what A.A.s are supposed to do: We picked up new technology on cue. So S.E.N.Y. trudges on, you may be sure — An area deliv'ring A.A.'s cure! — *Tom B.*

North Carolina: Alcoholics Anonymous in Area 51 is the Fellowship I crave. Our groups have adapted well to the public health realities of the past year. Our membership has maintained our vital services, and we have offered each other an enthusiastic reminder that A.A. offers us a new and wonderful world, regardless of present circumstances. There have been bumps along the way, pains in growing and changing. But the response of the membership has been enthusiastic and inspiring. There are 21,000 sober alcoholics in 1,078 regular groups and 53 corrections groups in our state. There are 36 English-speaking and three Spanish-speaking districts. Our Spanish-speaking districts continue to be a hotbed of enthusiasm and activity, and we have seen a steady rise in their female membership. We're growing, in number, in participation, and in the development of active leadership. We began holding areawide workshops on pandemic-related issues, put on by D.C.M.s and alternates. Although the Freedom from Bondage Corrections Conference is being postponed, we are still holding our annual state convention and Spanish state convention. With each virtual pre-Conference, assembly, and fellowship event, we are seeing a new accessibility to our area events, a wider involvement, and the participation of newer members. Those are the qualities that mark our highlights: encouragement, involvement, and the extension of our solution. — *Rainer L.*

North Dakota: Area 52 North Dakota has approximately 150 groups in nine districts. There is an intergroup office in Fargo/Moorhead. We hold three assemblies a year, in March, June and September. Part of the March assembly is solely reserved to discuss the General Service Conference agenda items and to collect a group conscience for our delegate. In the March assembly, held on the odd years, we welcome the regional trustee (this year, that is Mike L.) to share his/her experience, strength and hope. Our June assembly is held in a city usually not large enough to host a larger service assembly. It is rotated between the west side and the east side of the state each year. The one-day September assembly is held in conjunction with the Area 52 State Roundup. We hold elections every even-numbered year. Area 52 holds a G.S.R. school and P.I./C.P.C. workshop annually on the first weekend in February in the west, and third weekend

in February in the east, at an available location too small to host a state roundup. The school is chaired by the most recent past delegate and current P.I.-C.P.C. chair, assisted by the D.C.M. of the district in which the school meets. A General Service workshop is held in the second year of rotation, at the locations designated for G.S.R./P.I.-C.P.C. school. The workshop includes the chairs (or their representatives) for area archives, institutions, technology, and literature, in addition to those attending for the G.S.R./P.I.-C.P.C. school. We introduce the A.A. *Service Manual* and the *Area 52 Service Handbook*, and encourage participation at the group and district level. The year 2020 led to Area 52 participation being a little out of the box. We held all our assemblies virtually. Many meetings in Area 52 also were held on virtual platforms. Some are currently still being held in this fashion, and some are being held face-to-face with proper social distancing. The Area 52 officers and committee chairs hold a monthly committee call that has allowed for continuity between assemblies. Area 52 has very active groups and districts that host various fellowship opportunities, such as picnics, workshops, dances and roundups. All the trials of the Covid-19 pandemic have allowed our somewhat "remote" area to virtually attend many functions across Area 52. — *Sherri P.*



Nova Scotia, Newfoundland/Labrador: Area 82 is divided by the Atlantic Ocean. To reach Labrador from both Nova Scotia and Newfoundland requires many hours and connections between flights from most places. Newfoundland and Labrador have an area of more than 400,000 square kilometers, and would rank fourth in size behind Alaska, Texas, and California, if it were part of the United States. Nova Scotia covers roughly 55,000 square kilometers. Area 82 has 17 districts with 217 groups. The geography of Area 82 makes it very difficult to visit all groups or districts in the best of times. However, during this past year there have been many challenges associated with Covid-19 and physical meetings and committee work. Our area responded quickly in developing the use of a virtual platform to carry A.A.'s message on a daily basis and continues to have many virtual-only meetings, as restrictions vary from week to week. We held our 2020 service weekends and assembly virtually, and with the help of some wonderful Area 83 and 86 service people, it was quite successful. We will be having two virtual assemblies this year as well as a virtual pre-Conference Day. I am proud to say that Alcoholics Anonymous is alive, well and adaptable in Area 82. — *Trudy D.*

Ohio (Central and Southeast Ohio): Area 53 has struggled this past year with the still-looming pandemic. Ohio was one of the first states to close in March of 2020. Area 53 had prepared for the mini conference to be held in March. The day before the mini conference was to start, our governor shut the state down. The mini conference committee had to jump into action to contact all attendees and the facility in record time. This was the stage for what was to come in the following months. Area 53 has around 850 groups. At the start of the pandemic, almost all groups had to close, which was very scary. In a short time, virtual meetings started showing up on our Central Office website. Again, a scary time. How was the newcomer to find us online? But they did. Groups have grown in learning how to help the newcomer with virtual platforms. Open meetings have had to learn that we must cooperate with state mandates to continue to stay open. There have been some hard lessons. At present, half of our groups meet in person; the other half are online or closed temporarily. God willing, we will learn how to better serve the newcomer and safely open up more meetings over the coming months. In our area we have a few tech-savvy members who were able to get us going virtually. In this way we have been able hold our district, area-planning meetings, and area assemblies. We held our elections virtually, and it worked very well. Our committees have been able to meet to continue the much-needed work they do. At first, most committees struggled with what to do with so much closed. As with most committee work, members are learning how to best use their committee to help those who need our help. — *Donna K.*

Ohio (Northeast): Area 54 encompasses Northeast Ohio. From Sandusky, the northwest corner, east along Lake Erie through Cleveland, to the Pennsylvania border,

■ Estimates of A.A. Groups and Members as of December 31, 2020¹

	Groups	Members
United States	69,812	1,438,253
Canada	5,137	86,790
Sub-Total	74,949	1,525,043
Correctional facilities	1,559	39,170
Loners, Internationalist, Homers	0	199
Total	76,509	1,564,412
Outside U.S. & Canada ²	53,281	573,789
Grand Total	129,790	2,138,201

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

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

south to Youngstown through Jefferson County, west through Holmes and Wayne counties and to Mansfield, and north to Lake Erie. Akron, the cradle of A.A., is centrally located in our area. Area 54 had 1,600 groups in 2019, but Covid-19 closed meetings; most have reconvened, physically and/or virtually. We benefit from eight intergroups challenged with changing meeting schedules. Area 54 hosted the Ohio State Convention in 2020 with a virtual two-evening program. We have six area assemblies a year. In 2020, January was normal, March and April were canceled, and we went virtual in July and September and finished with a hybrid in October for our elections. Our workshops started in February with a G.S.R. school, May Unity Day was canceled, and a virtual D.C.M. college followed in August. Our September virtual assembly was observed by A.A. service trustees and general service officers in Brazil and in Mexico, thanks to the work of our Hispanic liaison. We take pride in Cleveland's first Spanish-speaking meeting, Serenidad. It started just three days after the Borton Group, which is the oldest continuous meeting in the United States. Our Ohio Young People in Alcoholics Anonymous (O.Y.P.A.A.) liaison keeps us informed on their events and is active in area general service. I am humbled by the opportunity to serve Northeast Ohio. — *Susan R.*

Oklahoma: Area 57, a part of the southwest region of Alcoholics Anonymous, covers all of Oklahoma. Our area, which consists of 407 registered A.A. groups with

more than 8,500 members, now has nine districts. Four of these cover the rural areas of the state, and four cover the metropolitan areas. The ninth district, which was once a subdistrict, is now our new Spanish District 90, covering all of Oklahoma. Each month the metro areas, Oklahoma City and Tulsa, have a joint service meeting. Both meetings have three speakers: one speaks on a Tradition, one speaks on a Concept, and the other one on a service topic. Our area co-chair presents workshops all over the state. The workshops in the four rural districts cover different service topics to reach these outlying members. We have four committee meetings and one assembly per year. This year was the first time we ever had a two-day committee meeting and assembly. This was all done virtually. We have an Oklahoma City intergroup and a Tulsa central service office. Our area office has a paid secretary and displays our archives in Oklahoma City. Every September we have a one-day service conference designed to generate interest in all areas of service. This conference, "Fun-in-the-Fellowship," consists of committee workshops, skits, and two schools — G.S.R. and D.C.M. In the afternoon, we end with entertainment where service and fun come together. Our annual three-day state conference — where we get to hear the delegate's report, attend a service fair and service-related workshops, and listen to fabulous speakers — is held in May. The event draws nearly 1,000 people each year. We also have a very lively group of Oklahoma Young People in A.A. (OK.Y.P.A.A.). We are seeing more of these members getting active and staying in general service. Every March, Area 57 hosts the Southwest Regional Delegates Assembly in Oklahoma City to prepare incoming delegates for the General Service Conference. In 2022, Oklahoma will host the Southwest Regional A.A. Service Assembly (S.W.R.A.A.S.A.) in Tulsa, October 7–9. I am truly honored and grateful for the opportunity to be of service to Area 57 and to A.A. as a whole. — Sharon S.

Ontario (Eastern): Area 83 covers approximately 63,000 square kilometers, from the Quebec border in the east to Mississauga in the west, north to Algonquin Park, and south to New York State. District 42 is located in northern New York State, which gives our area an international flair. We have approximately 13,500 members, with 574 active groups, including eight correctional facility groups in 25 districts with four intergroups. District 16, our linguistic district, serves 10 Spanish groups. Our area begins this term with the addition of an accessibilities subcommittee chair. Our eight subcommittee chairs, working with their district counterparts, strive to carry the message of recovery to the alcoholic who still suffers in Eastern Ontario. We also have an appointed archivist and webmaster. One of the responsibilities of our alternate delegate is to participate in an Inter-Area Remote Communities Workgroup. Last term, we completed a thorough review and update of our operating procedures. We hold seven area committee

meetings throughout the two-year term. Our area hosts two assemblies per year, with a pre-Conference assembly in the spring. We offer nine virtual sharing sessions, each hosted by districts to gather our area's conscience on Conference agenda items. We are grateful to be part of the Eastern Canada Region and look forward to participating in the first virtual Eastern Region Delegates Orientation, organized by Jan L., our Eastern Canada regional trustee. This meeting is designed to help prepare the delegates to represent their area at the General Service Conference, and it includes participation from alternate delegates, past delegates, and our regional trustee. Our area remains healthy, vibrant, and active in general service. I am truly humbled to serve Area 83 as the Panel 71 Delegate. — Kimberley M.

Ontario (Northwest): Area 85 is an area that encompasses Northwestern Ontario from the Manitoba border in the west to the White River border in the east. It encompasses the area from the Hudson Bay border in the south, up to the Wisconsin border. Our area covers seven districts, with Thunder Bay being the largest in District 1. These seven districts are comprised of approximately 50 groups. The physical distance is the greatest challenge for service in Area 85 as we have a lot of remote areas that are difficult to connect to. The Covid-19 challenge brought our area a silver lining because we now have a reliance on the virtual format, which makes



it easier to connect with members living in our remote communities. Some of our remote communities do not have roads and are required to be flown in for contact. Utilizing our representatives for certain areas, members were able to travel to our remote communities to offer support and services and meetings as needed. This new virtual format allows easier access and saves money in travel and accommodations. District 1 in Thunder Bay holds an Area 85 roundup each year. Last year it was canceled due to Covid-19. We have spoken to the roundup chair, and he has assured us there will be a roundup in 2021, by virtual resources. Our area holds a spring assembly each year in one of our districts. We alternate, one year to the east and the next year to the west or south. Our fall assembly is held in Thunder Bay, with our election being held every second year. Our area is considering changing to a true rotating committee. Motions are in progress to be presented at our next assembly.
— *Mary M.*

Pennsylvania (Eastern): Area 59 spans the eastern half of Pennsylvania and serves 32,252 members and 1,662 groups across 48 districts: 47 geographic districts and one linguistic district for our Spanish-speaking members, although several meetings are conducted in other languages, including Russian and Polish. Due to the pandemic, following the quarterly meeting of the area committee on March 8, 2020, all Area 59 activities have been held remotely, beginning with a Pre-Conference Sharing Session on April 5, 2020, and will continue until it is safe once again to meet in person. Most, but not all, groups migrated to digital platforms, both for meetings and for Seventh Tradition contributions, while at least five online-only groups formed, with no connection to physical meeting spaces, and registered with G.S.O. Our six area officers and 48 D.C.M.s comprise the area committee. Each D.C.M. is assigned by the delegate to serve on one of eleven subcommittees. Eight are standing subcommittees: Archives, Cooperation with the Professional Community, Corrections, Finance, Grapevine/La Viña, Public Information, Structure, and Treatment/Accessibilities. Three are ad hoc: Literature, Digital Communications, and Technology. The latter two are new to this panel. Each standing and ad hoc subcommittee is chaired by a Panel 71 D.C.M. We continue to publish the area newsletter and plan to redesign the area website during the panel. Area 59 is served by special servants appointed by the delegate and affirmed by the area committee: Archivist, Assistant Archivist, Web Servant, Assistant Web Servant, Tech Servant, members of the Virtual Assistance Team, Bridging the Gap Coordinator, and Spanish Interpreters. Area 59 also cooperates with Y.P.A.A. committees and ten intergroups to help carry the message. Our convention committee is chaired by a past delegate, with past delegates and past D.C.M. members, and is responsible for organizing the annual area assembly and convention each November, which draws more than 800 attendees when held in person, and engaged 426 voting members in 2020 at the first-ever virtual election assembly, with

many other members logging on over the course of the weekend. With heavy hearts and tremendous gratitude, we honor the memory of our late Panel 69 delegate, Ken D., who passed away in July 2020 during his term of service. The Grapevine published his article, “A Worldwide Connection,” in the July 2020 issue, coincidentally, about his international service contributions in Latvia. Thank you, Ken, for your service leadership, enthusiasm for our Three Legacies, and commitment to ensuring our Fellowship is strong and available to all on this planet who want it. — *Caroline N.*

Pennsylvania (Western): Area 60 Western Pennsylvania is home to 838 A.A. groups, 44 districts, and more than 10,000 members. In the Northeast, we are as far south as you can go before crossing into the Mid-Atlantic and as far west as you can go without finding yourself in the actual Midwest. Between Pittsburgh in the south and Erie in the north, and amid farmlands, the Laurel Highlands, and the Alleghenies, part of the Appalachian Mountain Range, we serve many jails and treatment facilities, and we don’t hesitate to drive hours to go where the hand of A.A. is needed. For 29 years we have gathered for a full weekend to discuss the business of the General Service Conference to ensure our membership produces an informed group conscience for our delegate. Our Pre-Conference Assembly Weekend (P.C.A.W.) draws about 150 people and is structured part-panel discussion/part-Conference format, with committees making recommendations to the body at the pre-Conference assembly on Sunday morning. This year, unsurprisingly, our P.C.A.W. will be held virtually. The pandemic has paused our hosting of regional events, but in 2022 we will host N.E.R.A.A.S.A., and the Y.P.A.A. committee that operates in Area 60 will host E.A.C.Y.P.A.A. We host four quarterly meetings and three assemblies and take those events on the road as often as we can, these days in a virtual format. Our registrar and web servants have been working tirelessly to keep our meeting lists up to date, including information to join those groups who are now meeting online. Our districts host many Days of Sharing each year, sponsored by our area, so between our full schedule of Northeast events in the late winter and spring, we stay very busy with service events throughout the year. And we host the best hospitality rooms in all of the Northeast — just ask anyone who has attended one of our events. — *Jody K.*

Quebec (Northeast): It was in April 1973 that the General Service Conference decided to add a fourth delegate to represent the Quebec province. In September of 1973, the province was divided into four areas and as many delegates were elected. In 1974 the area already had nine districts and 147 groups. Following these modifications, in 1975 our area was restructured, and we proceeded in the installation of a service bureau in Quebec City. Area 89 was officially born on September 20, 1975. But in 1978, to follow the sequence used by the General Service Office, the area became Area 89. Our area is a vast territory stretching from Louiseville in the

FAST FACTS:

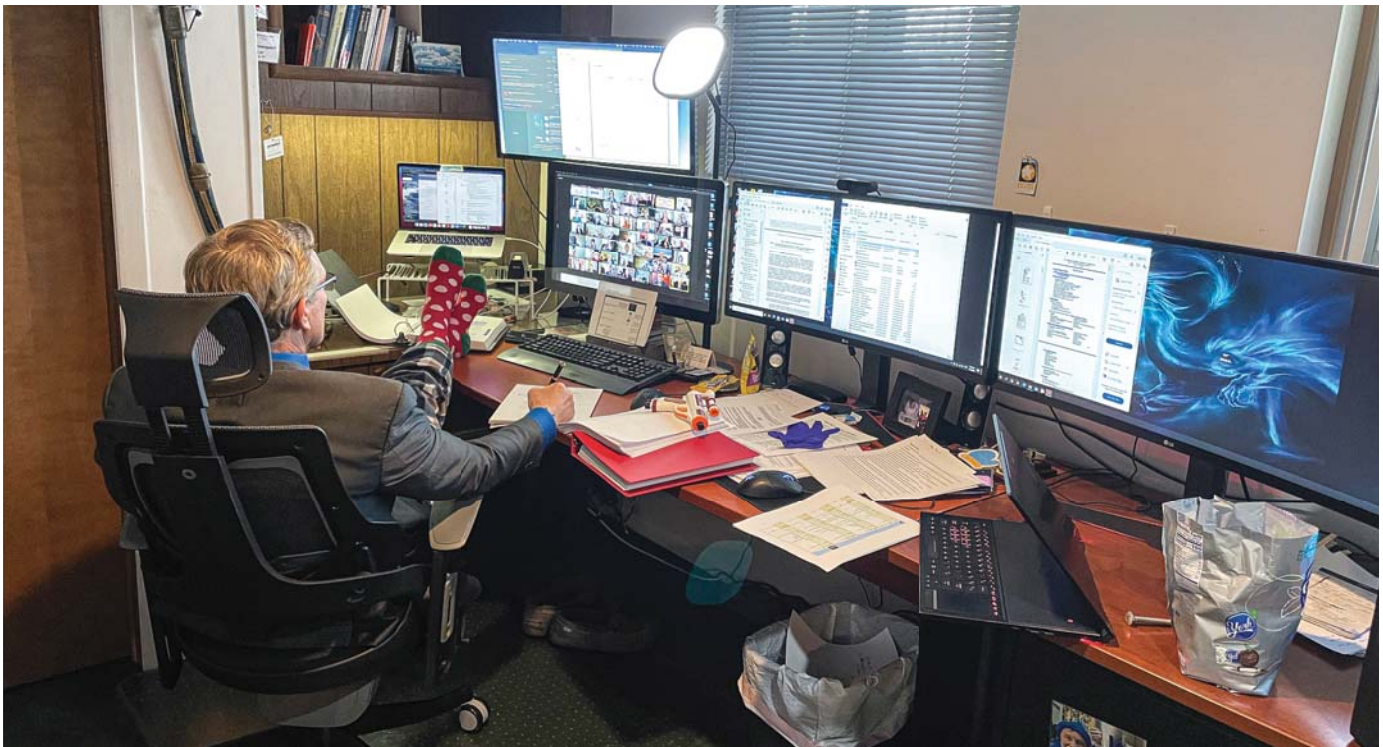
Of the delegates representing the 93 service areas across the U.S. and Canada, the average age was 54, with the oldest delegate being 79 and the youngest 34. The average length of sobriety for delegates was 27 years, with the longest being 45 years and the shortest being 8. The average length of involvement in service was 24 years, the longest being 42 years and the shortest being 6.

west to Blanc-Sablon in the east, and from Chibougamau in the north to Lévis in the south — about 400,000 square kilometers altogether. The nearest district from my place is a 10-minute drive and the farthest is an eight-hour drive each way. Our vast and beautiful area has 21 districts. The 238 groups are composed of different language groups: 231 French, five English, two bilingual, one in Atikamekw, and two in the Innu language. There are 280 meetings per week, and we have 3,755 registered members. On our annual area calendar, we find these service activities: 11 executive committee meetings, four joint committee meetings, two general assembly meetings and four area assembly meetings. Our active committees are: Archives, Correctional, Public Information, *Le Nordet* (newsletter), Seminars, Publications, and Website. At our last area annual meeting in December, we gathered in two groups for an intensive service meeting that alternates each year: “Welcoming New Servants” and “Our Regional Inventory.” The four areas of Quebec meet three times a year. One of the delegate’s responsibilities with our three other Quebec areas is to have the privilege of acting as administrator of our bimonthly magazine *La Vigne*. At Pessamit, a community on the north shore of the St. Lawrence River, using their customs, native members organize an A.A. convention in August. Members appreciate deeply those moments. I am grateful to serve in an area that honors the A.A. Principles and Traditions. And it’s with gratitude and humility that I represent my friends. I thank them for giving me such an opportunity, and thanks to all of you for what you’re doing for A.A. — Anne S.

Quebec (Southeast): Geographically, Area 88 is very diverse; along the magnificent St. Lawrence River to the southeast, the gateway to the first Francophones in 1534, it is home to beautiful farmland to the west and steep landscapes at the eastern end of Gaspésia. It includes a thin band in northern New Brunswick and the Magdalen Islands, northeast of Prince Edward Island. Vast territory (some members must travel 415 miles for the annual regional), our members have various accents reflecting their origins! Some of them go to meetings in Maine and Vermont because we are neighbors! As we know it, our region was born in 1975 and had eight districts. The delegate was Raymond H. Today we have 18 districts, 153 groups and 182 meetings. Of these, 12

virtual groups have started since the beginning of the pandemic, and a telephone group, *Fourth Dimension*, celebrated its second anniversary earlier this year. We have only four English-speaking groups. The French language has dominated since the beginning of our area. In 1945, the Romata group in Matane became the first bilingual group outside of Montreal. The number of French-speaking groups exploded in the early 1960s, with the publication of the Big Book in French in 1963. We hold three regional meetings and one annual general meeting each year. The theme of our Conference, “A.A. in a Time of Change,” reflects very well the many upheavals we have been through: The webmaster has doubled efforts so that our members can meet virtually and to update the meeting lists. The consciences of the various groups have managed to keep many of them open by respecting the measures given by the public health services. Our French-language magazine, *La Vigne*, distributed throughout the French-speaking world, is now available online every month because distribution is normally done in groups. Our area meetings and services are held on a virtual platform, and it took patience and organization at all levels! This is again only the expression of solidarity. Looking back: On July 6, 2013, 49 people tragically died in Lac-Mégantic in an explosion following a train derailment. July 31 was the 38th anniversary of the Back to Life group. The group, which typically housed 30 to 40 people, received more than 200 people, including the four delegates from Quebec and the Eastern Canada regional trustee! I am happy and proud to serve with such dedicated people, and I thank them for the privilege they have given me to live this spiritual experience with all of you! God bless you and greetings from *La Belle Province!* — Mario L.

Saskatchewan: Area 91 is a Canadian province about the same size as Texas, located immediately north of Montana and North Dakota. By far, the majority of our 19 districts and 292 groups and approximately 3,200 members are located in the southern half of our area. Carrying the message throughout our sparsely populated area continues to be a challenge. We hold an area committee meeting each January, a full pre-Conference assembly in March and another full assembly in October, normally rotated throughout our area on a bid basis. But our last three events were all conducted on a virtual platform, including our election assembly last October, as will be our pre-Conference one this March. Also, our area is excited to be hosting the first-ever virtual Western Canada Region A.A. Service Assembly this year! With many of our groups meeting virtually, contributions received have been less than in the past, but our balance sheet remains positive due to reduced expenses and increased online contributions. We implemented the committee system just over four years ago, with nine committees in place based on the Conference structure, and we recognize we still have lots to learn. Our focus this term will be to help our committees develop an area handbook, which we believe will help bridge the transition from one term to the next more effectively. We also



recently formed three ad hoc committees to review and make recommendations on short-term issues more specific to our area. The Covid-19 situation has opened our eyes to the opportunity to reach so many more alcoholics in our area through virtual means — it's now our responsibility to take advantage of this and figure out the best way to accomplish it. It is so important that we all work together in unity to reach alcoholics wherever they may be located and under whatever circumstances they may be living. — *Glenn N.*

Texas (Northeast): Northeast Texas Area 65 is a Panel 1 area and home of our Southwest regional trustee. Northeast Texas Area 65 covers north to south from the Oklahoma border to Waco, Texas, and east to west from the Louisiana border to Abilene, Texas. Northeast Texas Area 65 has 29 active districts (24 English and five Spanish-speaking). We have approximately 500 active groups. Since March 2020, we have met virtually because of Covid-19. At present we are functioning under a suspension of our bylaw requirements to meet, vote, and conduct business in person. Most of our groups went to virtual meetings, but some never stopped meeting in person; others quickly adapted to hybrid meetings. As the Covid measures are rescinded and the pandemic begins to wane, groups are moving back to in-person and hybrid. We expect many virtual groups to remain. Our Panel 71 has many new and continuing trusted servants. Many Panel 69 G.S.R.s and D.C.M.s remained active and became part of our present North East Texas Area (N.E.T.A.) 65, Panel 71 area committee. N.E.T.A. 65, Panel 71 trusted servants and past delegates worked extremely hard preparing the delegate for conference attendance. We hold annual mock committees each

March. Database migration to Fellowship Connection has our registrar, groups, and districts researching convoluted, inconsistent, and duplicated data, going back to the 1970s for: 1,254 groups; 660 listed (inactive); 10 unknown or inactive districts; 100 unconfirmed or merged groups. We are busy, and clearly, we have much to verify and reconcile! I thank you for this opportunity to be present for Northeast Texas Area 65. — *Wayne H.*

Texas (Southeast): Area 67 covers about 25,000 square miles, with Houston, the fourth-largest city in the United States being the hub. Our area encompasses not only Harris County, the county's third-largest county by population, but also serves more than 30 other counties, which have a combined population of about 7.9 million. Although our area is the smallest geographically of the state's four areas, we serve 28 percent of the state's population. Prior to the pandemic, we had about 700 active groups on our rolls. Many of these groups have been able to continue meeting, most virtually, but many have continued in person. It will be interesting to see how many return to the traditional in-person format and how many remain virtual when the dust settles. Our groups comprise 18 districts, five of which are linguistic (Spanish-speaking) districts. Our area has been meeting virtually since April 2020 and actually conducted as problem-free an election assembly in October as there has been in recent memory. Normally we begin the year in January with a combined area assembly and the South East Texas Area (S.E.T.A.) Convention, which rotates between Houston, Beaumont and Galveston. This year's convention was postponed until 2022. Until it is safe to gather in person again, we are prepared to continue with normally scheduled quarterly assemblies held virtually.

Last year we adopted the use of a software package that gives us the ability to provide every G.S.R. and trusted servant a personalized S.E.T.A. email address, along with a complete tool kit to make communications within the area more robust. Anyone with a smartphone will soon be able to call virtual meetings; create reports, flyers, and polls; and store large quantities of data in the cloud. This project was already in progress prior to the pandemic; given our current circumstances, it will surely show its benefits as the pandemic continues to unfold.
— *Kris H.*

Utah: Area 69 encompasses the entire state of Utah. There are eleven geographic districts and one linguistic district, which was formed in 2005 and serves Spanish-speaking members and groups across the whole state. A new geographic district was formed recently when the largest district in the Salt Lake Valley was split in two, for the purpose of better serving groups in each of the smaller districts. Area 69 holds three assemblies, three workshops, and two area committee meetings annually. General Service orientations are held at each event, and G.S.R. school sessions are held at our assemblies and two-day workshops. Our area Election Assembly was held in September 2020 and was the first hybrid assembly held in Area 69. A Spanish-speaking woman was chosen to serve as area literature chair, the first member of our linguistic district to stand for a position on the area committee. Another first happened when my name came out of the hat at the in-person meeting as Panel 71 delegate, and I was participating in the event virtually. Area 69 will be hosting the Pacific Regional Forum in 2022. We hope you will join us! I am happy to say that the trusted servants in Utah continue to carry the lifesaving message of Alcoholics Anonymous to the still-suffering alcoholic. It is a privilege to serve Area 69 as delegate.
— *Sheryl T.*

Virginia: The birthplace of many presidents and the location of the first Thanksgiving, Area 71 encompasses the entire state. Our commonwealth covers 42,775 square miles and has a population of more than 8,000,000 people. Geographically, we spread from the Allegheny Mountains across the Shenandoah Valley to the majestic Blue Ridge range. In stark contrast to the hustle and bustle of Northern Virginia, the central Piedmont region features rolling hills to the shores of the Chesapeake Bay and the Atlantic Ocean. Something you might not know is that Guantanamo Bay, Cuba, is considered a part of Virginia. In Virginia we get to experience all four seasons. If you're lucky enough to experience a Virginia fall, Skyline Drive is a place you won't want to miss. Our area has 43 districts with 1,274 active groups. We meet four times a year — two meetings and two assemblies — and rotate between localities. Our attendance at meetings averages around 100, whereas we have approximately 500 for assemblies. We have 11 committees and seven special assignment coordinators. The area hosts an Archives Office Open House each year and also supports annual workshops on Corrections,

CPC/PI, Growth, and Treatment & Accessibilities. We host a state convention every other year. We also have active participation in the Y.P.A.A. groups. We just completed the two-year task of an area inventory. The tireless work of this ad hoc committee gleaned some useful information. We committed to continue this process by convening a follow-up ad hoc committee. The task of this committee will be to review the results and begin to take action. In closing, I would like to thank the officers of Panel 69 and 71 for figuring it out. Last year when the pandemic hit, we were two weeks away from hosting our spring assembly and had to make the difficult decision to cancel. After some deliberation, we decided to have a mini assembly to talk about the items of business we could not put off. It is an honor to serve with the people of Virginia. — *Sherry W.*

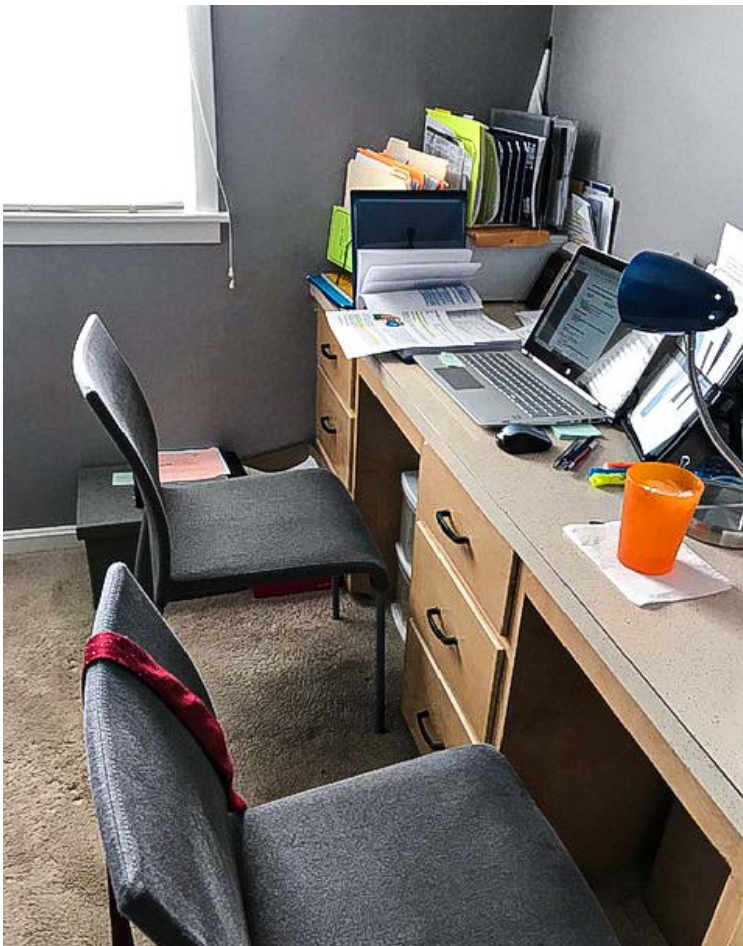
Washington (Western): Area 72 spans half of Washington, west to the Pacific Ocean, east to the Cascade Mountain Range, north to the Canada border, and south to the Oregon border. We have 42 districts, two of which are linguistic Spanish-speaking. Our annual assembly is typically attended by 800-plus in attendance, with more than 400 voting members. We have nine standing committees and three steering committees. The area enjoys participation in Pacific Region Alcoholics Anonymous Service Assembly (P.R.A.A.S.A.) and the Pacific Northwest Conference (P.N.C.). Throughout the area, members have worked hard to adapt during the pandemic, demonstrating resilience and commitment through their actions to ensure A.A. is present and findable. We have been driven by resilience and adaptation. I want to acknowledge the work of our intergroups, service offices, and web servants, who have helped us stay connected when we felt physically isolated. The dedication to keeping the online meeting list updated so we are reachable by anyone who may need us has been remarkable. Since April 2020, the area business meetings migrated to a virtual platform. Pre-conferences, pre-assemblies, committee meetings, and the area assembly were successfully conducted virtually this year. We all recognize that 2020 was hard, and we learned major lessons to carry forward our A.A. commitments and our primary purpose. How we continue to adapt speaks volumes for our ability to reach the still-suffering alcoholic. Our pivot to technology has proven to be effective. Committees have been creative when responding to the challenges of the pandemic. The Treatment Committee has been able to carry the message to treatment centers on virtual platforms. Corrections has been able to continue reaching inmates through old-fashioned snail mail and Grapevines. Our history book, *Our Stories Disclosed*, is in the final writing stages and should be published this coming year. Our Archives Committee created a Pandemic 2020 Challenge and Response. The information gathered will inform a future historical document concerning Area 72 and the pandemic. The intent is to provide members with a view of our area's strengths, challenges, and efforts to keep A.A.'s hand available to all who need it. While everything may feel different, the message of A.A. is timeless, and the members in our area

have responded, ensuring our message is available to all who reach out for help. I know we may not be where we thought we would be this year, but we are where we are supposed to be. I am confident we all look forward to a time when we can gather safely, but we continue to meet virtually until then. — *Gene D.*

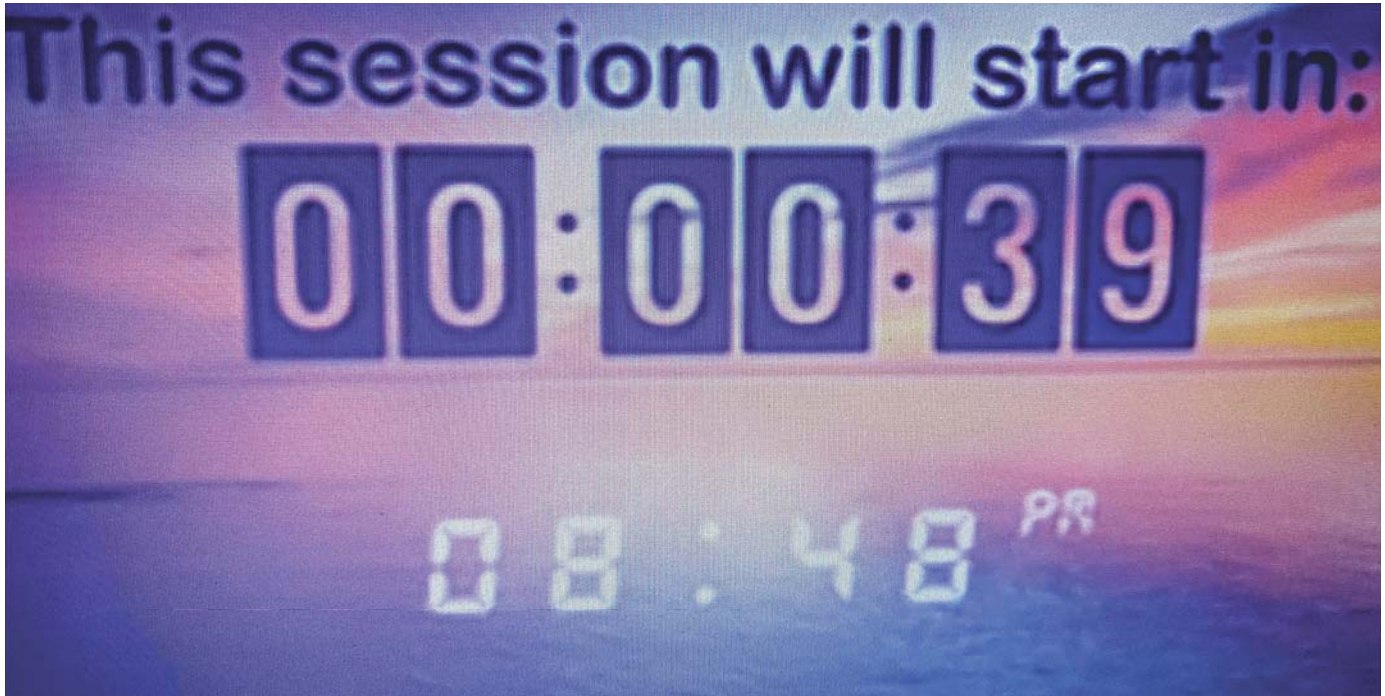
West Virginia: Greetings from Keyser, West Virginia. Alcoholics Anonymous is alive and well in the Mountain State! Area 73 consists of 16 districts with 276 active groups from the State of West Virginia. We also have a handful of groups located in the surrounding states of Ohio, Maryland and Pennsylvania. We have two service assemblies and two planning meetings per year. We also hold an annual convention. We do rotate the locations of our area meetings so that all of our districts and home groups have an opportunity to assist. This rotation provides multiple chances for our members to be geographically close to several area events. Since the start of the Covid-19 pandemic, we have held three business meetings virtually. This included our election assembly last fall. They went surprisingly well. We are using this experience during the pandemic to expand our service opportunities. We have discovered that there are many advantages to meeting virtually, and we can reach more people and have more diverse participation. Our area is so rural and geographically widespread that it can be difficult for our members to attend every event in

person. Virtual capability is creating new possibilities for Alcoholics Anonymous here in Area 73! Several of our home groups have created online meetings, and our Website Committee has done yeoman's work on keeping our area website up-to-date with ever-changing meeting information. A few years back we started having a mini-conference at our spring assembly. This has allowed our members to experience what the General Service Conference is like as well as help our delegates gain some wonderful insight into several of the agenda items. This April will be our first virtual mini-conference, and we are looking forward to seeing how that unfolds. Since we have instituted this format, it appears that there has been an increase in interest in general service. We have many new members on our area committee and lots of new faces at our assemblies. This "attraction" is what will help Area 73 grow. Our trust in our Higher Power will allow us to continue this growth and persevere regardless of whatever challenges may arise. It is such an honor and a blessing to be a part of such an awesome area!! — *Brian T.*

Wisconsin (Southern): Area 75 currently has approximately 1,000 groups, served by 31 districts, including one Spanish-speaking linguistic district. In addition, five central, or intergroup, offices serve the area. We hold four all-day service assemblies, plus a fall conference assembly and a delegates' workshop. At our winter and summer assemblies, the area holds a G.S.R. school and a D.C.M. sharing session. A delegate's workshop is held in March to give the Fellowship an opportunity to review and provide feedback on upcoming General Service Conference agenda items. The delegate's report on the General Service Conference is shared at our summer service assembly. Typically, the assemblies are hosted at a central non-rotating location in Madison, Wisconsin. In 2020, we canceled one assembly due to the pandemic, and as of June 2020, we started holding our assemblies virtually and canceled the 2020 fall conference. Attendance slightly decreased at our virtual assemblies from when we met in person, so we are working to reach out more in 2021. The area plans to continue to meet virtually but hopes to return to meet in person eventually. In 2020, much of our committee work was put on hold. However, committees continued to work in more creative ways and connect virtually. Committees found that there was improved participation in committee meetings when held virtually because of the ease of ability to connect online. Much work was done on improving the website and ensuring that our meeting information was up-to-date for the Meeting Guide App. Donations and expenses both decreased, so the financial position of the area remains mainly unchanged. Many of our trusted servants had the opportunity to connect virtually with others around the country and world in sharing sessions, forums, workshops, and conferences. — *Katherine H.*



■ Presentations



Recovery in a Changing World

My name is Cynthia T. and I currently serve as the Panel 70 Delegate for Area 29, Maryland. Thank you for the loving invitation to share a few thoughts concerning “Recovery in a Changing World.” “Recovery” is a really broad topic, and I will be sharing with you specifically about recovery from *alcoholism*.

When I first considered this request, I was struck by the difference between the idea of a “changing world” prior to March 2020 and its meaning to us now specifically as members of Alcoholics Anonymous. We have experienced many changes and challenges in the past 12 months as the direct result of a global pandemic. A.A. has had to rise to the challenges to our “primary purpose” of carrying the A.A. message to those who are reaching out for a solution to their alcoholism. The members of our beloved Fellowship quickly embraced virtual meetings and, within days of the beginning of the COVID impacts, A.A. meetings could be found online 24/7. Homegroups began to set up Zoom accounts, do check-ins on their non-tech savvy members and mentor them in the use of virtual platforms. A.A. service committees began to re-examine the approaches to their work in this unprecedented time. A.A. was thrust quickly into a service renaissance, finding new and different ways to connect with the alcoholic who needed our lifesaving program of recovery. We have made many of the adjustments necessary to meet the demands of a Covid impacted world. These changes have at times resulted in quick adjustments in policies and processes, and we all know that historically quick change is not a hallmark of A.A.

I offer that Bill had the foresight to suggest: “A policy

isn’t quite like a fixed truth. A policy is something which can change to meet variable conditions, even though the basic underlying truths upon which it is founded do not change at all. Our policy might, for example rest on our Twelve Steps for its underlying truths yet remain reasonably flexible so far as the means or method of its application are concerned.” (Grapevine, September 1945)

I believe that we have seen A.A. embrace the essence of this statement in response to the need for change this past year. I have heard it mentioned many times recently that we will welcome the return of “normal.” The question for us is this: Will the changes that we have made in the delivery of the message of A.A. as a result of the impact of Covid be temporary or will they be embraced as the new “normal” in the lifesaving work that we are all charged to do?

Our Conference theme this year is “A.A. in a Time of Change.” The reality is the world around us has been in a constant state of lightning-fast change and growth for years. I am wondering if, possibly, our response to the pandemic has opened our eyes to changes that may have been needed pre-pandemic. Have we proved to ourselves that making changes faster than paint drying is not always to be feared as the sure road to A.A.’s demise? Has the necessity of quickly finding new ways to communicate with the newcomer allowed us to better meet them “where they are” and offer them our spiritual path to recovery? Will we embrace the lessons that we have learned during the pandemic and the innovative changes required to fulfill our primary purpose and still guarantee that the message remains faithful to the program of A.A. as presented in our literature?

I believe that we can find comfort in the knowledge that though the world changes, the catalysts for those changes change, the challenges for alcoholics seeking recovery change and the tools required to reach those in need change; but what remains absolutely constant, is the promise of recovery through the practice of the program of Alcoholics Anonymous, which has been and will continue to be a source of hope for those searching for a solution to their alcoholism.

The ultimate goal of recovery through the A.A. program is to become physically, mentally and spiritually whole and then share the faith that recovery from alcoholism is possible for those who seek it. It is in the spirit of embracing change that I leave you with the words of our founder “faith is more than our greatest gift; its sharing with others is our greatest responsibility. So may we of A.A. continually seek the wisdom and the willingness by which we may well fulfill that immense trust which the giver of all perfect gifts has placed in our hands.” (*The Language of the Heart*, pg. 251)

Thank you for the opportunity to share and most of all... thank you for your life.

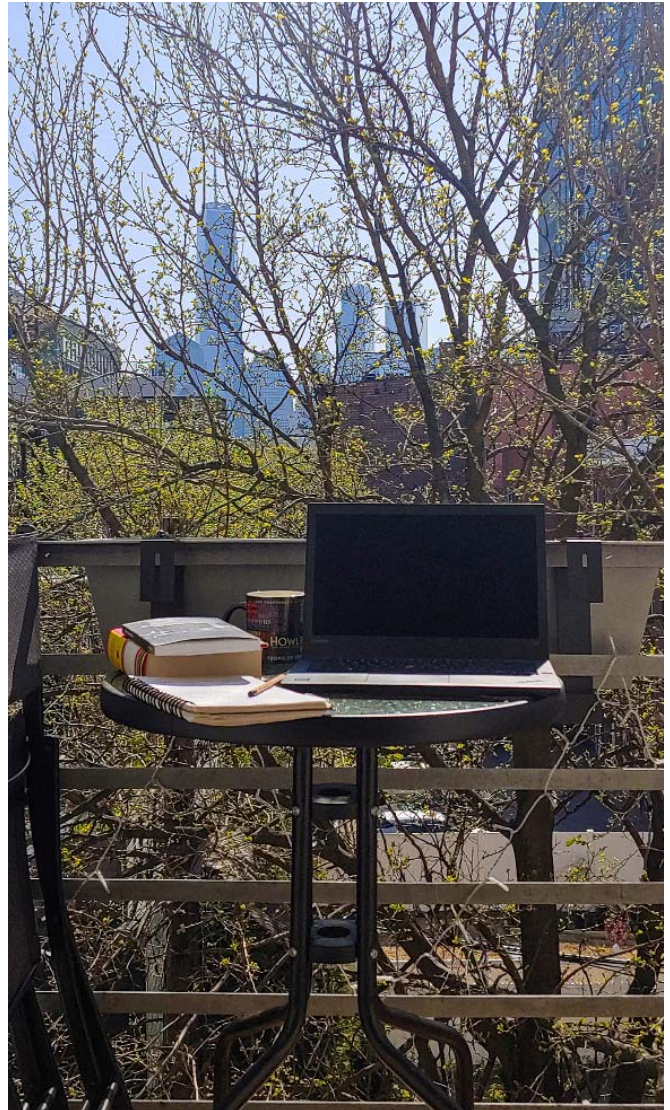
Cynthia T., Maryland

Service in a Changing World

At the very beginning of Alcoholics Anonymous, our co-founders Bill and Bob did live, in their own terms, in a changing world. They left their active alcoholic lives to become sober, and then put into place this big machine that has become our beautiful Fellowship of Alcoholics Anonymous.

Because everything they did was new, they had to constantly adapt to changes and to the challenges that presented themselves daily. They always did everything to help the alcoholic who suffers. In the middle of the 20th century, Bill said: “Hence, an A.A. service is *anything whatever* that helps us to reach a fellow sufferer — ranging all the way from the Twelfth Step itself to a ten-cent phone call and a cup of coffee, and to A.A.’s General Service Headquarters for national and international action. The sum total of *all* these services is our Third Legacy” (page 160, *Language of the Heart*). In all the books of Alcoholics Anonymous, we find texts retelling the challenges faced by our co-founders. When we think about the financial aspect (talked about in the paragraph titled “A.A.’s early money problems,” page S3 of the Service Manual 2018-2020), or the other multiple challenges they faced, and that we can read about in the same book till page S12.

At the beginning of this 21st century, the quote we found on the cover of the book *Dr. Bob and the Good Oldtimers*, “Only the trial-and-error method taught A.A. the best approaches for newcomers” still applies today. At the beginning of 2020, mid-March, the emergence of the Coronavirus changed our lives. What was meant to happen happened. There was a general “crash” for everyone and Alcoholics Anonymous wasn’t spared. The General Service Office was forced to close five weeks before the 70th General Service Conference. What would happen



to this annual event that had been taking place, without interruption, since 1951? Without knowing it, we entered an intense time of change, as expressed in the theme of the 71st Conference: “A.A. in a time of change.” That theme imposed itself on our Conference.

And contrary to what people thought, there was no way we were going to let the flame of Alcoholics Anonymous die. The G.S.O. staff took action and did what was necessary so we could have a Conference anyway, and it was held for the first time on a virtual platform. I don’t need to tell you how much work was needed to keep fulfilling our primary purpose: “Help the still-suffering alcoholic.”

In our area, we switched all of our meetings to video-conference, and we set in place a way to receive online contributions. The useful aspect of the online meetings is that there are no more physical barriers. That meant we could open our “day of service” activities to all members, no matter where they were. With this new way of doing things, there are no more frontiers, and we also have the ability to limit access to the platform when we are holding closed meetings, while respecting the anonymity of members.

For many, the necessity of having prudent reserves for our groups, districts and areas, as well as for the G.S.O., became more clear. Never had such a crisis occurred since the founding of A.A. in 1935. It is only when they realized no more money was coming in, and having used an important part of the prudent reserve, that G.S.O. decided to ask members for help to finance the Fellowship.

Because our 85 years of experience showed us to what extent it is important to maintain self-support, as written in our pamphlet “Self-Support: Where Money and Spirituality Mix,” page 5: “We cannot skimp. With the realization that A.A. must steer clear of outside contributions in order to maintain its autonomy and independence came the understanding that the money necessary for A.A.’s survival would have to come from individual A.A. members and groups.”

Following this call for financial help, online contributions exploded at G.S.O., which allowed the office to end 2020 very well. The members, groups, districts and areas had to adapt to survive. Many of them had to use some of their prudent reserves until everything was set in place to meet the newcomers and stretch out the hand of A.A. to the suffering alcoholic. Of course, some groups didn’t recover and had to close their doors, but new groups were born online.

All of this brings us back to the essential, as we found on the cover of the book *Dr. Bob and the Good Oldtimers*, “Only the trial-and-error method taught A.A. the best approaches for newcomers.” In 2020-2021, the trusted servants are the oldtimers who had to adapt, and had faith in the Fellowship. I thank my Higher Power that this crisis did not occur ten or 15 years ago... What would have become of us without computers and videoconferrence? It is with a heart full of gratitude that I say “THANK YOU” for still serving Alcoholics Anonymous.

France F., North West Quebec

Unity in a Changing World

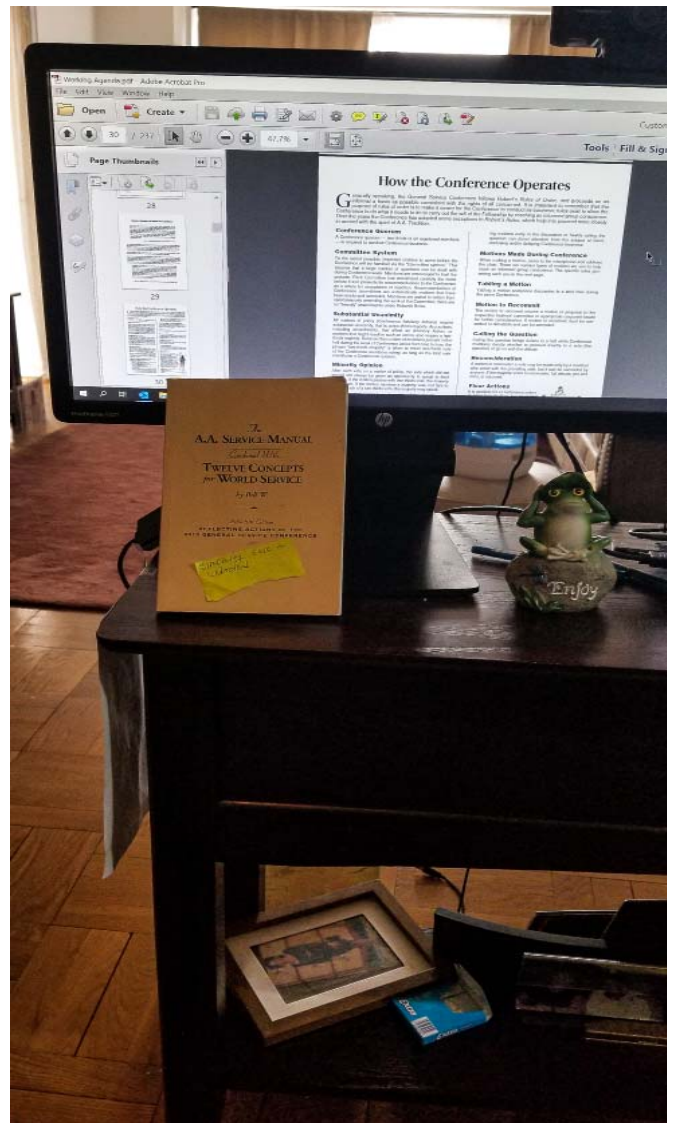
Hi, my name is Carlos L. and I’m an alcoholic. I’m the Panel 70 delegate from Area 77, the enchanting island of Puerto Rico. I was given the honor of addressing you, my fellow Conference members, with a presentation focused on “Unity in a Changing World.”

As we all know, Unity, as one of our Three Legacies, needs no introduction, but when you add “in a changing world” it reminds me of all the sacrifices and changes we have had to adapt to in order to maintain our unity over the past year. It has not been an easy year; we’ve had to make more phone calls than usual, we’ve had to adapt to virtual meetings and make many conference calls just to keep our message of strength and hope alive. And those who were lucky enough to have face-to-face meetings had to deal with social distancing and having to hold back on the usual hugs we use to greet our closest friends.

First off, a definition of unity is “the state of being united or joined as a whole.” But for me, unity in A.A.

goes way further than this simple definition. Unity in A.A. can be felt from the first time we set foot in a meeting or log into a virtual meeting. I walked into my first meeting feeling completely powerless and defeated by alcohol and as soon I walked through the door, I was greeted by a group of people who made their best effort to share their experience, strength and hope with such accuracy that for the first time in my life I identified my feelings of powerlessness with someone else and, in this case, with a group of people.

This for me was a great example of unity, first from the group in the way they all brought their message together. From giving me the ABC’s of A.A. and talking to me about their desperation and despair, to talking about how they lived the A.A. way of life. And all this with kindness and smiles that made obvious the feelings of happiness from being able to live free and sober; and happiness was something I couldn’t imagine without drinking alcohol. Second would be the sense of belonging that I felt. They let me know I was not alone and that if I wanted what they had found they were willing to help me find it, too. Little by little, they all gave me a hand to help me out of



the deepest and darkest abyss into which alcohol had taken me.

Along the way I was helped through the Twelve Steps. Soon after, I was working the Traditions, and as soon as I read the First Tradition its first paragraph struck me with the urge to serve, with the feeling of the responsibility for keeping this blessed society and its message alive, because if it weren't for the people who kept it alive before me, where would I be today?

I know some of you may know this paragraph by heart, but here it is just as a reminder:

The unity of Alcoholics Anonymous is the most cherished quality our Society has. Our lives, the lives of all to come, depend squarely upon it. We stay whole, or A.A. dies. Without unity, the heart of A.A. would cease to beat; our world arteries would no longer carry the life-giving grace of God; His gift to us would be spent aimlessly. Back again in their caves, alcoholics would reproach us and say, "What a great thing A.A. might have been!" (*Twelve Steps and Twelve Traditions*, page 129).

I could go on for hours talking about unity in A.A., but time is limited, so I would like to finish with this.

For me, it's not been easy adjusting to all the changes the pandemic has brought; but after a lot of meditation and personal inventories I have come to make amends with the changes and to understand that change is never a comfortable proposition — it's uncomfortable before it is comfortable again. And our community has done an extraordinary job adjusting to the changes and taking on the obstacles brought on by the pandemic. I believe it's safe to say our unity is as strong as ever, if not stronger; after all, all of us together have done a great service of maintaining the unity of A.A. in a time of change.

Carlos L., Puerto Rico

General Service Office Archives

Good evening, Conference members. My name is Michelle Mirza, and it is my privilege to perform the duties of your archivist at the General Service Office Archives. G.S.O. Archives is currently comprised of the senior archivist, digital archivist and associate archivist. This small team of dedicated staff wears many hats through the course of each day, fulfilling our mission and purpose with pride and respect for A.A.'s principles. They join me in welcoming members of the 71st Conference and hope that you will all feel free to utilize the archives as a valuable resource. I thank Patrick for the invitation and opportunity to present on Archives in relation to the topic and the Conference theme, "A.A. in a Time of Change."

Before I begin, I hope you will indulge me as I take a few minutes to tell you more about the G.S.O. Archives, since I do not believe many people are truly cognizant of the scope of our work or the extent of the collection. My hope is that you will leave the virtual room today with clarity on what we do and why it is important to

the organization. The small team of archivists oversee an impressive collection of materials that are integral to A.A. history. The materials include audio/visual recordings in both digital and analog formats; documents such as archival letters and manuscripts; publications such as books, pamphlets and newsletters produced by A.A.W.S. in all languages; photographs; artwork; and some artifacts considered to have historical importance to Alcoholics Anonymous. We also archive vital corporate records of all three operating boards; these records are retained to satisfy regulatory compliance as legally registered corporations. Within the A.A. Fellowship, they provide evidence of the corporation's functions, policies, decisions and other activities.

The team also provides service to A.A. members and others outside of the organization. We respond to remote research questions daily that sometimes consume most of our day. We assist and support hundreds of local archivists (district, area, and a small but growing group of intergroup archivists) who face challenges and problems in gathering A.A. archives and history. Let's continue to work collaboratively to assist them to achieve their mission because they serve Alcoholics Anonymous, which not only benefits our A.A. community but the information profession as a whole.

In describing the historical materials preserved in the Archives, Nell Wing, G.S.O.'s first archivist, wrote in her biography, *Grateful to Have Been There*: "Those letters... carry the story of how A.A. started and grew all over the world — these unique and precious communications, holding the history of A.A. forever safe and intact — I treasure deeply in our archives." My staff and I apply A.A.'s principles in our work; we bring our ethics and values as professional workers, and I want you to know that the Archives are well cared for. There is an old Chinese proverb that goes, "The palest ink is better than the best memory." If we don't capture the conversation and memories today, for later use, history will be lost forever.

Let's now return to the topic "A.A. in a Time of Change." My viewpoint, from a historical perspective, is that our organization has experienced changes, and we have adapted, throughout the expanse of A.A.'s history. On this subject, Bill expressed his thoughts to the 1956 Conference stating, "I do not think that any of us would presume Alcoholics Anonymous in its present form would necessarily last forever. We can only hope that it will lead to better things for those who suffer from alcoholism. That the lessons and examples of our experience may in some measure bring solid comfort and assurance to the suffering and confused world about us."

What has remained constant, though, are A.A.'s guiding principles, the Twelve Steps and Twelve Traditions. Perhaps the far-seeing remarks of Bernard Smith (non-alcoholic, former chair of the General Service Board from 1951 to 1956) in his closing talk at the 1953 General Service Conference summarize the nature of changes within A.A. He wrote, "...in the area of principles, we should secure virtual certainty; in the area of policy, comparative certainty, and in the area of practices, compromise if necessary." In the area of policy, Smith shared,

“we should ... not limit the effective functioning of the services of A.A. by insisting upon absolute certainty; for policy can be changed whenever the collective voice of A.A., speaking through the Conference, determines that in actual operation the policy as adopted by a previous Conference requires a change.” This is the 71st General Service Conference, where you conferees are responsible for establishing new policies or guidelines and modifying old ones. A.A.’s group conscience is reflective of a shifting environment influenced by circumstances or events both within A.A. and external to it. Your decisions this week will become part of A.A.’s living history of the estimated 3,000 advisory actions of guiding policies for future members and trusted servants. “Changes within A.A. come only as a response to the needs and the wants of all A.A., and not of any few” — Smith’s wise counsel as he addressed the General Service Conference.

Archives support the Twelfth Step work you do by using the past to examine the present and make better choices for the future. The Covid-19 global pandemic is “history in our time.” We are living through and experiencing a profound period as we adapt to the tremendous impact of this pandemic. In March 2020, the G.S.O. and Grapevine closed their physical offices, and employees moved to a fully telecommuting environment. Sharing from a personal perspective, it was surreal, and I felt discombobulated. We at the G.S.O. Archives are acutely aware of the grave circumstances faced by like-minded professional colleagues in the archival community, the world at large and of course, within the A.A. Fellowship. The last year has been difficult, but we continue to do our best to provide service to the Fellowship in a highly fluid and challenging environment. It is as essential as ever to capture these experiences — the hurdles, challenges, fear and victories, not only for future generations of members and historians, but for sharing now, within our A.A. community.

As an opportunity to be proactive in collecting primary sources, we immediately set out to create a Covid-19 archives documenting A.A.’s activities and G.S.O.’s responses. We wanted to capture voices within the A.A. community through submissions of groups’ experiences to the office, as well as those captured through public media, such as newspapers, television and radio. Never before in our history have we worked so closely with the Public Information desk to track media coverage, including the scores of media inquiries to G.S.O., as well as our responses. The P.I. desk became inundated with calls and emails. At this juncture, I wish to pause and extend thanks to our P.I. staff, Racy and her wonderful assistant Jacob, for their continued diligence in keeping the Archives informed of any news-related articles.

Harvesting, indexing and archiving this massive content was no easy feat. Our digital archivist, Stephanie Gellis (nonalcoholic) was charged with finding creative ways to archive this new digital content, in particular, audio/video media content delivered through streaming services and within the limited resources available to us. At present, the A.A. and Covid-19 collection includes more than 230 items, and more content will be added in

the coming months. Building the Covid-19 archives has been an opportunity to increase born-digital content in our collection, supporting the Archives mission that we’re not only a custodian of physical content.

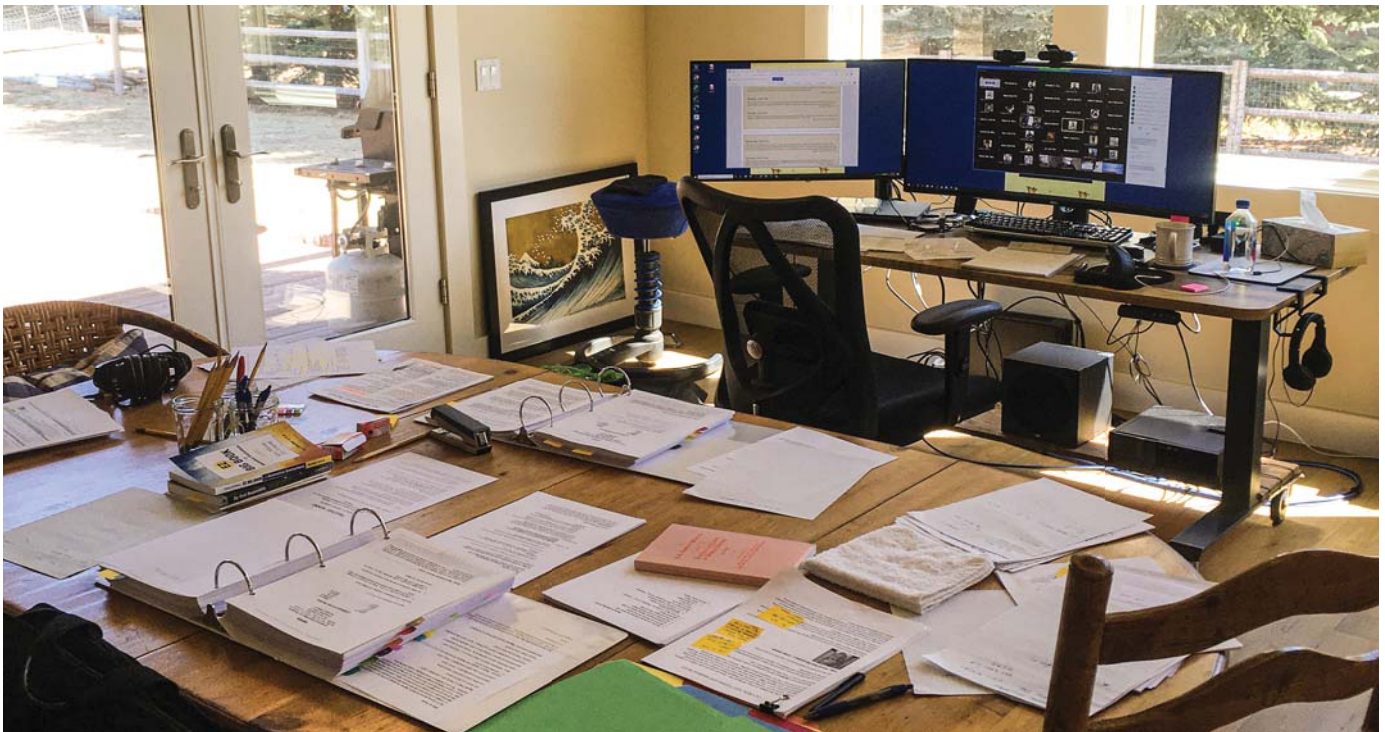
Here is a look inside the collection. We archived news articles that referenced the General Service Office, intergroups and central offices, A.A. members’ sharing personal experiences, radio and television interviews of trusted servants, anonymity breaks and so forth. If we encountered an article that contained inaccurate information about A.A., we informed the P.I. desk, which might then attempt to reach out to the source. It’s important to preserve correct information and document the facts internally and externally within our means and not promote misinformation. We ought not to view history from a cavalier perspective; it has to be accurate, or it is wrong.

The collection reveals the timeline of the pandemic, the Fellowship’s response to it and how that response changed over time. For example, in the earlier months, headlines such as this one from *Vice* magazine in March 2020 were hitting the news circuit worldwide, “Coronavirus Is Forcing A.A. Meetings to Close, and People Are Worried About Relapse.” By mid-April, we began to observe the beginning of a subtle change in the headlines, such as this one from the *Simi Valley Acorn*, “Alcoholics Anonymous Dials In New Ways to Help Addicts Cope.” By May 2020, headlines like this one from NPR in May 2020, “Virtual Alcoholics Anonymous Meetings Provide Those in Recovery a Reprieve” largely reflected the Fellowship’s ability to adapt in a time of historic change.

The P.I. desk’s press release in May 2020 carried the title “Physically Distanced but Digitally Connected — The Alcoholics Anonymous Message Carries on Amid Coronavirus (Covid-19)” undoubtedly reflects the relatively quick responses and proactive measures of alcoholics helping other alcoholics.

By January 2021, this headline featured in *Yahoo! News* is indicative of times today, “How the Pandemic May Have Changed A.A. and Recovery Culture — In Surprisingly Hopeful Ways — Forever” and this one from *The Advocate*: “The Coronavirus pushed A.A. to evolve: Here’s how members found help online.”

Members and groups were connecting worldwide regularly for the first time in A.A.’s history for fellowship, assemblies, conferences, workshops, anniversaries, business meetings and other events. Online platforms such as Zoom, Google Hangouts, WhatsApp, Conference Calls, and GoToMeeting were being utilized. We archived some of the difficulties encountered, such as the unwanted, disruptive intrusions and the solutions and steps taken to overcome these challenges. Though online groups had existed for years, they had never received quite so much “publicity” as what was to come. While we did not shy away from the fact that not everyone loved this digital meeting format or that some were finding the digital learning curve challenging — one thing was for certain — A.A. was learning more and more how to be on online platforms while also adhering to A.A. Traditions. I think our press release from March 2020 captured the spiritual



heart of A.A. in this statement, “A.A. in the digital age has certainly taken on a new meaning in these challenging times, reminding its members and those searching for help that A.A. is not just a ‘place,’ but exists in the hearts, minds and help offered.”

There were a number of notable historical firsts that we undertook at the office, supported by you, the Fellowship. Yes, there were gaffes along the way, but we did not allow these to hinder our attempts to be visionary and nimble. In March 2020, the General Service Board approved a recommendation to hold a virtual 70th General Service Conference where all sessions were to be conducted on a digital platform. The Conference assignment supported by staff colleagues and our boards had to rethink new strategies to organize this event. We proceeded with prudence but not fear. I recall almost seven years ago in 2014, the subject of electronic voting at the Conference was debated. Finally, the group conscience of the 67th General Service Conference decided to preserve the traditional method of voting by paper ballot for the elections but agreed to “move ahead with electronic voting to be used for all Conference voting.” We now had only weeks to devise a method of voting via electronic means to conduct elections at the 70th Conference. Through trial and adjustment, the result was a success.

Sad, and terribly impactful, was the cancellation of the 2020 International Convention that was to be held July 2 – 5 in Detroit, Michigan. Some 30,000 members had registered and were looking forward to gathering with friends from around the world. Instead, a virtual experience was launched on G.S.O.’s website. While we could not experience Detroit live, the virtual experience provided an opportunity to bring together many of the special components that make our International Conventions memorable, including a presentation of the 40-millionth

Big Book; the launch of a new Archives video on the history of A.A.; sharing from A.A. speakers, and more.

Another first was the virtual World Service Meeting in November 2020, the only such gathering since the meeting’s inception in 1969. I thought the theme of that 26th World Service Meeting was a timely one for the current circumstances and how A.A. adapted: “The Purpose of Our Service: Sobriety within Everyone’s Reach.” In-person Regional Forums were canceled, but under the leadership of G.S.O. staffer Sandra W., two one-day forums, which she lovingly referred to as “US/CANs,” were contrived. Some 4,000 A.A. members attended either the Western U.S./Canada forum and/or the Eastern U.S./Canada forum.

As I reflect on the extent of A.A.’s history, I don’t think there is a comparable experience that has affected A.A. worldwide the way the pandemic has. But we have a precedent to fall back on. The fledgling Fellowship of the earliest years sought solutions to problems, later codified by A.A.’s co-founder Bill W. in the Twelve Traditions. Bill wrote that these “Twelve Traditions are in reality a codification of the lessons of past experience that we got out of the school of damned hard knocks in the early days of A.A., and which we continue to get.” (*Our Great Responsibility*, page 196, “Hold On to Traditions.”)

We can draw on historical references in the past and show the progression of changes, the ways in which we adapted, and the steps we took to keep aligned with A.A.’s Primary Purpose. During World War II, the work of A.A. continued on. It was a time of exponential growth in our Fellowship, combined with an unsteady and tumultuous period. There was gas and food rationing. The size of our Big Book was reduced to accommodate the paper shortage supply (this is why the eighth printing of the first edition is much smaller than other printings). Bill wrote

the following in Step Three, in the “Twelve and Twelve”:

When World War II broke out, this spiritual principle had its first major test. A.A.’s entered the services and were scattered all over the world. Would they be able to take discipline, stand up under fire, and endure the monotony and misery of war? Would the kind of dependence they had learned in A.A. carry them through? Well, it did. They had even fewer alcoholic lapses or emotional binges than A.A.’s safe at home did. They were just as capable of endurance and valor as any other soldiers. Whether in Alaska or on the Salerno beachhead, their dependence upon a Higher Power worked. And far from being a weakness, this dependence was their chief source of strength.

The AA Grapevine magazine was utilized to connect alcoholics at sea in a section dedicated to A.A. members in the military; it was entitled “Mail Call for All A.A.s in the Armed Forces.” It appeared in each issue starting in June 1944 as a means to help and provide sharing for those members in difficult circumstances, in far-flung regions, who needed to connect with the Fellowship.

The world will likely look different in many ways in a post-pandemic era. To you I pose the questions: “What is the path forward now?” “What did we do differently that we ought to cultivate?” We are being trained in different habits and perhaps looking at what worked, what didn’t work, or what we want to give up is part of the solution to adapting to changes.

Finally, I’ll end with these thoughts from A.A.’s co-founder Bill W., in his 1960 talk to the G.S.C. titled “A.A. in an Era of Change.” I think his message, delivered 61 years ago today, remains evergreen.

At a time like this, before thinking about today or tomorrow, oldtimers like Lois and me think about the past. I think that a keyword by which you might convey some little part of what has happened might be the word communication, now so much in the forefront of our minds. When you think about it, A.A. is a unique means of communication: our lives have depended on communication; our unity depends on communication; our function depends on communication... 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.

We reference the past and its lessons as long as those teachings work. When they don't work, we adapt and we re-shift. That has been our history. The lessons of the past however are something we ought to preserve.

Perhaps out of today’s worldwide crisis we will draw experience, strength and hope, referencing the lessons of the past, as Bill says, while reshaping and adapting to meet the needs of the future. I believe we are doing this remarkably well.

Thank you for allowing me the opportunity to share my thoughts.

Michelle Mirza, Archivist

Carrying the Message Virtually in the Americas: REDELA (Meeting of the Americas)

In addition to attending the World Service Meeting, our General Service Board participates in the sharing of experience, strength and hope within our zonal meeting, the REDELA, a Spanish acronym for “Meeting of the Americas,” which meets in odd-numbered years, generally in Central or South America. It is hoped that the 22nd REDELA Conference will be held during the first week of October in the historical city of Antigua, Guatemala. A.A. exists at some level in at least 24 of the 35 countries in the Americas; 21 are members of the REDELA. During the time I have been serving, we have been participating in more of the conferences and significant anniversaries of these structures to which we were invited between REDELAs. It is my pleasure to report that demonstrating an interest in participation seems to allow us a more active role in encouraging the carrying of the message within the countries of our own zone.

When the pandemic struck last March, our plans for springtime visits to Nicaragua for the Central American Convention, to Cuba and Guatemala for their General Service Conferences, and to Brazil and Bolivia for their National Conventions, were immediately canceled. Following our virtual 70th General Service Conference, the experience obtained and the need to harness this vast colossus of communication in this brave new world redefined our role. Trish and I began having monthly informal sharing sessions in May with the other REDELA delegates. These sessions have led to our participation in service events in Colombia and Chile. Additionally, Class A trustee Leslie Backus presented at the C.P.C. meeting of “Lifestyles v. Toxic Habits IV” at the University of Guantanamo, Cuba (she is now an honorary member of the faculty)! But it is our virtual bond with the Argentinian structure that has been particularly exciting to help develop. Among other things, we have been able to attend two of their C.P.C. events, their Women’s Encounter III (just Trish!), their annual A.A. seminar, as well as their first virtual General Service Conference from September 26 to October 4, where we shared our positive experience with our virtual G.S.C. with their Conference delegates in August when they otherwise might have canceled their Conference. The positive experience passed on by Argentina in turn helped persuade Brazil to conduct their first virtual General Service Conference in November. And so it goes!

Maybe the most notable development for our Fellowship began upon hearing discussion at the Argentinian G.S.C. regarding a virtual regional forum being planned for their southernmost Region 06, which includes Tierra del Fuego and Patagonia. The similarities in the challenges faced by members in the Arctic areas of Canada and Alaska were immediately apparent to our Canadian trustee-at-large Trish, and the idea took shape

that members from these polar communities might benefit from virtual sharing, which could never have happened face-to-face. From this glimmer of an idea to join the virtual hands of A.A. across the length of the line of longitude has given rise to the cooperative Phase 1 of an Argentinian Forum with Chilean (part of Patagonia is in Chile) and Canada/U.S. joint participation on May 15, 2021. It will be followed by a larger Phase 2 virtual pan-continental Special Forum targeting certain international and U.S./Canada remote communities, expected to be held near the end of 2021. Great distances and language barriers are being melted away by practicing our Responsibility Statement in the digital age. Our imaginations have been fired and great events are coming to pass for us and countless others!

Newton P., Trustee-at-large/U.S.

26th World Service Meeting

In a year unlike any other year, with challenges in every corner of the globe, the biannual World Service Meeting of Alcoholics Anonymous was held using a virtual platform. It was made possible through the hard work, dedication and vision of not only our U.S./Canada General Service Board and General Service Office staff, but also by the faith and trust of World Service Meeting delegates and service structures everywhere, who so strongly share our co-founder Bill W.'s vision of alcoholics in action around the world.

In Bill's expression of the need for a World Service Meeting, he stated: "There are many problems of growth and relations that call for an international exchange of experiences. The problems of public relations, of anonymity, of self-support, of relations with medicine and religion — these are all keenly felt in many A.A. countries." And to Bill's list one could easily add — the upending experience of a pandemic.

When it became evident that, because of the pandemic, it would not be feasible to host the scheduled face-to-face World Service Meeting in New York in October, the General Service Board agreed to withdraw from hosting the 26th World Service Meeting. (It's important to note that the WSM is an autonomous service body. Our G.S.O. International desk serves as a coordinator of the meeting, but the WSM itself is autonomous.) The WSM Policy/Admissions/Finance Committee, along with all WSM delegates and General Service Offices were informed of the decision. A flicker of hope continued to burn though, as experience was developed with hosting large service gatherings virtually both within our structure and in other service structures. By the August General Service Board meeting, there was enough confidence that the G.S.B. accepted a recommendation to propose to the WSM that the General Service Office U.S./Canada coordinate a modified 26th WSM in late 2020, using teleconferencing.

The 26th World Service Meeting went "live" on Saturday, November 28, at 7:00 a.m., Eastern Standard Time and continued for the next three days. There were

69 people from 44 countries in our virtual meeting room (it is noteworthy that the participation of women increased from 7 at the last World Service Meeting to 22 at this one) and the coming together for one common purpose as stated in the preamble had even more resonance as a result. It's the custom of our U.S./Canada service structure that the two trustees-at-large serve as WSM delegates, so we were represented by Newton P., trustee-at-large (U.S.) as second-term delegate, and me, as first-term delegate.

After opening remarks from Michele Grinberg, our nonalcoholic G.S.B. chair, there were presentations on Licensing and Translations from A.A.W.S.'s publishing director and on the International Literature Fund from G.S.O.'s general manager. Both of these presentations were of very special interest to WSM delegates. Literature is, of course, one of the very important ways we carry the message. The International Literature Fund was created in 1992 to offset expenditures for international literature assistance, and more than 25 countries have contributed over 1.75 million dollars to it.

Presentations and workshops happened throughout the event, and topics that were touched on were returned to in what for me was a highlight of the WSM, the General Sharing Sessions. These sessions allowed another glimpse into the larger A.A. world, the differences and commonalities we share as structures and as individuals, and an opportunity to provide support. Tatjana from the Netherlands shared on the double tragedy that struck their board, with two consecutive board chairs passing away. But at the same time, Tatjana talked about how she drove throughout the Netherlands, providing tutorials and support for members who need to know how to connect virtually. Juan from Venezuela joined us from a different country, at considerable risk, because of unstable infrastructure in his own country. And over and over again, we heard about how countries are helping other countries. Poland, the Czech Republic, Great Britain, Mexico — all have been helping neighboring countries formally (through country-to-country sponsorship in the case of Mexico) and informally. It was a witnessing of the hand of A.A. on a global level. As one delegate said: "Pray like it depends on God — work like it depends on you." Everyone involved did just that.

The formal World Service Meeting was closed, as is the custom, by the Serenity Prayer in the language of choice of each delegate. I daresay there wasn't a dry eye in the squares. We did have the opportunity to gather again one more time, on December 12, for a special "Gratitude in Action" meeting, where one delegate noted that "sharing is our oxygen." This was followed by a specially tailored virtual tour of Stepping Stones.

The next World Service Meeting will be held in 2022, in Japan — the first time in Asia — and I am looking forward to being there.

The 26th WSM was an extraordinary event in an extraordinary time. My deepest gratitude to all of you and to A.A. for the opportunity to have been there.

Trish L., Trustee-at-large/Canada

■ G.S.O. Department Reports



Administration — *Stephanie L., Senior Director of Administration and Strategy*: The Administration department supports the roles of the general manager and the senior director of administration and strategy in the day-to-day functions of the General Service Office. The senior director of administration and strategy works closely with the general manager in facilitating effective decision-making and serves as liaison with various departments, keeping the general manager informed on inter-departmental issues and makes recommendations and decisions for effective solutions. The incumbent is responsible for developing and executing organizational strategy; leads organizational projects and may chair internal working groups and committees; handles inquiries and projects to determine the proper course of action, including project scope, timeframe and deliverables while working with the best suited internal and external teams. This role analyzes necessary data for business needs and assists in development of proposals for the implementation of solutions that align with business goals. The senior director supervises the Administration, Human Resources, Operations and Technology Services departments. This role collaborates with all departments to meet business objectives and makes recommenda-

tions for organizational process improvements. The senior director of administration and strategy also serves as a resource to the boards and committees.

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, and literary works and artifacts considered to have historical importance to Alcoholics Anonymous;
- Provide access to these 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 Department — *Clement C., Senior Manager of Communication Services:* The Communication Services department continues to expand in both responsibilities and staff. What began as an assignment, Staff member and assistant in 2015, has blossomed into a department with six 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, contribution site and webstore; 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 digital content creator who has responsibility for the A.A.W.S. YouTube channel, internal video productions and content creation for G.S.O. and the three boards; 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 senior manager of the Communication Services department has oversight of the department, chairs the Website Committee and reports to the Technology/Communication/Services committee. The senior manager also sits on the Executive Tech 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.

The department continues to maintain the A.A. website, aa.org, providing information to those with a drinking problem, professionals working with alcoholics, the media and the public at large. G.S.O.'s website provides accurate and consistent information about A.A., details about services coordinated by G.S.O. 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 effectively carry that message and engage viewers of the channel. The new website project continues with the development of a website with a more welcoming, contemporary and accessible experience for visitors to aa.org. 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. Research is currently be done to enlarge its scope to online meeting information.

The department has grown into the hub of digital communication from G.S.O. and the three boards, to the Fellowship and public as a whole.

The department collaborates with other G.S.O. departments, staff assignments, working groups, corporate boards and the 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 A.A.W.S. 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 G.S.O. department leaders with the information needed to make informed business decisions consistent with our financial plan.
- To facilitate G.S.O.'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 A.A.W.S. and AA Grapevine employee retirement plans.

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 80% of contributions are received by paper checks, requiring additional research, time and money to process.*

Accounts payable includes verifying proper approval of payments and issuing payments to vendors through a vouchers payable system that records the expenses in the appropriate accounts.

Budgeting includes collaborating with board committees and senior management to develop a financial plan for each G.S.O. department, 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 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 A.A.W.S. and G.S.B., the employee retirement plan and insurance premiums.

Literature inventory valuation includes ensuring that appropriate, generally accepted accounting principles are followed in the valuation of A.A.W.S. inventory.

Providing information necessary for trusted servants to make appropriate decisions about the General Service Board's Reserve Fund and the A.A.W.S. and AA Grapevine employee retirement plans includes chairing quarterly retirement committee meetings, reconciling reserve fund and pension account statements and reporting to the trustees' Finance Committee.

Human Resources — *Sareen Pearl, Director*: The Human Resources department promotes a comprehensive and effective program of human resources management embracing recruitment, compensation and benefits, employee relations, executive and professional development, training, payroll, and regulatory and legal compliance. The Human Resources department supports the ability of G.S.O. to attract, retain, develop, motivate and reward a highly competent and effective workforce.

The Human Resources department ensures that all aspects of the overall G.S.O. employment program are in conformance with all applicable Federal, state and local laws and regulations. Also, Human Resources ensures effective communication of all policies, programs and procedures to all managerial, professional and non-managerial employees; advises the general manager on industry trends and developments in compensation and employee benefits; and makes revisions to existing plans and policies.

In order to recruit and retain an effective workforce, Human Resources works closely with appropriate senior managerial and supervisory personnel to attract qualified candidates for employment using the most cost-effective means. Orientation programs, training and development are conducted for all employees. In addition to training and development, the Human Resources department orchestrates recognition, awards and organization-wide events for employees.

The Human Resources department provides resources to AA Grapevine, as well, on an as-requested basis.

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 unit determines reorder points based on average monthly distribution and advises the production manager when items are up for reordering. The unit 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 unit 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 unit is responsible for researching and negotiating with freight companies to guarantee that A.A.W.S. is getting the most competitive pricing and to secure new freight vendors as needed. Another function of this unit is to audit the freight invoices to ensure that shipments are charged at the correct rates and that truckers' discounts are properly applied. The unit 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 unit reviews the warehousing invoices and investigates discrepancies.

Customer Service: This unit manages and troubleshoots all customer-related issues that arise in the order fulfillment process. They handle and control all warehousing, shipping and literature delivery issues to ensure smooth operations and timeliness. The Customer Service unit also troubleshoots all issues relating to the online stores and the online ordering process.

Order Entry: This unit is responsible for processing and posting all orders. The Order Entry unit 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. Orders processed through our warehousing facilities represent about 95% of the total dollar value of literature sales. Overseas orders are processed from the Canadian warehouse. The Order Entry team also generates and processes the invoices for sales orders. The unit gives price quotes and provides members/customers with general information regarding the ordering of literature. The unit processes all complimentary literature initiated by staff, which includes New Group, New G.S.R. and other complimentary literature. Orders being shipped from our warehouses are transmitted to them daily via Celigo integrator.

Records: The duties of the Records team include, but are not limited to, updating group information in NetSuite, processing new group applications, responding to email/phone inquiries, and maintenance of the mailing lists. The Records unit is the direct link from G.S.O to the area registrars. This team provides Fellowship Connection training to the area registrars and advises on any updates or changes to the online portal. They also update and

maintain the Fellowship Connection User Manual and instructional videos.

Publishing — *David R., Publishing Director:* All of the Publishing department's efforts continue to serve the mission of A.A.W.S., Inc., and our primary purpose of carrying the message to the next sick and suffering alcoholic via our literature — with this overarching imperative: To maintain the highest quality editorial, production and distribution standards while implementing economies of best industry-wide practices. This year, we achieved great strides forward, with several major projects reaching fruition, as we continued our focus on attraction, inclusivity and accessibility.

Digital access to our literature (in ebook, audiobook, PDF formats, and such) emerged as a key focus during this year of challenges wrought by Covid-19.

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

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 G.S.O.'s website aa.org.

In the Fall of 2020, our Order Entry, Customer Service, Inventory Control, and Mail and Shipping divisions moved under the aegis of Customer Service, led by director of operations Malini Singh.

The executive editor, editor, French and Spanish editors work closely with each G.S.O. staff member to provide editorial direction and expertise regarding Conference-approved literature in print and digital formats, service material or newsletters. Copyediting manuscripts, incorporating board and Conference committee and staff suggestions for editorial changes, rewriting and preparing copy for the printer are the responsibility of these editors. Freelance writers and artists, who are also A.A. members, are hired to develop material and design covers and layouts.

The publishing director works with the general manager and the chief finance officer to determine Publishing department budget requirements and sales projections. Regular reports are presented by the publishing director to the A.A.W.S. Publishing Committee. The publishing

director works with the general manager and director of finance with cost information gathered and analyzed from our production and fulfillment department professionals for proposed new A.A.W.S. items to be presented to the A.A.W.S. board for their fiduciary oversight and pricing approvals.

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.

The production manager/digital works closely with the senior production manager/print, the executive editor, the editor, and members of the newly formed Communication Services department, as well as relevant staff services positions to gather costs, budget, produce and shepherd ebooks, audiobooks and videos through the production, manufacturing and digital distribution processes.

The routine monitoring and protecting of A.A.W.S., Inc. copyrights and trademarks continues under the aegis of the Intellectual Property administrator, as does meeting the steady stream of Intellectual Property requests for the granting of permission to reprint copyrighted material. Administrative oversight for trademarks, logos, domain names, and responding to potential infringement falls under this position's purview.

The licensing administrator, with the assistance of an in-house temp assistant, addresses the continual surge in queries regarding international translation and licensing of A.A.W.S., Inc. and AA Grapevine, Inc. copyrighted material. Notably in 2020, many items of literature in local languages moved forward, with Miskito (Nicaragua), Shona (Zimbabwe) and Quechua (Peru) among them. Two new Big Book translations were completed and licensed for distribution: Tatar (Russia) and Oriya (India).

The new position of A.A.W.S. webstore operations manager was originated this year, with oversight over the maintenance of our webstore, with a leadership role in our ongoing enhanced distribution of ebooks and audiobooks.

Conference background material: Under the management of the editor, with linguistic supervision from our in-house French and Spanish editors, our enhanced French and Spanish freelancer pools successfully provided 2020 Conference background material for the third year running under tight deadlines — and under the anticipated budget.

During the first half of the past year, the Publishing department continued to enlist the help of publishing consulting professionals to help move forward on distribution opportunities, including an enhanced digital distribution channel.

A focus on “metadata” and analytics continued with colleagues at AAGV, Inc. and across A.A.W.S., Inc. and G.S.O. departments and an in-house workgroup continues to address uniformity in titling, item descriptions,



and search and tag words for the A.A.W.S. webstore and aa.org. that will aid in the discoverability and wide distribution of our print and digital literature across all media.

New A.A.W.S. webstore

The culmination of more than a year of development, a new state-of-art webstore — that operates within a native NetSuite SuiteCommerce platform — was designed and successfully launched with extensive intra-office support and the active participation and testing among the Fellowship, intergroups/central offices, and members of the boards. Enhancements to the webstore are ongoing.

New enhanced A.A.W.S. ebook and audiobook distribution

After more than two years in the planning stages — with the fiduciary oversight and encouragement from the A.A.W.S. board — and more than three years of research into industry best practices for digital distribution and a painstaking review of vendors, along with intensive collaboration across G.S.O. departments (Publishing, Finance, Customer Service, Tech services, Staff services, among them), enhanced digital distribution reached its final pre-launch stages in December of 2020, with all contracts, metadata, and content in place.

Thanks to these efforts, A.A.W.S., 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 libraries, educational institutions, professional portals, subscription services, and, notably, the National Corrections Library (NCL). 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), as well as 13 major audiobook vendors (Audio Apple, Audible, Audio Kobo, Audio Google Play, Hummingbird, Storytel, and more).

New videos

A new “Your General Service Office, Grapevine Office and the General Service Structure,” as well as a new “Regional Forums” video were completed.

A new video PowerPoint with narration in English, French and Spanish that originated out of an ad-hoc trustees’ committee (RIPTAB) was completed to be widely distributed among the Fellowship to spark robust discussion on matters relating to the accessibility of the Big Book, *Alcoholics Anonymous*, considering education levels, reading comprehension levels, demographic and cultural differences, and other concerns that may be barriers to the access and understanding of A.A.’s message.

New audiobooks

Alcoholics Anonymous, *Twelve Steps and Twelve Traditions*, and *Living Sober* (in English, French and Spanish) were completed and posted on aa.org, so visitors to the site may listen to these books at no charge.

Also completed are six new first-time audio recordings of our most distributed pamphlets in English, French and Spanish, to be posted on aa.org so folks can listen to them free of charge. Six additional pamphlets are slated for recording in English, French and Spanish in 2021.

Large Print

Phase 3 of the A.A.W.S. large print strategic plan is moving forward, with six items in English, French and Spanish each (18 total new Large Print items) being redesigned and put into production for release in 2020: *Came to Believe*, *As Bill Sees It* were printed and distributed in English editions, with French and Spanish editions plus the other items of literature slated for printing in 2021.

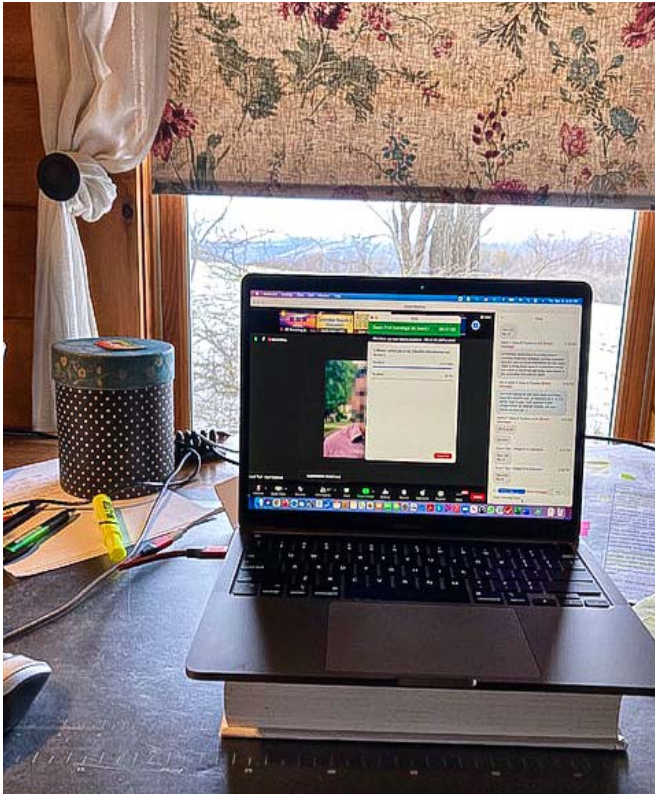
New souvenir gift book

With the cancellation of the 2020 International Convention in Detroit, the book originally developed as the souvenir book, *A Visual History of Alcoholics Anonymous: An Archival Journey*, a colorful, gift-sized volume was offered on pre-order, with a release date of February 14, 2021.

The book is a lavishly illustrated tour through A.A.’s history and a lively celebration of the Fellowship, and 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.

Mail/Shipping/Receiving — Aubrey Pereira, Supervisor:

The Shipping and Mail department is responsible for processing annually nearly 80,000 pieces of incoming and 55,000 pieces of outgoing mail. This department also ships literature orders from New York.



Mail/Shipping department assembles, wraps and ships more than 70 different complimentary (no-charge) packages, including Conference and D.C.M. Kits and Public Information packages, which are available in English, Spanish and French. This department completes an average of 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 G.S.O.

As we enter into 2021 we will continue to explore methods to better serve the Fellowship and help carry the message through efficient distribution of printed material.

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 G.S.O. 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 G.S.O. that come to his or her attention.

The principal duties and responsibilities of this position are the following:

- Provides supervision and leadership to G.S.O. staff and staff assistants, 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 G.S.O.
- As senior management, assists in the development and implementation of strategic planning policies and initiatives necessary to meet the objectives of the G.S.O.
- 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 G.S.O.
- 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 G.S.O.
- Coordinates the training of new staff and staff assistants with the staff coordinator and staff services team lead.

Technology Services — *Lorna Graham, Director:* The Technology Services department is an integral part of G.S.O. and aligned with G.S.O.'s business strategy and day-to-day functions.

The primary goals of the Technology Services department are to design, manage and monitor the technical infrastructure; to provide project management expertise; to participate in major software design, development, and implementation projects; and to provide technical support to the employees of G.S.O. The Technology Services department also provides technical support to those in the Fellowship who use our applications or access our dashboards.

The department is also charged with making sure that all applications are up-to-date with the latest versions, and that all hardware and software is compliant by industry standards; preserving the anonymity of our data with tight security; and maintaining a healthy 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 Fellowship Connection that launched in December 2020.

■ Literature Distributed — 2020

ENGLISH

Books

Alcoholics Anonymous (hard cover)	303,316
Alcoholics Anonymous (soft cover)	228,460
Alcoholics Anonymous (large print)	32,943
Alcoholics Anonymous (pocket abridged)	49,557
Alcoholics Anonymous (large print/abridged)	17,342
Daily Reflections	66,634
Daily Reflections (large print)	12,055
Twelve Steps and Twelve Traditions (hard cover)	92,369
Twelve Steps and Twelve Traditions (gift ed.)	1,641
Twelve Steps and Twelve Traditions (soft cover)	84,760
Twelve Steps and Twelve Traditions (large print)	22,791
Twelve Steps and Twelve Traditions (pocket ed.)	13,637
A.A. Comes of Age	5,122
As Bill Sees It	16,679
As Bill Sees It (soft cover)	13,896
As Bill Sees It (large print)	4,612
Dr. Bob and the Good Oldtimers	4,751
'Pass It On'	3,231
Our Great Responsibility	5,635
Experience, Strength & Hope	5,131
Total	984,562

Booklets

The A.A. Service Manual/ Twelve Concepts for World Service	10,125
Living Sober	66,277
Living Sober (large print)	5,337
Came to Believe	14,570
Came to Believe (large print)	1,797
A.A. in Prison: Inmate to Inmate	6,513
Total	104,619

Pamphlets

A.A. and the Armed Services	4,545
LGBTQ Alcoholics in A.A.	9,353
A.A. as a Resource for the Health Care Professional	8,551
A.A. for the Native North American	5,199
Women in A.A.	25,055
The A.A. Group	28,428
A.A. in Your Community	12,516
A.A. in Correctional Facilities	6,592
A.A. in Treatment Facilities	6,086
The A.A. Membership Survey	4,497
The A.A. Member — Medications and Other Drugs	26,251
A.A. Tradition — How It Developed	9,007
A.A.'s Legacy of Service	3,482
A Brief Guide to Alcoholics Anonymous	35,557
Circles of Love and Service	13,224
Bridging the Gap	8,698
Members of the Clergy Ask About A.A.	4,356
The Co-Founders of Alcoholics Anonymous	5,058
Do You Think You're Different?	28,935
Frequently Asked Questions	57,188
Frequently Asked Questions (large print)	1,810
G.S.R.	12,582
Grapevine — Our Meeting in Print	5,526
How A.A. Members Cooperate	4,299
How It Works	24,194
If You Are a Professional	11,583
Inside A.A.	14,644
A.A. for the Black and African-American Alcoholic	6,542
Is A.A. for You?	128,427
Is A.A. for Me?	30,832
Is There a Problem Drinker in the Workplace?	6,425
Is There an Alcoholic in Your Life?	18,781

It Happened to Alice	6,070
It Sure Beats Sitting in a Cell	11,936
The Jack Alexander Article	4,382
Let's Be Friendly With Our Friends	2,777
A Member's-Eye View of A.A.	10,628
Memo to an Inmate Who May Be an Alcoholic	11,111
A Message to Corrections Professionals	2,782
A Newcomer Asks	101,719
Problems Other Than Alcohol	31,681
Questions and Answers on Sponsorship	87,330
Speaking at Non-A.A. Meetings	4,007
The Twelve Concepts for World Service Illustrated	10,712
The Twelve Steps Illustrated	21,495
Twelve Traditions Flyer	3,511
The Twelve Traditions Illustrated	22,885
This Is A.A.	85,419
This Is A.A. (large print)	1,869
A.A. for the Older Alcoholic (large print)	12,544
Too Young?	14,006
Understanding Anonymity	18,934
What Happened to Joe	5,755
The "God" Word — Agnostic and Atheist Members in A.A.	16,430
A.A. for Alcoholics with Mental Health Issues — and their sponsors	11,653
Young People and A.A.	22,785
Access to A.A. — Members share on overcoming barriers	5,747
Many Paths to Spirituality	18,031
Total	1,114,422

Miscellaneous

Wallet cards — two-fold	72,281
Wallet cards — I Am Responsible	9,368
Wallet cards — Anonymity	8,209
Anonymity Display Card	373
Parchment — scrolls	968
Placards	313
C.P.C. Workbook	573
Archives Workbook	151
Corrections Workbook	480
P.I. Workbook	579
Treatment Committee Workbook	450
Treatment Committee Kit	148
Accessibilities Workbook	200
"Twelve and Twelve" on CD	10
A.A. Guidelines	69,162
Group Handbook	40
Wire Racks	710
Cassettes (tape cassettes)	6
Audio CDs	357
DVDs	2,010
Alcoholics Anonymous (cassette album)	35
Alcoholics Anonymous (4th Ed cassette album)	13
Alcoholics Anonymous (4th Ed CD album)	808
A.A. Comes of Age (CD album)	143
Twelve Steps and Twelve Traditions (cassette album)	74
Twelve Steps and Twelve Traditions (CD album)	474
TV Public Service Announcement	58
Radio Public Service Announcements	30
Twelve Steps Shade displays	724
Twelve Traditions Shade displays	691
Fact File	530
Table Top Display 12 & 12	150
Pioneers of A.A. (cassette album)	2
Pioneers of A.A. (CD album)	19
Living Sober (CD album)	117
Total	170,256
Grand Total	2,373,859

SPANISH

Libros

Alcohólicos Anónimos (Alcoholics Anonymous — soft cover)	4,997
Alcohólicos Anónimos (Alcoholics Anonymous — hardcover)	6,108
Alcohólicos Anónimos (Alcoholics Anonymous — pocket ed.)	3,238
Alcohólicos Anónimos (Alcoholics Anonymous — large print)	2,707
Alcohólicos Anónimos (Alcoholics Anonymous — large print/abridged)	1,067
Como Lo Ve Bill (As Bill Sees It)	1,858
A.A. Llega a su Mayoría de Edad (A.A. Comes of Age)	1,267
El Dr. Bob y los Buenos Veteranos (Dr. Bob and the Good Oldtimers)	1,020
'Transmítelo' ('Pass it On')	1,408
Reflexiones Diarias (Daily Reflections)	4,646
Viviendo Sobrio (Living Sober)	5,184
El Manual de Servicios de A.A./ Doce Conceptos para el Servicio Mundial (A.A. Service Manual/Twelve Concepts)	1,340
Doce Pasos y Doce Tradiciones (Twelve Steps and Twelve Traditions)	7,457
Llegamos a Creer (Came to Believe)	2,857
A.A. en Prisiones: de Preso a Preso (A.A. in Prison: Inmate to Inmate)	1,942
Doce Pasos y Doce Tradiciones (Twelve Steps and Twelve Traditions — pocket ed.)	1,327
Doce Pasos y Doce Tradiciones (Twelve Steps and Twelve Traditions —large print)	3,026
De las tinieblas hacia la luz	2,217
Nuestra Gran Responsabilidad (Our Great Responsibility)	3,042
Total	56,708

Folleto

A.A. en Su Comunidad (A.A. in Your Community)	1,256
44 Preguntas (44 Questions)	3,951
Esto es A.A. (This is A.A.)	5,174
Es A.A. para Usted? (Is A.A. for You?)	22,161
¿Hay un Alcohólico en su Vida? (Is There an Alcoholic in Your Life?)	1,951
Carta a un Preso que Puede Ser un Alcohólico (Memo to an Inmate)	535
El Punto de Vista de un Miembro de A.A. (A Member's-Eye View of A.A.)	669
Alcohólicos Anónimos por Jack Alexander (Jack Alexander Article)	554
Seamos amistosos con nuestros amigos (Let's be Friendly with our Friends)	439
Un Principiante Pregunta (A Newcomer Asks)	3,776
Como Trabaja el Programa (How It Works)	1,187
Lo que le Sucedió a José (What Happened to Joe)	1,218
Comprendiendo el Anonimato (Understanding Anonymity)	1,124
El Grupo de A.A. (The A.A. Group)	3,213
Preguntas y Respuestas sobre el Apadrinamiento (Questions and Answers on Sponsorship)	3,912
El Miembro de A.A. — Los Medicamentos y Otras Drogas (The A.A. Member — Medications and Other Drugs)	999
Las Doce Tradiciones Ilustradas (The Twelve Traditions Illustrated)	1,753
A.A. en Centros de Tratamiento (A.A. in Treatment Centers)	324
Los Jóvenes y A.A. (Young People and A.A.)	1,736
La Tradición de A.A. — ¿Cómo se Desarrolló? (A.A. Tradition — How It Developed)	820
Una Breve Guía a A.A. (A Brief Guide to A.A.)	1,955
A.A. en las Instituciones Correccionales (A.A. in Correctional Facilities)	630
Problemas Diferentes del Alcohol (Problems Other Than Alcohol)	1,770
Es Mejor que Estar Sentado en una Celda (It Sure Beats Sitting in a Cell)	1,243

¿Cómo Cooperan los Miembros de A.A.? (How A.A. Members Cooperate)	272
Dentro de A.A. (Inside A.A.)	1,087
A.A. como Recurso para los Profesionales de la Salud (A.A. as a Resource for the Health Care Professional)	379
Un Ministro Religioso Pregunta Acerca de A.A. (A Member of the Clergy Asks About A.A.)	134
R.S.G. (G.S.R.)	1,189
¿Se Cree Usted Diferente? (Do You Think You're Different?)	1,619
Le Sucedió a Alicia (It Happened to Alice)	712
Hablando en Reuniones no-A.A. (Speaking at non-A.A. Meetings)	297
Las Mujeres en A.A. (Women in A.A.)	2,553
Encuesta Sobre los Miembros de A.A. (A.A. Membership Survey)	435
¿Hay un bebedor problema en el lugar de trabajo? (Is There a Problem Drinker in the Workplace?)	1,285
Es A.A. Para Mí? (Is A.A. for Me?)	6,032
A.A. para el alcohólico de edad avanzada (A.A. for the Older Alcoholic)	867
Los Doce Pasos Ilustrados (The Twelve Steps Illustrated)	2,570
Círculos de Amor y Servicio (Circles of Love & Service)	831
Uniendo las Orillas (Bridging the Gap)	600
Los Doce Conceptos Ilustrados (Twelve Concepts Illustrated)	1,133
Los alcohólicos LGBTQ en A.A. (LGBTQ Alcoholics in A.A.)	901
El Legado de Servicio de A.A. (A.A. Legacy of Service)	700
Si Usted es un Profesional (If You are a Professional...)	298
El Grapevine y La Viña de A.A. (Grapevine...Our Meeting in Print)	713
¿Demasiado Joven? (Too Young?)	1,639
Acceso a A.A. los miembros hablan sobre superar las barreras (Access to A.A. — Members share on overcoming barriers)	496
Muchas sendas hacia espiritualidad (Many Paths to Spirituality)	1,127
A.A. y las Fuerzas Armadas (A.A. and the Armed Services)	141
La palabra "Dios" — Los miembros de A.A. agnósticos y ateos (The "God" Word — Agnostic and Atheist Members in A.A.)	555
A.A. para los alcohólicos con problemas de salud mental — y sus padrinos (A.A. for Alcoholics with Mental Health Issues — and their sponsors)	267
A.A. para el alcohólico negro y afroamericano (A.A. for the Black and African-American Alcoholic)	130
Esto es A.A. (This is A.A. — large print)	101
Preguntas frecuentes acerca de A.A. (Frequently Asked Questions about A.A. — large print)	406
A.A. para el Nativo Norteamericano (A.A. for the Native North American)	75
Total	91,894

Diverso

Guías (Guidelines)	3,002
Parchments, Spanish	366
Tarjetas Tamaño Billetera (wallet cards)	5,168
Alcohólicos Anónimos (cassette album) (Big Book on cassette)	0
Alcohólicos Anónimos (CD album) (Big Book on CD)	215
Doce Pasos y Doce Tradiciones (CD album)	230
Total	8,981
Gran total	157,583

FRENCH

Livres

Les Alcooliques anonymes (Alcoholics Anonymous — hard cover)	2,152
Les Alcooliques anonymes (Alcoholics Anonymous — soft cover)	742
Les Alcooliques anonymes (Alcoholics Anonymous — pocket ed.)	207

Les Alcooliques anonymes (Alcoholics Anonymous — large print)	247	Les deux fondateurs des AA (The Co-founders of A.A.)	335
Les Alcooliques anonymes (Alcoholics Anonymous — large print/abridged)	87	Message à l'intention d'un détenu (Memo to an Inmate)	92
Les Douze Étapes et les Douze Traditions (Twelve & Twelve — hard cover)	622	Un message aux professionnels d'établissements correctionnels (A Message to Corrections Professionals)	39
Les Douze Étapes et les Douze Traditions (Twelve & Twelve — soft cover)	410	Le groupe des AA (The A.A. Group)	828
Les Douze Étapes et les Douze Traditions (Twelve & Twelve — large print)	228	Les Douze Concepts illustrés (Twelve Concepts Illustrated)	513
Les Douze Étapes et les Douze Traditions (Twelve & Twelve — pocket ed.)	87	Le sens de l'anonymat (Understanding Anonymity)	1,469
Le Mouvement des AA devient adulte (A.A. Comes of Age)	26	Y-a-t-il un alcoolique dans votre vie? (Is There an Alcoholic in Your Life?)	536
Réflexions de Bill (As Bill Sees It)	835	Le RSG (The G.S.R.)	760
Réflexions Quotidiennes (Daily Reflections)	1,299	Causeries à l'extérieur des AA (Speaking at Non-A.A. Meetings)	17
Dr Bob et les pionniers (Dr. Bob and the Good Oldtimers)	103	Trop jeune? (Too Young?)	394
(Expérience, Force & Espoir) (Experience, Strength and Hope)	60	La Structure des AA (Inside A.A.)	371
“Transmets-Le” (“Pass It On”)	96	L'Héritage du service chez les AA (A.A.'s Legacy of Service)	257
Les AA en Prison (A.A. in Prison)	112	Cercles d'amour et de service (Circles of Love & Service)	357
Notre grande responsabilité (Our Great Responsibility)	1,035	Vous croyez-vous différent? (Do You Think You're Different?)	163
Total	8,348	Sondage sur les membres des AA (The A.A. Membership Survey)	849
Plaquettes		Les jeunes et les AA (Young People & A.A.)	143
Nous en sommes venus à croire (Came to Believe)	407	Votre BSG (Your G.S.O.)	757
Vivre... sans alcool! (Living Sober)	976	AA pour l'alcoolique plus âgé (A.A. for the Older Alcoholic)	431
Le Manuel du Service et les Douze Concepts	476	Un nouveau veut savoir (A Newcomer Asks)	1,861
Total	1,859	Les AA sont-ils pour moi? (Is A.A. for Me?)	326
Brochures		Favoriser de rapprochement (Bridging the Gap)	2
Voici les AA (This is A.A.)	2,848	Les Douze Étapes Illustrées (Twelve Steps Illustrated)	465
Les AA: 44 Questions (44 Questions)	251	Les AA et les Autochtones d'Amérique du Nord (A.A. and the Native North American)	20
Les AA sont-ils pour vous? (Is A.A. for You?)	3,292	L'accès aux AA — Des membres racontent comment ils ont surmonté des obstacles (Access to A.A. — Members share on overcoming barriers)	51
Les Femmes des AA (Women in A.A.)	449	Différentes avenues vers la spiritualité (Many Paths to Spirituality)	2,268
Collaboration des membres des AA (How A.A. Members Cooperate)	95	Les AA et les forces armées (A.A. and the Armed Services)	40
Y a-t-il un buveur à problème dans votre milieu de travail? (Is There a Problem Drinker in the Workplace?)	43	Le mot « Dieu » — Membres agnostiques et athées chez les AA (The “God” Word — Agnostic and Atheist Members in A.A.)	630
Le membre des AA face aux médicaments et autres drogues (The A.A. Member — Medications & Other Drugs)	373	Les alcooliques LGBTQ des AA (LGBTQ Alcoholics in A.A.)	147
Les AA — Article du Saturday Evening Post (The Jack Alexander Article)	14	Les AA pour les alcooliques atteints de maladie mentale (A.A. for Alcoholics with Mental Health Issues — and their sponsors)	54
Collaborons avec nos amis (Let's Be Friendly With Our Friends)	30	Voici les AA (This is A.A. — large print)	0
Questions et réponses sur le parrainage (Questions and Answers on Sponsorship)	735	Foire aux questions sur les AA (Frequently Asked Questions about A.A. — large print)	0
Les AA: Une ressource pour les professionnels de la santé (A.A. as a Resource for the Health Care Professional)	1,363	Lignes de conduite AA (Guidelines)	595
Les AA dans les centres de traitement (A.A. in Treatment Facilities)	10	Total	27,245
La Tradition des AA et son développement (A.A. Tradition — How It Developed)	94	Divers	
Vous vous occupez professionnellement d'alcoolisme? (If You Are a Professional)	706	12 & 12 (cassette album)	2
L'Histoire de Nicole (It Happened to Alice)	74	12 & 12 (CD album)	37
Jean face à son problème d'alcool (What Happened to Joe)	100	Les Alcooliques anonymes (CD album)	72
Les AA dans votre milieu (A.A. in Your Community)	573	Carte 12 Étapes/12 Traditions (Wallet card 12 Steps & 12 Traditions)	150
Problèmes autres que l'alcoolisme (Problems Other Than Alcohol)	139	Carte anonymat (Anonymity wallet card)	151
Point de vue d'un membre sur les AA (A Member's-Eye View of A.A.)	15	Carte Je Suis Responsable (I Am Responsible wallet card)	100
Les Douze Traditions illustrées (The Twelve Traditions Illustrated)	361	DVDs	1
Les AA dans les établissements correctionnels (A.A. in Correctional Facilities)	10	Notre Méthode (How It Works)	6,629
Ca vaut mieux que de poureauter en prison (It Sure Beats Sitting in a Cell)	434	Manuel de Groupe (Group Manual)	43
Petit guide pratique sur les AA (A Brief Guide to A.A.)	207	Pochette de l'Information Publique (Public Information Kit)	10
Les membres du clergé se renseignent sur les Alcooliques anonymes (Members of the Clergy Ask About A.A.)	112	Pochette du Correctionnel (Corrections Kit)	0
		Pochette de la CMP (CPC Kit)	1
		Prière de la Sérénité (12x16) (Parchment Serenity Prayer)	30
		Pochette des Centres de Traitement (Treatment Committee Kit)	0
		Dossier d'Information sur les AA (Fact File)	27
		Total	7,253
		Somme final	44,705

■ AA Grapevine Literature Distributed — 2020

Best of Bill (Softcover)	3,113
Best of Bill (Large Print Softcover)	519
Les Meilleurs Articles de Bill	386
Le Groupe d'attache	60
Le Langage du Coeur	103
La Sobriété Émotive	495
Heureux, Joyeux et Libres	347
En Tête à Tête	108
Grapevine Citation du jour Livre	521
Language of the Heart (Hardcover)	2,320
El Lenguaje del Corazón	1,685
Language of the Heart (Softcover)	3,010
Thank You for Sharing (Softcover)	202
Spiritual Awakenings: Journeys of the Spirit (Softcover)	1,528
The Home Group: Heartbeat of AA	529
I Am Responsible: The Hand of AA	347
Emotional Sobriety: The Next Frontier (Softcover)	4,286
Language of the Heart (Large Print Softcover)	471
In Our Own Words: Stories of Young AAs in Recovery (Softcover)	301
Beginners' Book: Getting & Staying Sober in AA	1,429
A Rabbit Walks Into a Bar (Softcover)	775
Spiritual Awakenings II (Softcover)	658
Step by Step	787
Emotional Sobriety II (Softcover)	2,701
Young & Sober: Stories from AA Grapevine (Softcover)	646
Into Action: Stories from AA Grapevine (Softcover)	585
Happy, Joyous & Free: The Lighter Side of Sobriety (Softcover)	862
One on One: AA Sponsorship in Action	889
No Matter What: Dealing with Adversity in Sobriety	1,807
The Grapevine Daily Quote Book	759
Sober & Out	432
Forming True Partnerships	733
Our Twelve Traditions	1,064
Making Amends	898
Voices of Women in AA: Stories of Experience, Strength & Hope (Softcover)	3,214
AA in the Military	531
One Big Tent	1,324
Take Me to Your Sponsor	1,618
The Best of the Grapevine: Volumes 1, 2 & 3	1,626
The Grapevine Daily Quote Book (New Cover)	1,532
Lo Mejor de Bill	1,058
Lo Mejor de La Viña	517
Un Día a la Vez	789
Frente a Frente	1,056
El Grupo Base	736
Felices, Alegres y Libres	821
Libro Cita Diaria con el Grapevine	714
Bajo el Mismo Techo	1,120
El Kit de Herramientas de La Viña	4
Total Books	52,016
E-books (showing only annual sales of 75 or more)	
Best of Bill	414
Emotional Sobriety I	1,103
Emotional Sobriety II	439
Forming True Partnerships	77
Daily Quote Book	103
Language of the Heart	1,763
No Matter What	92
Spiritual Awakenings I	187
The Best of Grapevine	180
Our Twelve Traditions	95
Voices of Women in AA	317
One Big Tent	233
Take Me to Your Sponsor	968
Total E-Books	6,638
CDs, Cassettes and MP3s — English	840
CDs, Cassettes and MP3s — Spanish, French	934
Total:	1,774
Miscellaneous	7,413
Grand Total	67,841

GRAPEVINE SUBSCRIPTIONS* — Geographical Breakdown

	APRIL 2021	APRIL 2020	INCREASE/ DECREASE
UNITED STATES*			
Alabama	354	427	(73)
Alaska	289	274	15
Arizona	1,431	1,411	20
Arkansas	283	327	(44)
California	5,713	5,821	(108)
Colorado	1,125	1,131	(6)
Connecticut	667	863	(196)
Delaware	229	236	(7)
District of Columbia	89	68	21
Florida	3,119	3,628	(509)
Georgia	1,308	1,561	(253)
Hawaii	287	339	(52)
Idaho	446	431	15
Illinois	1,856	1,885	(29)
Indiana	868	935	(67)
Iowa	642	646	(4)
Kansas	541	600	(59)
Kentucky	439	444	(5)
Louisiana	348	419	(71)
Maine	377	351	26
Maryland	850	895	(45)
Massachusetts	1,182	1,276	(94)
Michigan	1,773	1,907	(134)
Minnesota	1,638	1,590	48
Mississippi	180	177	3
Missouri	1,045	1,045	0
Montana	435	424	11
Nebraska	538	521	17
Nevada	593	672	(79)
New Hampshire	341	427	(86)
New Jersey	1,480	1,703	(223)
New Mexico	374	401	(27)
New York	2,998	3,545	(547)
North Carolina	1,367	1,503	(136)
North Dakota	295	281	14
Ohio	1,358	1,366	(8)
Oklahoma	362	420	(58)
Oregon	1,135	1,159	(24)
Pennsylvania	3,272	3,529	(257)
Rhode Island	202	225	(23)
South Carolina	607	630	(23)
South Dakota	186	188	(2)
Tennessee	664	734	(70)
Texas	2,351	2,404	(53)
Utah	390	374	16
Vermont	209	215	(6)
Virginia	1,425	1,459	(34)
Washington	1,759	1,877	(118)
West Virginia	217	213	4
Wisconsin	1,526	1,600	(74)
Wyoming	156	169	(13)
U.S. Possessions/ Puerto Rico/Virgin Islands	28	33	(5)
	0	0	0
Subtotal US	51,347	54,759	(3,412)
CANADA*			
Alberta/NWT	403	515	(112)
British Columbia/YKN	653	722	(69)
Manitoba	166	192	(26)
New Brunswick/PEI	113	131	(18)
Nova Scotia	154	158	(4)
Nunavut	1	1	0
Newfoundland/Labrador	39	41	(2)
Northwest Territories	16	0	16
Ontario	1,595	2,253	(658)
Prince Edward Island	57	64	(7)
Quebec	185	220	(35)
Saskatchewan	226	242	(16)
Yukon	35	35	0
Subtotal CANADA	3,643	4,574	(931)
FOREIGN*			
	454	505	(51)
Grand Total	55,444	59,838	(4,394)
LA VIÑA SUBSCRIPTIONS*			
	Mar./Apr. '21	Mar./Apr. '20	Diff.
Total	5,026	7,475	(2,449)
(*does not include monthly orders)			

■ Report of the Independent Auditor

Independent Auditor's Report

April 15, 2021

The Board of Trustees
The General Service Board of
Alcoholics Anonymous, Inc.
475 Riverside Drive, New York, New York 10115

To the Board of Trustees of:

The General Service Board of
Alcoholics Anonymous, Inc. and Affiliates

We have audited the accompanying 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 statements of financial position as of December 31, 2020 and 2019, and the related consolidated statements of activities, functional expenses and cash flows for the years then ended, and the related notes to the consolidated financial statements.

Management's Responsibility for the Consolidated Financial Statements

Management is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with accounting principles generally accepted in the United States of America; this includes 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.

Auditors' Responsibility

Our responsibility is to express an opinion on these consolidated financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the consolidated financial statements 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 entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant

accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of the Organization as of December 31, 2020 and 2019, and the changes in its net assets and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Other Matters

Our audits were conducted for the purpose of forming an opinion on the consolidated financial statements as a whole. The supplementary information is presented for purposes of additional analysis of the consolidated financial statements and is not a required part of the consolidated financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the consolidated financial statements. The information has been subjected to the auditing procedures applied in the audit of the consolidated financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the consolidated financial statements or to the consolidated financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated in all material respects in relation to the consolidated financial statements as a whole.



Marks Paneth
Accountants and Advisors
New York, NY

THE GENERAL SERVICE BOARD OF ALCOHOLICS ANONYMOUS, INC. AND AFFILIATES NOTES TO CONSOLIDATED FINANCIAL STATEMENTS DECEMBER 31, 2020 AND 2019

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. ("A.A.G.V.") (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 A.A.G.V., and as such, elect their boards of directors. As members, they also have the sole right to amend the A.A.W.S. and A.A.G.V. bylaws and approve their budgets.

G.S.B., A.A.W.S. and A.A.G.V. 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., A.A.G.V. 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 been transferred to the Reserve Fund. Included in such transfers from A.A.G.V. have been amounts held for unfulfilled subscriptions reflected as a liability of the Reserve Fund on the accompanying consolidated statement of financial position. Any withdrawals from the Reserve Fund must be specifically authorized by the Board of Trustees 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 on such assets.

POSTRETIREMENT MEDICAL FUND — In 2016, a goal of accumulating assets was established to fund 100% of the liability by 2025.

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 A.A.G.V. 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 does not accept contribution with restrictions. Therefore, all net assets of the Organization are net assets without donor restrictions as of December 31, 2020 and 2019.

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.

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 completion, disposal and transportation. Literature distributed without charge is included in the cost of printing as a reduction of inventory. Inventory costs include paper, printing, binding and shipping.

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. 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 ASU 2014-09.
- J. **Contributions** — The Organization accepts donations 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, 2020 and 2019, all contributions were included in net assets without donor restrictions. Contributions are accounted for under 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, 2020 and 2019, the Organization determined an allowance of approximately of \$6,400 and \$21,000, 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 functional expenses. Accordingly, certain costs have been allocated among the program and supporting services benefited. The Organization only considers costs that are directly spent for the fellowship as program expenses. Other expenses are not indirectly allocated and are considered 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. **Recent Accounting Pronouncements** — Financial Accounting Standards Board (“FASB”) Accounting Standards Update (“ASU”) 2017-07, “*Compensation — Retirement Benefits*” (Topic 715) was adopted by the Organization for the year ended December 31, 2020. The core guidance in ASU 2017-07 is to improve the presentation of net periodic pension cost and net periodic post-retirement benefit cost in the consolidated statements of activities. The effects of applying ASU 2017-07 resulted in a reclassification of the 2019 presentation to conform to the new standard.
- P. **Reclassification** — Certain line items in the December 31, 2019 consolidated financial statements have been reclassified to conform to the December 31, 2020 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 re-defined as one year’s combined operating expenses of A.A.W.S., A.A.G.V. and the General Fund of G.S.B. Since the inception of this fund, the one-year target has changed to nine to twelve months of combined operating expenses. 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 A.A.G.V. 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>2020</u>	<u>2019</u>
Cash and cash equivalents	\$4,493,813	\$4,362,492
Investments	20,343,034	22,801,022
Accounts receivable, net	<u>379,792</u>	<u>410,999</u>
Total financial assets	<u>\$25,216,639</u>	<u>\$27,574,513</u>

The Organization’s liquid financial assets available to meet general expenditures of the next twelve months were as follows as of December 31:

	<u>2020</u>	<u>2019</u>
Cash and cash equivalents	\$4,493,813	\$4,362,492
Accounts receivable, net	379,792	410,999
Total financial assets	<u>\$4,873,605</u>	<u>\$4,773,491</u>

The Reserve Fund is not considered available for operations.

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. This fund invests in bond and equity mutual funds.

Investments were as follows as of December 31:

	<u>2020</u>	<u>2019</u>
Reserve fund:		
Certificates of deposit	\$12,610,224	16,059,350
Postretirement medical fund:		
Mutual funds — bond funds	2,419,635	2,266,304
Mutual funds — equity funds	5,313,175	4,475,368
	<u>7,732,810</u>	<u>6,741,672</u>
	<u>\$20,343,034</u>	<u>\$22,801,022</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>2020</u>	<u>2019</u>
Interest and dividends	\$429,692	\$458,345
Unrealized gain (loss)	793,687	1,008,290
Investment expenses	(36,756)	(35,256)
	<u>\$1,186,623</u>	<u>\$1,431,379</u>

Note 5 — Fair Value Measurements: The fair value hierarchy defines three levels as follows:

Level 1: Valuations based on quote 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 val-

ued at Level 1. Investments in certificates of deposit are valued using observable market data and are valued at Level 2.

The availability of observable market data is monitored to assess the appropriate classification of financial instruments within the fair value hierarchy. Changes in economic conditions or model-based valuation techniques may require the transfer of financial instruments from one fair value level to another. In such instances, the transfer is reported at the end of the reporting period. For the years ended December 31, 2020 and 2019, there were no transfers.

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>

Financial assets carried at fair value as of December 31, 2019 are classified as follows:

	<u>Level 1</u>	<u>Level 2</u>	<u>Total</u>
Reserve fund:			
Certificates of deposit		\$16,059,350	\$16,059,350
Postretirement medical fund:			
Mutual funds — bond funds	2,266,304		2,266,304
Mutual funds — equity funds	4,475,368		4,475,368
	<u>\$6,741,672</u>	<u>\$16,059,350</u>	<u>\$22,801,022</u>

Note 6 — Property and Equipment: Property and equipment consisted of the following as of December 31:

	<u>2020</u>	<u>2019</u>	<u>Estimated Useful Lives</u>
Furniture and equipment	991,571	953,591	8 years
Computers and software	2,535,771	1,519,062	3-5 years
Leasehold improvements	2,133,041	1,192,445	Life of lease
Total cost	<u>5,660,383</u>	<u>3,665,098</u>	
Less: accumulated depreciation and amortization	<u>(2,103,748)</u>	<u>(1,506,198)</u>	
Net book value	<u>\$3,556,635</u>	<u>\$2,158,900</u>	

Depreciation and amortization expense amounted to \$597,550 and \$375,844 for the years ended December 31, 2020 and 2019, respectively.

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. As of December 31, 2020 and 2019, cash and cash equivalents held in banks exceeded FDIC limits by approximately \$2,031,000 and \$1,899,000, 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 5–9 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.

The assumed health care cost trend rate used to measure the expected cost of benefits covered by the plan was 4.5% as of December 31, 2020 and 2019, respectively. A discount rate of 2.56% and 3.28% has been used to measure the accrued postretirement health benefit obligation reflected on the accompanying consolidated statements of financial position as of December 31, 2020 and 2019, respectively.

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, 2020 and 2019, this fund had assets with a fair value of \$7,780,586 and \$6,846,071, 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 benefit obligation amounted to \$8,388,741 and \$6,398,120 as of December 31, 2020 and 2019, respectively. The net change in the retirement liability is reported as non-operating activity in the accompanying consolidated statements of activities and amounted to \$1,167,033 and \$883,862 for the years ended December 31, 2020 and 2019, respectively.

The net periodic benefit cost for the years ended December 31, 2020 and 2019, amounted to \$279,695 and \$445,364, respectively.

The Organization offered special voluntary retirement incentive 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 valued as of December 31, 2020.

The expected postretirement benefits to be paid for the next ten years are as follows:

2021	\$424,429
2022	416,607
2023	405,950
2024	332,623
2025	337,241
2026-2029	1,658,986

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%.

During 2017, the Plan was amended to provide a limited window from October 10 through November 22, 2017 to allow deferred vested participants the opportunity to elect to receive a lump sum distribution if the present value of their benefit was less than \$100,000 as of December 1, 2017.

The funding status of the Plan as of December 31 is as follows:

	<u>2020</u>	<u>2019</u>
Change in benefit obligation:		
Benefit obligation at beginning of the year	\$40,710,438	\$35,238,092
Service cost	647,278	553,886
Interest cost	1,210,178	1,460,687
Amendments, Curtailments and special termination	1,581,113	-
Actuarial (gain) loss	2,910,971	5,116,004
Benefits paid	<u>(9,323,324)</u>	<u>(1,658,231)</u>
Benefit obligation at end of year	37,736,654	40,710,438
Fair value of plan assets	<u>34,618,354</u>	<u>39,773,400</u>
Funded status	<u>\$(3,118,300)</u>	<u>\$(937,038)</u>
Accrued pension benefit obligation recognized in the consolidated statement of financial position	<u>\$(3,118,300)</u>	<u>\$(937,038)</u>

The components of the net periodic benefit cost for the years ended December 31 are as follows:

	<u>2020</u>	<u>2019</u>
Service cost	647,278	553,886
Interest cost	1,210,178	1,460,687
Expected return on plan assets	(2,583,067)	(2,302,182)
Amortization of prior service cost	21,478	22,214
Amortization of actuarial loss	917,265	1,087,338
Net Periodic cost	\$ 213,132	\$ 821,943

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>2020</u>	<u>2019</u>
Actuarial loss	\$(1,337,010)	\$(545,595)
Amortization of prior service cost	21,478	22,214
Curtailment gain	913,355	-
Curtailment cost	4,502	-
Settlement cost	2,424,221	-
Amortization of actuarial loss	917,265	1,087,338
Net Periodic cost	\$2,943,811	\$ 563,955

Weighted-average assumptions used to determine obligations were as follows as of December 31:

	<u>2020</u>	<u>2019</u>
Discount rate	2.50%	3.22%
Salary increases	4.0%	4.0%
Expected long-term return on assets	7.0%	7.0%

Weighted-average assumptions to determine net periodic pension cost were as follows for the years ended December 31:

	<u>2020</u>	<u>2019</u>
Discount rate	3.22%	4.21%
Salary increases	4.0%	4.0%
Expected long-term return on assets	7.0%	7.0%

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, 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	4,655,271
Mutual funds — bond funds	10,520,959	10,520,959
	<u>\$54,618,354</u>	<u>\$54,618,354</u>

The fair value of plan assets as of December 31, 2019 were classified as follows:

	<u>Level 1</u>	<u>Total</u>
Cash and cash equivalents	\$ 1,402,203	\$ 1,402,203
Mutual funds — domestic equity	22,339,690	22,339,690
Mutual funds — international equity	4,655,271	4,655,271
Mutual funds — bond funds	11,376,236	11,376,236
	<u>\$59,773,400</u>	<u>\$59,773,400</u>

The expected benefits to be paid for the next ten years are as follows:

2021	\$ 1,944,999
2022	1,916,824
2023	1,916,148
2024	1,865,862
2025	1,808,402
2026-2030	\$8,419,681

For the years ended December 31, 2020 and 2019, the Organization contributed \$11,250 and \$1,500,000, 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 offering 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 as of 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, 2020 and 2019, contributions to the defined contribution plan amounted to approximately \$234,000 and \$208,000, respectively.

Note 10 — Commitments and Contingencies:

A. 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 five years ended after December 31, 2020 are as follows:

2021	\$1,026,000
2022	1,020,000
2023	1,034,000
2024	1,014,000
2025	1,019,000
	<u>\$5,123,000</u>

Rent expense for real property amounted to \$1,103,000 and \$1,080,450 for the years ended December 31, 2020 and 2019, respectively.

B. The Organization believes it had no uncertain tax positions as December 31, 2020 and 2019, in accordance with ASC Topic 740, "Income Taxes," which provides standards for establishing and classifying any tax provisions for uncertain tax positions.

C. In March 2020, the World Health Organization declared the outbreak of a novel coronavirus ("COVID-19") as a pandemic, which continues to spread throughout the United States. The Organization could be materially and adversely affected by the risks, or the public perception of the risks, related to an epidemic, pandemic, outbreak, or other public health crisis, such as the recent outbreak of COVID-19. The ultimate extent of the impact of any epidemic, pandemic or other health crisis on the mission, financial condition and results of operations of the Organization will depend on future developments, which are highly uncertain and cannot be predicted, including new information that may emerge concerning the severity of such epidemic, pandemic or other health crisis and actions taken to contain or prevent their further spread, among others. Accordingly, we cannot predict the extent to which our financial condition and results of operations will be affected.

Note 11 — Intercompany and Interfund Transactions:

As of December 31, 2020 and 2019, G.S.B. owed A.A.W.S. \$4,682,311 and \$6,651,446, respectively, for various organizational expenses.

The Reserve Fund of G.S.B. includes transfers from A.A.G.V. that represent amounts held for unfulfilled subscriptions. This balance amounted to \$1,443,500 and \$1,893,500 as of December 31, 2020 and 2019, respectively. The balance is reflected as an asset of A.A.G.V. 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, 2020 and 2019, the Reserve Fund owes A.A.G.V. an additional \$30,000 and \$30,435, respectively.

Additionally, \$23,083 and \$227,917 were transferred from the General Fund and A.A.W.S. to the Postretirement Medical Fund for the years ended December 31, 2020 and 2019, respectively. Funds of \$1,374,810 and \$458,597 were transferred from the General Fund and A.A.W.S. to the Capital Projects Fund for the years ended December 31, 2020 and 2019, 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 15, 2021, the date the consolidated financial statements were available to be issued.

The General Service Board of Alcoholics Anonymous, Inc. and Affiliates
CONSOLIDATED STATEMENT OF FINANCIAL POSITION
Year Ended December 31, 2020 (with comparative totals for 2019)

	General Service Board of A.A.					A.A. World Services, Inc.	AA Grapevine, Inc.	Eliminations	Consolidated Total 2020	Consolidated Total 2019
	General Fund	Reserve Fund	Capital Projects Fund	Postretirement Medical Fund	Pension Benefits					
ASSETS										
Cash and cash equivalents (Notes 2D & 7)	\$2,198,160	\$1,063,149		\$47,776		\$678,829	\$505,899		\$4,493,813	\$4,362,492
Investments (Notes 2E, 2F, 4, 5 & 8)		12,610,224		7,732,810					20,343,034	22,801,022
Accounts receivable, net (Note 2K)						348,933	30,859		379,792	410,999
Inventory (Note 2G)						2,967,743	339,088		3,306,831	2,490,868
Prepaid expenses and other assets	129,39	250,09				252,549	231,318	(165,846)	697,505	1,776,352
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	2,158,900
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	\$34,000,633
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	1,325,609
Deferred revenue (Note 2I)	1,575					112,236	1,697,649		1,811,460	4,964,572
Postretirement benefit (Note 8)				8,388,741					8,388,741	6,398,120
Accrued pension benefit (Note 9)					3,118,300				3,118,300	937,038
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	\$13,625,339
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	20,375,294
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	\$34,000,633

The General Service Board of Alcoholics Anonymous, Inc. and Affiliates
CONSOLIDATED STATEMENT OF ACTIVITY
Year Ended December 31, 2020 (with comparative totals for 2019)

	General Service Board of A.A.					A.A. Grapevine, Inc.			Consolidated 2020	Consolidated 2019	
	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)						\$9,098,279	\$2,455,790	\$106,029	\$2,561,819	\$11,660,098	\$17,482,615
Less: discounts						(274,480)			(274,480)	(190,311)	
Net sales						8,823,799	2,455,790	106,029	2,561,819	11,385,618	17,292,304
Cost of literature distributed											
Printing						(1,608,913)	(103,694)	(27,897)	(131,591)	(1,740,504)	(3,142,216)
Direct shipping and warehousing						(1,972,672)	(769,298)	(36,936)	(806,234)	(2,778,906)	(2,498,094)
Gross profit from literature						6,582,266	1,585,759	49,425	1,635,184	8,217,450	11,371,182
Contributions (Note 2J)	10,344,052									10,344,052	8,863,480
Investment income (Notes 2E and 3)		245,191		911,432			30,000		30,000	1,186,623	1,431,379
TOTAL OPERATING REVENUE AND SUPPORT	10,344,052	245,191		911,432		6,582,266	1,615,759	49,425	1,665,184	19,748,125	21,666,041
OPERATING EXPENSES (Note 2L):											
Program services	5,201,355					3,343,095	1,830,420	435,196	2,265,616	10,810,066	11,632,365
Supporting services	3,741,795		411,172			3,774,731	68,455		68,455	7,996,153	7,804,257
TOTAL OPERATING EXPENSES	8,943,150		411,172			7,117,826	1,898,875	435,196	2,334,071	18,806,219	19,436,622
OPERATING SURPLUS (LOSS)	1,400,902	245,191	(411,172)	911,432		(535,560)	(283,116)	(385,771)	(668,887)	941,906	2,229,419
NON-OPERATING ACTIVITIES AND OTHER:											
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	863,604	
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	2,229,419
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)	(1,267,307)
Pension and post-retirement changes other than net period costs				(1,167,033)	2,943,811					1,776,778	1,447,817
TOTAL CHANGE IN NET ASSETS BEFORE PENSION-RELATED CHANGES				(1,990,621)	(2,192,512)					(4,183,133)	180,510
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)	2,409,929
Net Assets — Without donor restrictions											
— Beginning of Year	(6,757,027)	16,204,773	1,405,274	447,951	(937,038)	9,143,793	867,568		867,568	20,375,294	17,965,365
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	20,375,294

The accompanying notes are an integral part of these financial statements.

The General Service Board of Alcoholics Anonymous, Inc. and Affiliates

Consolidated Statement of Cash Flows

For the Years Ended
December 31, 2020 and 2019

CASH FLOWS FROM OPERATING ACTIVITIES:	<u>2020</u>	<u>2019</u>
Change in net assets	\$(2,377,623)	\$2,409,929
Adjustments to reconcile change in net assets to net cash provided by operating activities:		
Pension related changes other than net periodic pension cost	(2,943,811)	(563,955)
Postretirement related changes other than net periodic cost	1,167,033	(883,862)
Unrealized (gain) loss on investments	(793,687)	(1,008,290)
Bad debt	28,049	23,348
Depreciation and amortization	597,550	375,844
Sub-total	<u>(4,322,489)</u>	<u>353,014</u>
Changes in assets and liabilities:		
Increase in assets:		
Accounts receivable, net	3,158	(55,770)
Inventory	(815,963)	(620,287)
Prepaid expenses and other assets	1,078,847	(726,147)
Increase in liabilities:		
Accounts payable and accrued expenses	135,829	127,300
Deferred revenue	(3,153,112)	3,158,056
Postretirement benefit	823,588	445,348
Accrued pension benefit	5,125,073	(678,057)
Net Cash (Used in) Provided by Operating Activities	<u>(1,125,069)</u>	<u>2,003,457</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchases of investments	(143,488)	(29,739)
Proceeds from sales of investments	3,395,163	-
Acquisition of property and equipment	(1,995,285)	(1,007,261)
Net Cash Provided by (Used in) Investing Activities	<u>1,256,390</u>	<u>(1,037,000)</u>
NET INCREASE IN CASH AND CASH EQUIVALENTS	131,321	966,457
Cash and cash equivalents — beginning of period	<u>4,362,492</u>	<u>3,396,035</u>
CASH AND CASH EQUIVALENTS — END OF PERIOD	<u>\$4,493,813</u>	<u>\$4,362,492</u>

The accompanying notes are an integral part of these consolidated financial statements.

The General Service Board of
Alcoholics Anonymous, Inc. and Affiliates
For The Year Ended December 31, 2020

CONSOLIDATED STATEMENT OF
FUNCTIONAL EXPENSES
(With Comparative Totals For 2019)

	Program Services													Supporting Services													
	Literature Distribution	Literature Development	Group Services	Public Information	Cooperation with Profes. Community	Treatment / Accessibility	Correctional Facilities	Loners and Overseas Services	General Service Conference	Regional Forums	Archives	Nominating	Trustee and Director Activities	World Service Meeting	Comm-unication	Spanish Services	International Convention	Grapevine	La Viña	Total Program Services	General Service Board	A.A.W.S.	Grapevine	Total Supporting Services	Total 2020	Total 2019	
Salaries	\$1,789,284	\$182,498	\$1,104,410	\$175,683	\$122,564	\$71,079	\$178,468	\$325,516	\$256,839	\$125,208	\$451,740	\$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	\$8,923,295	
Payroll taxes and benefits (Notes 8 and 9)	413,582	48,517	359,432	49,503	34,395	20,931	66,488	126,063	10,260	38,490	130,650	76,986	-	-	64,237	-	58,945	241,525	72,122	1,812,126	794,518	448,375	-	1,242,893	3,055,019	4,229,547	
Pension (Notes 8 and 9)	-	-	1,033,183	172,026	120,153	68,697	158,553	284,399	313,603	192,291	438,976	153,766	27,528	59,287	117,216	2,563	111,158	-	-	3,253,399	2,213,685	-	-	2,213,685	5,467,084	1,267,307	
Total Personnel Costs	2,202,866	231,015	2,497,025	397,212	277,112	160,707	403,509	735,978	580,702	355,989	1,021,366	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	14,420,149	
Printing	-	-	40,296	4,200	1,527	996	5,519	2,706	13,736	6,162	661	-	-	23	-	2,969	-	-	-	78,795	2,405	45,294	-	47,699	126,494	362,483	
Mailing, labor, etc.	-	-	50,717	-	691	-	1,219	1,362	1,066	1,660	-	-	-	-	-	599	-	-	-	57,314	-	-	-	-	57,314	118,260	
Postage and express shipping	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	279,369	
Editorial services	-	104,214	22,176	-	-	7,371	-	-	12,752	10,177	-	-	-	-	-	-	-	-	-	156,690	5,191	23,167	-	28,358	185,048	95,317	
Foreign literature assistance	-	-	-	-	-	-	-	-	-	-	-	-	-	80,915	-	-	-	-	-	80,915	-	-	-	-	80,915	3,585	
Selling expenses	119,716	-	-	-	-	-	-	37,780	-	-	-	-	-	-	-	-	-	213,864	12,245	383,605	-	-	-	-	383,605	330,774	
Professional fees	53,240	63,956	21,216	16,230	28,856	2,535	2,812	481	27,532	39,225	24,389	2,662	3,195	11,331	78	-	2,322	303,684	52,364	656,108	444,386	1,197,180	-	1,641,566	2,297,674	3,009,043	
Contracted services	55,781	67,009	70,611	54,017	96,042	8,436	9,360	39,244	91,633	130,553	81,175	8,860	10,633	67	259	-	7,728	185,718	8,042	925,168	672,818	627,724	-	1,300,542	2,225,710	1,682,745	
Occupancy	203,956	37,173	115,705	14,101	14,094	14,896	11,599	9,050	14,172	4,284	107,732	7,044	-	11,656	-	1,483	-	73,521	20,684	661,150	352,609	76,093	-	428,702	1,089,852	1,074,021	
Telephone and communications	160,279	28,052	90,204	45,967	10,425	3,187	15,428	3,187	34,720	9,567	49,898	2,238	7,840	22,433	-	1,857	-	-	-	485,282	101,387	57,384	-	158,771	644,053	136,881	
Equipment maintenance	5,985	-	2,032	-	-	-	-	-	-	-	7,402	-	-	-	-	-	-	6,683	2,530	24,632	10,135	2,798	2,075	15,008	39,640	78,856	
Depreciation (Note 6)	95,803	9,980	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	105,783	-	14,900	58,808	73,708	179,491	234,083	
Stationery and office supplies	85	1,431	19,033	88	289	35	530	145	3,445	707	935	11	397	2	7	91	900	14,488	195	42,814	7,905	64,288	297	72,490	115,304	216,523	
Office services and expenses	16,225	840	14,100	367	427	1,222	265	127	92,291	21,598	8,065	1,216	2,048	266	266	127	564	90,396	5,517	255,927	130,289	147,002	20,798	298,089	554,016	576,903	
Travel, meals and accommodations	345	793	417	181	682	74	-	-	91,606	11,679	192	649	63,066	10,027	233	-	304	-	-	180,248	2,945	5,918	-	8,863	189,111	1,699,411	
Bad debt	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1,214	24,805	2,030	28,049	28,049	23,348	
Delegate fees	-	-	-	-	-	-	-	-	(299,011)	-	-	-	-	-	-	-	-	-	-	(299,011)	-	-	-	-	(299,011)	(368,921)	
Total expenses before pension and capital projects changes	2,864,968	478,127	2,872,921	478,346	334,103	191,023	440,881	790,816	573,011	461,048	1,220,640	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	22,235,493	
Less:																											
contributions to retirement plan	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(11,250)	(11,250)	(11,250)	(1,500,000)	
Less:																											
contributions to post-retirement plan	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(18,750)	(4,333)	(23,083)	(23,083)	(227,917)	
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)	(13,861)	(2,481)	(5,344)	(10,566)	231	(10,020)	-	-	(292,813)	(200,014)	-	-	(200,014)	(492,827)	(1,267,307)	
Less:																											
Curtailment and Settlement Cost (Notes 8 and 9)	-	-	(1,033,183)	(172,026)	(120,153)	(68,697)	(158,553)	(284,399)	(313,603)	(192,291)	(438,976)	(153,766)	(27,528)	(59,287)	(117,216)	(2,563)	(111,158)	-	-	(3,253,399)	(2,213,685)	-	-	(2,213,685)	(5,467,084)	-	
Plus:																											
capital projects depreciation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	411,172	-	-	411,172	411,172	196,353	
TOTAL EXPENSES	\$2,864,968	\$478,127	\$1,746,602	\$290,813	\$203,119	\$116,133	\$268,035	\$480,780	\$231,138	\$251,423	\$742,093	\$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	\$19,436,622	

The accompanying notes are an integral part of these financial statements.

The General Service Office 2021 OPERATING BUDGET

PROFIT AND LOSS

REVENUE	<u>2021 Budget</u>	<u>2020 Actual</u>	<u>Variance</u>
Publishing			
Gross Literature Sales	8,865,000	9,098,000	(233,000)
Discounts	<u>189,000</u>	<u>275,000</u>	<u>(86,000)</u>
Net Sales	8,676,000	8,823,000	(147,000)
Cost of Goods Sold	<u>3,036,600</u>	<u>2,242,000</u>	<u>794,600</u>
Gross Profit	5,639,400	6,581,000	(941,600)
Contributions			
Individuals/Groups	9,725,000	10,256,687	(531,687)
Conference Delegate Fees	167,400	168,975	(1,575)
Additional Conference Contributions	37,200	130,036	(92,836)
World Service Meeting		56,257	(56,257)
International Literature Fund	<u>25,000</u>	<u>31,108</u>	<u>(6,108)</u>
Total Contributions	9,954,600	10,643,063	(688,463)
TOTAL REVENUE	15,594,000	17,224,063	(1,630,063)
EXPENSE			
Salary and Fringe	9,832,764	10,973,187	(1,140,423)
Professional Fees	2,437,588	2,276,750	160,838
Printing, Postage, and Supplies	639,710	396,871	242,839
Insurance	67,683	53,759	13,924
Facility and Equipment	1,371,561	1,342,982	28,579
Travel and Meeting	130,200	206,925	(76,725)
Other	<u>473,106</u>	<u>657,539</u>	<u>(184,433)</u>
TOTAL EXPENSE	14,952,613	15,908,013	(955,400)
SURPLUS/(DEFICIT) BEFORE DEPRECIATION	641,387	1,316,050	(674,663)
DEPRECIATION	700,201	538,714	161,487
SURPLUS/(DEFICIT) AFTER DEPRECIATION	(58,814)	777,336	(836,150)

2020 expense does not include VRIP related expense

2021 Budget AA Grapevine, Inc.

(For the Year Ending December 31, 2021)

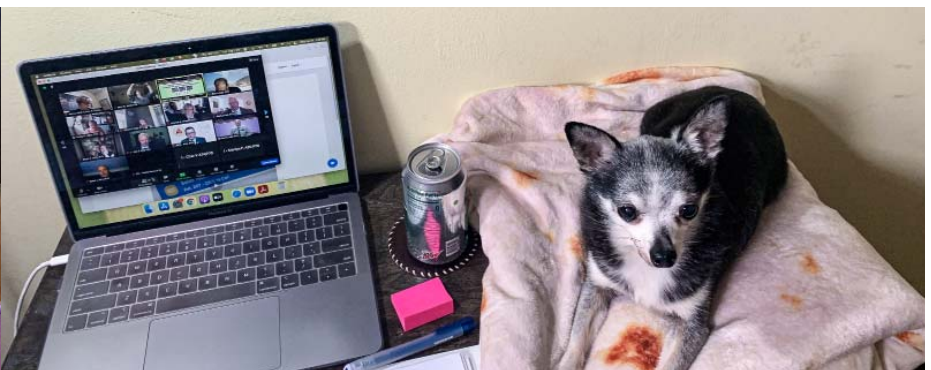
	Actual 2020	Budget 2020	Budget 2021		Actual 2020	Budget 2020	Budget 2021
GRAPEVINE							
Circulation							
Paid Circulation Average	63,397	67,802	62,124	Office supplies and expenses	12,965	-	-
GVOnline	3,558	4,046	3,825	Website Maint./Development	-	-	-
GVePub	1,617	-	1,617	Meetings and conferences	5,338	61,000	36,500
Total Circulation	68,571	71,848	67,565	Furniture and equipment	58,808	45,518	58,808
Revenue per Magazine	2.10	2.30	2.25	Computer consulting, maint.	-	68,926	18,000
Revenue per GV Online Sub	2.04	2.44	2.39	Canadian exchange	-	-	-
Income				Bank service charges	-	7,693	2,400
Subscription income	1,681,791	1,828,876	1,677,353	Bad debts	(10,646)	1,000	600
Back issues	46,929	35,000	42,000	Total General and Administrative	69,563	190,338	122,512
GV Online	115,310	83,768	109,807	Total Expenses	1,732,443	2,024,885	1,817,859
GV ePub	21,560	35,005	32,977	Net Operating Income (Loss)	(373,963)	4,612	(354,225)
Total Subscription Income	1,865,590	1,982,649	1,862,137	Total Change in Net Assets	(373,963)	4,612	(354,225)
Direct Cost				LAVIÑA			
Total Direct Cost	861,889	773,004	728,421	Circulation			
Gross Profit on Subscription	1,003,700	1,209,645	1,133,715	Paid Circulation Average	6,435	10,100	5,605
Content Related Income				Revenue Per Magazine	1.81	1.80	1.81
Books and Booklets	531,411	999,628	517,320	Total Circulation	6,435	10,100	5,605
Cassettes and MP3	11,395	287	11,500	Income			
Other Special Items	31,430	103,498	20,477	Subscription Income			
Total Content Related Income	574,236	1,103,413	549,297	Subscription Income	72,611	109,080	60,868
Cost of Goods Books and Booklets	131,859	176,929	126,133	Back issues	1,284	7,487	2,100
Cost of Goods Cassettes and MP3	1,705	74,577	1,631	Total Subscription Income	73,895	116,567	62,968
Cost of Goods Other Special Items	21,290	13,403	20,365	Direct Cost			
Mailing-postage, fulfillment, other	105,847	48,651	101,250	Cost of Printing	27,897	31,547	29,771
Total Content Related Direct Cost	260,701	313,561	249,379	Service/Fulfillment	11,054	16,221	9,419
Gross Profit on Content Related Income	313,535	789,853	299,918	Postage	13,113	15,565	11,174
Miscellaneous Income	11,246	-	-	Total Direct Cost	52,064	63,333	50,365
Interest Reserve Fund	30,000	30,000	30,000	Gross Profit on Subscription	21,831	53,234	12,603
Total Income	1,358,481	2,029,498	1,463,633	Content Related Income			
Expenses				Books and Booklets	20,875	16,301	18,000
Salaries	375,052	505,016	363,928	Cassettes and MP3	9,802	2,645	4,200
Payroll taxes and benefits	122,197	125,803	109,178	Other Special Items	-	-	-
Temp Help	117,166	-	120,000	Total Content Related Income	30,677	18,946	22,200
Insurance	8,865	-	12,175	Cost of Goods	18,252	4,772	9,990
Occupancy costs	20,982	44,039	52,456	Gross Profit on Content Related Income	12,425	14,174	12,210
Office supplies and expenses	18,638	28,819	28,819	Total Income	34,256	67,408	24,813
Office Equipment	-	-	5,000	Expenses			
Professional fees	95,183	-	95,183	Editorial Cost			
Meetings and conferences	735	-	1,000	Salaries	152,937	187,758	160,748
Website Maint./Development	120,621	65,113	114,000	Payroll taxes and benefits	30,583	37,597	48,224
Total Editorial	879,440	768,790	901,739	Temp Help	24,595	-	20,000
Salaries, incl temp help	312,474	322,192	288,839	Insurance	1,899	-	2,580
Payroll taxes and benefits	127,129	186,713	86,652	Professional fees	27,653	-	30,000
Temp Help	56,092	-	-	Website Maint./Development	519	-	750
Severance	42,886	-	-	Occupancy costs	492	-	240
Fulfillment-Subscription orders	-	36,036	36,036	Office supplies and expenses	4,387	458	600
Fulfillment-Product orders	-	36,964	36,964	Total Editorial	243,066	225,813	263,143
Fulfillment-Customer Service	-	35,604	35,604	Salaries, incl temp help	91,108	115,809	83,462
Insurance	7,505	-	5,129	Payroll taxes and benefits	35,774	28,844	25,039
Occupancy costs	39,436	44,039	39,436	Insurance	737	-	600
Professional fees	94,508	177,680	94,508	Severance	4,765	-	-
Website Maint./Development	1,390	-	-	Fulfillment-Subscription orders	-	3,826	960
Office supplies and expenses	30,818	60,741	48,000	Fulfillment-Customer Service	-	4,457	1,140
Office Equipment	-	-	5,000	Professional fees	24,191	-	25,000
Circulation Services	2,032	63,900	12,000	Occupancy costs	19,367	-	20,000
Selling expense-regular	-	72,406	12,000	Selling expense-regular	2,748	-	2,500
Outreach/Rep Program	-	20,000	18,000	Total Circulation and Business	178,691	152,936	158,701
Canadian exchange	8,366	6,308	9,000	Salaries, incl temp help	-	-	-
Bank service charges	60,802	-	65,000	Payroll taxes and benefits	4,995	-	-
Postage	-	3,174	1,440	Furniture and equipment	-	1,315	1,260
Total Circulation and Business	783,440	1,065,757	793,608	Travel	47	3,983	3,500
Salaries incl temp help	-	-	-	Insurance	82	-	180
Payroll taxes and benefits	-	-	-	Copyright Matters	-	385	-
Insurance	3,098	6,202	6,204	Total General and Administrative	5,125	5,683	4,940
Professional fees	-	-	-	Total Expenses	426,881	384,433	426,783
Occupancy costs	-	-	-	Net Operating Income (Loss)	(392,625)	(317,025)	(401,970)
				Contribution GSB	252,080	-	-
				To be Invoiced LVQ4	140,545	317,025	401,970
				Net Income (Loss)	-	-	-



Let's Be Awesome
BB's We Wear Awesome



GIVING THANKS
REFRESHING THE SPIRIT
APPRECIATING LITTLE THINGS
THINKING POSITIVELY
IDENTIFYING GOODNESS
TREASURING EACH MOMENT
UNITING IN KINDNESS
DELIGHTING IN LAUGHTER
EXPRESSING JOY



I Survived the 71st Virtual General Services Conference

■ 2021 Conference Committees

Agenda

PANEL 70

Hank K.** — Area 50, Western New York
Gary P.* — Area 92, Washington East
Jim S. — Area 35, Northern Minnesota

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
Secretary: Patrick C.

Cooperation with the Professional Community

PANEL 70

Jamey N.* — Area 63, South Dakota
Jim S.** — Area 55, Northwest Ohio
J.J. S. — Area 81, New Brunswick/PEI

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
Secretary: Amy B.

Corrections

PANEL 70

Ramona B. — Area 76, Wyoming
Terry H. — Area 12, Delaware
Debi K.* — Area 16, Georgia
Michael P. — Area 68, Southwest Texas
Cheri S.** — Area 2, Alaska

PANEL 71

Monica F. — Area 19, Chicago, Illinois
Mario L. — Area 88, Southeast Québec
Glenn N. — Area 91, Saskatchewan
Secretary: Brenda B.

Finance

PANEL 70

Tom A.** — Area 7, Northern Interior CA
France F. — Area 90, Northwest Québec
Donny M. — Area 80, Manitoba
Randy S.* — Area 62, South Carolina
Pete V. — Area 43, New Hampshire

PANEL 71

Connie R. — Area 40, Montana
Susan R. — Area 54, Northeast Ohio
Sharon S. — Area 57, Oklahoma
Secretary: Zenny Medina

Grapevine

PANEL 70

Johnny C. — Area 37, Mississippi
Ruth L.* — Area 87, Southwest Québec
Jess N. — Area 41, Nebraska
Nikki O. — Area 28, Maine
Jerry S.** — Area 8, San Diego/Imp. CA

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
Secretary: Jon W.

Literature

PANEL 70

Brad F. — Area 78, Alberta/NWT
Tad J.** — Area 48, H/M/B New York
Ed L. — Area 9, Mid-Southern CA
Sheri P.* — Area 25, Kansas
Char V. — Area 74, N. WI/Upper Pen. MI

PANEL 71

Kunane D. — Area 17, Hawaii
Don M. — Area 32, Central Michigan
Anne S. — Area 89, Northeast Québec
Sherry W. — Area 71, Virginia
Secretary: Steve S.

Policy and Admissions

PANEL 70

Kevin F.* — Area 3, Arizona
Ray O. — Area 66, Northwest Texas
Ron S.** — Area 23, Southern Indiana
Linda V. — Area 70, Vermont

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
Secretary: Jeff W.

Public Information

PANEL 70

Linda B. — Area 34, Western Michigan
Rich H.** — Area 45, Southern New Jersey
Amber N. — Area 58, Oregon
Shane S.* — Area 64, Tennessee

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
Secretary: Racy J.

Report and Charter

PANEL 70

Mary F.* — Area 26, Kentucky
Paul G. — Area 84, Northeast Ontario
Steve L.** — Area 61, Rhode Island

PANEL 71

Mark B. — Area 4, Arkansas
Geene D. — Area 72, Western Washington
Sherri P. — Area 52, North Dakota
Russell R. — Area 13, Washington, D.C.
Russ R. — Area 33, Southeast Michigan
Secretary: Craig W.

Treatment and Accessibilities

PANEL 70

Marilyn F.** — Area 20, Northern Illinois
Paul H. — Area 31, W. Massachusetts
Bill L.* — Area 46, New Mexico
Thad N. — Area 18, Idaho

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
Secretary: Irene D.

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Cynthia T.** — Area 29, Maryland
Sandi W.* — Area 86, Western Ontario

PANEL 71

Jennifer B. — Area 6, Northern Coastal CA
Todd D. — Area 47, Central New York
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Wayne H. — Area 65, Northeast Texas
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Sheri P. — Area 25, Kansas
Jerry S.** — Area 8, San Diego/Imp. CA
J.J. S.* — Area 81, New Brunswick/PEI

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
Secretary: Michelle Mirza

International Conventions/ Regional Forums¹

PANEL 70

Carlos L. — Area 77, Puerto Rico
Donny M.** — Area 80, Manitoba
Jess N.* — Area 41, Nebraska
Ray O. — Area 66, Northwest Texas

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
Secretary: James H.

*Chair

**Alternate Chair

¹Members of this committee serve on this as a secondary committee assignment.

2022 CONFERENCE CHAIRPERSONS AND ALTERNATE CHAIRPERSONS

Committee	Chairperson	Alternate
Agenda	Beth P., Colorado	Matt K., Connecticut
Cooperation with the Professional Community	Tom B., South Eastern NY	Ruth R., North Florida
Corrections	Monica F., Chicago, Illinois	Glenn N., Saskatchewan
Finance	Sharon S., Oklahoma	Susan R., Northeast Ohio
Grapevine	Kris H., Southeast Texas	Sheryl T., Utah
Literature	Kunane D., Hawaii	Don M., Central Michigan
Policy and Admissions	Caroline N., Eastern Pennsylvania	Mary M., Northwest Ontario
Public Information	Lauren A., Southern California	Jim F., Eastern Missouri
Report and Charter	Geene D., Western Washington	Russ R., Southeast Michigan
Treatment and Accessibilities	Jimmy A., Northern New Jersey	Karla Y., Central California
Trustees	Jennifer B., Northern Coastal California	Rainer L., North Carolina
Archives*	Russ R., Southeast Michigan	Glenn N., Saskatchewan
International Conventions/Regional Forums*	Anne S., Northeast Québec	Karla Y., Central California

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

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Amy B., *secretary*

Corrections

Nancy McCarthy, *chair*
Cindy F.
Tommi H.
Judith Ann Karam
Trish L.
Jan L.
Mike L.
Al Mooney
Brenda B., *secretary*

Finance & Budgetary

Leslie Backus, *chair*
Beau B.
Jimmy D.
Josh E.
Cindy F.
Francis G.
Judith Ann Karam
Ginger R.B.
Carolyn W.
Zenaida Medina, *secretary*

International

Newton P., *chair*
Kathi F.
Trish L.
Nancy McCarthy
Al Mooney
David N.
Irma V.
Mary C., *acting secretary*

International Conventions/ Regional Forums

Jan L., *chair*
Leslie Backus
Jimmy D.
Cindy F.
Francis G.
Newton P.
Ginger R.B.
Irma V.
Sandra W., *secretary*,
—*International Conventions*
James H., *secretary*,
—*Regional Forums*

Literature

David N., *chair*
Cathy B.
Deborah K.
Mike L.
Pete Luongo
Nancy McCarthy
Carolyn W.
*Amalia C., *ACM*
*Katie H., *ACM*
Steve S., *secretary*

Nominating

Kathi F., *chair*
Leslie Backus
Beau B.
Christine Carpenter
Mark E.
Jan L.
Newton P.
Ginger R.B.
Diana L., *secretary*

Public Information

Trish L., *chair*
Cathy B.
Christine Carpenter
Josh E.
Ino F.
Tommi H.
Deborah K.
Carolyn W.
*Allison C., *ACM*
*Shari M., *ACM*
Racy J., *secretary*

G.S.B. Sharing Session

Mark E., *chair*
Jeff W., *secretary*

Officers of the General Service Board

Chair, Michele Grinberg, J.D.
First Vice-Chair, Hon. Christine Carpenter
Second Vice-Chair, David N.
Treasurer, Leslie Backus, B.A.
Secretary, Mark E.
Assistant Treasurer, Paul Konigstein
Assistant Secretary, Jeff W.

*Appointed Committee Member

**Michele Grinberg 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

■ 2021 Conference Members

CLASS A (NONALCOHOLIC) TRUSTEES

***Leslie Sanders Backus** (Savannah, GA) was elected Class A trustee in April 2015. Leslie's professional background is in volunteer leadership and fund development. She is currently chief executive officer in an outpatient substance abuse treatment facility. Leslie is currently treasurer of the General Service Board, chair of the Finance and Audit Committees, and serves on the trustees' International Conventions/Regional Forums and Nominating Committees, as well as on the Compensation and Retirement Committees.

Christine Carpenter (Columbia, MO) was elected Class A trustee in April 2016. Judge Carpenter retired from the bench in 2017 and is now a Senior Judge for the 13th Judicial Circuit Court of Missouri. She is continuing to accept trial assignments and also works as a consultant and lecturer for the National Drug Court Institute. She is vice chair of the General Service Board, chair of the Strategic Planning Committee, and member of the trustees' Nominating, C.P.C. and Public Information Committees.

***Michele Grinberg** (Charleston, WV) was selected as chair of the General Service Board following the 67th General Service Conference. Michele, an attorney who focuses on health care compliance as well as nonprofit governance, joined the General Service Board following the 60th General Service Conference in April 2010. Michele is an ex-officio member of all trustees' committees.

Sr. Judith Ann Karam, CSA, FACHE (Richfield, OH) was elected Class A trustee in May 2019. Sister Judith Ann is the congregational leader of the Sisters of Charity of St. Augustine and the immediate past president and CEO of the Sisters of Charity Health System. Begun in 1962, her health care ministry has included working as a clinical pharmacist as well as numerous executive positions and leadership roles in health care administration, among them serving 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 joyfully serves A.A. on the A.A.W.S. board and on the trustees' Archives, Finance and Corrections Committees, as well as on the A.A.W.S. Internal Audit Committee.

***Peter F. Luongo, Ph.D.** (Germantown, MD) was elected Class A trustee in April 2015. Pete's professional background is in public health services at the state and local levels. He is currently executive director, Institute for Research, Education and Training in Addictions (IRETA). Pete chairs the C.P.C./Treatment and Accessibilities Committee and serves on the Literature and Conference Committees.

Nancy McCarthy (St. Louis, MO) was elected 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). As a Class A trustee, Nancy currently chairs the Corrections Committee and serves on the trustees' Literature and International Committees. She is also a director on the Grapevine board.

Al J. Mooney, III, MD, FAAFP, FASAM (Cary, NC) was elected Class A trustee in May 2019. He has provided medical care in the specialties of family, behavioral, community and addiction medicine for over 40 years. A noted author and a respected pioneer in the field, Al helped establish the certification standards for addiction medicine in the United States in the 1980s. For most of his career, Al has held an adjunct faculty position with the Department of Family Medicine at the University of North

Carolina. Currently, he is involved in projects promoting addiction awareness worldwide. He serves on the C.P.C./Treatment and Accessibilities, Corrections and International Committees.

ALCOHOLIC (CLASS B) TRUSTEES

***Cathy B.** (Morgantown, WV) was elected Southeast regional trustee in April 2017. A Panel 63 delegate, Cathy is actively involved in sponsorship and her home group. After a career in IT and the transit industry, Cathy is grateful to be able to spend more time in nature and working out. She is chair of the trustees' Committee on the General Service Conference and also serves on the Literature and Public Information Committees, as well as on the trustees' Orientation and Strategic Planning Committees.

***Ginger R.B.** (Mesa, AZ) was elected general service trustee in April 2017. A Panel 48 delegate from Area 92, Ginger served as a nontrustee director on the Grapevine board from 2007 to 2011. Her professional experience is in the finance field. She serves on the International Conventions/Regional Forums, Finance and Nominating Committees, as well as on the Compensation Committee. She is a director on the Grapevine board.

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 D.C.M. He currently manages a consulting service company focused on strategy development, data management and financial analytics. Beau serves as chair of A.A.W.S. and is a member of the trustees' Finance, Nominating and Conference Committees.

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. He is a member of the trustees' Archives and Finance Committees, and is vice chair of the International Conventions/Regional Forums Committee. He is also an A.A.W.S. trustee director and the A.A.W.S. treasurer.

Josh E. (Durham, NC) was elected General Service Trustee in April of 2020. Josh served as an AA Grapevine non-trustee 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 16 in advertising. Josh served as a vice president and executive producer for a global advertising agency, and recently opened his own production company. He serves on the trustees' Conference, Public Information and Finance Committees.

***Mark E.** (Chesapeake, OH) was elected East Central regional trustee in April 2017. A Panel 62 delegate, Mark is actively involved in regional A.A. activities and in his home group. Now retired, Mark had an extensive career in technical television work and was awarded several U.S. patents and an Emmy. He served two years as a director on the Grapevine board and serves on the Archives, Conference and Nominating Committees, as well as on the General Sharing Session Committee.

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 Strategic Planning and chairing the trustees' Nominating Committee. She also serves on the trustees' General Service Conference and International Committees, as well as on the Audit and Strategic Planning Committees. Kathi feels that it has been a tremendous privilege to serve as chair of the AA Grapevine Board. Her hope is that she has made a difference during her tenure toward self-support and helping alcoholics to find the message of recovery. One of her favorite things about serving as a trustee is meeting members from around the region and hearing about all they are doing to carry the message. Kathi is the manager of a title insurance company and loves helping her employees become successful in their careers.

Francis H. G. (Chelmsford, MA) was selected Northeast regional trustee in May 2019. As a Panel 57 delegate, he served on the Conference Committees on Archives and Finance (i.e., "old money") as chair and alternate chair, respectively. Francis remains active in his area's Young People's activities as a perennial member-at-large. Now retired, Francis has extensive experience as a CPA, having performed field audits for major defense corporations throughout the northeastern U.S. In his spare time, he volunteers for several community organizations. Francis serves on the Archives, Finance and International Conventions/Regional Forums Committees, as well as on the Audit and Compensation 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 Corrections, Public Information and International 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 level, 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. She is vice chair of the A.A.W.S. board and chair of the A.A.W.S. Nominating Committee. She serves on the trustees' Nominating and Corrections Commit-

tees, and chairs the International Conventions/Regional Forums Committee.

Mike L. (Omaha, NE) was elected West Central regional trustee in May 2020. A Panel 53 delegate from Area 24, Mike has held numerous service positions at the district and area level, actively participating in corrections service work, workshops and other A.A. events. Mike is operations manager of a truck equipment company and has extensive experience in management, distribution and operations. Additionally, he is a member of several local community boards and historical societies. Mike serves on the trustees' Literature, Corrections and Archives Committees.

***David N.** (Santa Rosa, CA) was elected general service trustee in April 2017. A Panel 59 delegate, David served on the A.A.W.S. board as nontrustee director from 2013 to 2017. Now retired, he has extensive experience in the health care information technology field, with a focus on financial and business applications. David is a member of the A.A.W.S. board and chairs the trustees' Literature Committee; he also serves on the International and C.P.C./Treatment and Accessibilities Committees.

***Newton P.** (Cary, NC) was elected trustee-at-large/U.S. in April 2017. A Panel 57 delegate, Newton remains involved in his area's young people's activities. Now retired, Newton was an Assistant Attorney General of North Carolina in the Revenue and Labor Sections. He currently chairs the International Committee and serves on the trustees' Nominating and International Conventions/Regional Forums Committees.

Irma V. (Esterhazy, SK) was elected Western Canada regional trustee in May 2020. Irma has held numerous service positions including G.S.R., D.C.M. and other area positions, including Panel 59 delegate. She has participated at many Regional Forums and other A.A. events and continues to be an active member of her home group. Irma has been the executive director of a not-for-profit organization and has 24 years of experience in business management, human resources, fund development and marketing as well as senior case management. Irma currently serves on various local clubs in her community and enjoys spending time outdoors. She serves on the trustees' C.P.C./Treatment and Accessibilities, International Conventions/Regional Forums and International Committees.

NONTRUSTEE DIRECTORS

Inocencio F. (Miami Beach, FL) was elected AA Grapevine director in April 2018. A Panel 60 delegate, "Ino" has taken on numerous leadership service roles at the area level, many of them involving Spanish-language translation/interpretation. Now retired from his position as CEO of a family business, Ino is also highly skilled in web/mobile design and animation technologies. He serves on the trustees' General Service Conference, Public Information and Archives 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, operations and quality management. She is currently the director of quality management for a large government contractor, where she is responsible for planning, implementing and managing systems to gain operational efficiency. Cindy enjoys outdoor activities including kayaking and golfing.

***Tommi H.** (Toronto, ON) was elected AA Grapevine director in April 2017. Tommi is active both in her home group and her district with institutional meetings. She has extensive employment experience as an editor and writer, and has owned and operated a communications company as well as an event management company. She serves on the trustees' Corrections, Public Information and C.P.C./Treatment and Accessibilities Committees.

***Deborah K.** (Durham, NC) was elected A.A.W.S. director in April 2017. 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 serves on the trustees' Conference, Literature and Public Information Committees.

Carolyn W. (Surrey, BC) was elected A.A.W.S. director in April 2018. A Panel 63 delegate, Carolyn remains active in her area. Professionally, she is the Privacy Director for a nationwide health care organization and has a background in operations, financial performance and mergers and acquisitions. She serves on the Finance, Literature and Public Information Committees.

Class A Trustees elected by the General Service Board following the 2021 Conference

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, and has 30 years of experience developing organizations around the world. Molly's areas of expertise include strategic planning, board development, fundraising, communications and program development. She 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.

Linda S. Chezem, JD (Plainfield, IN) was selected as 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. She is professor emerita of Youth Development and Agriculture Education at Purdue University and an adjunct professor at the Indiana University School of Medicine. 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 served on the trustees' Corrections, C.P.C./Treatment, Nominating, Finance and Archives 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.

Class B Trustees elected by the General Service Board following the 2021 Conference

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 C.P.C., 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.

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.

Deborah K. (see above) was elected general service trustee in April 2021.

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.

Marita R. (Mesquite, NV) was elected trustee-at-large/ U.S. in April 2021. Marita, a Panel 49 delegate, 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 finance (including stints in several southeast Asian countries). She has traveled extensively throughout the world and within the U.S. Marita is currently active as a trainer on a community emergency response team.

Nontrustee directors elected by the General Service Board following the 2021 Conference

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 radicalized trauma. She enjoys traveling, camping, theater, dance, photography and spending time with family and friends.

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.

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.

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 71st Conference includes Panel 70 (delegates now serving for their second year) and Panel 71 (new delegates).

**1. ALABAMA/
NORTHWEST FLORIDA (Panel 71)**

Ruth C., Pensacola, FL

2. ALASKA (Panel 70)

Cheryl (Cheri) S., Anchorage, AK

3. ARIZONA (Panel 70)

Kevin F., 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 70)**

Tom A., Placerville, CA

**8. SAN DIEGO/IMPERIAL
CALIFORNIA (Panel 70)**

Gerardo (Jerry) S., San Diego, CA

**9. MID-SOUTHERN
CALIFORNIA (Panel 70)**

Edward (Ed) L., Wrightwood, CA

10. COLORADO (Panel 71)

Beth P., Woodland Park, CO

11. CONNECTICUT (Panel 71)

Matt K., Hartford, CT

12. DELAWARE (Panel 70)

Terry H., Millsboro, 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 70)

Debi K., Atlanta, GA

17. HAWAII (Panel 71)

Kunane D., Hauula, HI

18. IDAHO (Panel 70)

Thad N., Ketchum, ID

19. CHICAGO, ILLINOIS (Panel 71)

Monica F., Chicago, IL

20. NORTHERN ILLINOIS (Panel 70)

Marilyn F., Streamwood, IL

21. SOUTHERN ILLINOIS (Panel 71)

Gordon N., Belleville, IL

22. NORTHERN INDIANA (Panel 71)

Tim B., Valparaiso, IN

23. SOUTHERN INDIANA (Panel 70)

Ron S., Carmel, IN

24. IOWA (Panel 71)

Mary Ann G., Bettendorf, IA

25. KANSAS (Panel 70)

Sheri P., Topeka, KS

26. KENTUCKY (Panel 70)

Mary F., Floyds Knob, IN

27. LOUISIANA (Panel 71)

Nick P., Lake Charles, LA

28. MAINE (Panel 70)

Nicole (Nikki) O., Freeport, ME

29. MARYLAND (Panel 70)

Cynthia T., Frederick, MD

**30. EASTERN
MASSACHUSETTS (Panel 71)**

Jan W., Falmouth, MA

**31. WESTERN
MASSACHUSETTS (Panel 70)**

Paul H., 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 70)

Linda B., Kalamazoo, MI

35. NORTHERN MINNESOTA (Panel 70)

Jim S., Fargo, ND

36. SOUTHERN MINNESOTA (Panel 71)

Stacy M., Columbia Heights, MN

37. MISSISSIPPI (Panel 70)

Johnny C., Southaven, 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 70)

Jessica (Jess) N., Lincoln, NE

42. NEVADA (Panel 71)

Julie C., Chester, CA

43. NEW HAMPSHIRE (Panel 70)

Pete V., New Boston, NH

44. NORTHERN NEW JERSEY (Panel 71)

Jim A., Spring Lake, NJ

45. **SOUTHERN NEW JERSEY** (Panel 70)
Richard (Rich) H., Riverton, NJ
46. **NEW MEXICO** (Panel 70)
Bill L., Placitas, NM
47. **CENTRAL NEW YORK** (Panel 71)
Todd D., Cortland, NY
48. **HUDSON/MOHAWK/
BERKSHIRE NEW YORK** (Panel 70)
Tad J., Castleton, NY
49. **SOUTHEAST NEW YORK** (Panel 71)
Tom B., Patchogue, NY
50. **WESTERN NEW YORK** (Panel 70)
Henry (Hank) K., Angola, 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 70)
James (Jim) S., Curtice, OH
56. **SOUTHWEST OHIO** (Panel 70)
Nancy F., Troy, OH
57. **OKLAHOMA** (Panel 71)
Sharon S., Edmond, OK
58. **OREGON** (Panel 70)
James (Jim) F., Tillamook, OR
59. **EASTERN PENNSYLVANIA** (Panel 71)
Caroline N., Glenside, PA
60. **WESTERN PENNSYLVANIA** (Panel 71)
Jody K., Punxsutawney, PA
61. **RHODE ISLAND** (Panel 70)
Steven (Steve) L., Warwick, RI
62. **SOUTH CAROLINA** (Panel 70)
Randy S., Charleston, SC
63. **SOUTH DAKOTA** (Panel 70)
Jamey N., Sturgis, SD
64. **TENNESSEE** (Panel 70)
Merlin (Shane) S., Chattanooga, TN
65. **NORTHEAST TEXAS** (Panel 71)
Wayne H., Frisco, TX
66. **NORTHWEST TEXAS** (Panel 70)
Ray O., Odessa, TX
67. **SOUTHEAST TEXAS** (Panel 71)
Kris H., Katy, TX
68. **SOUTHWEST TEXAS** (Panel 70)
Michael P., San Antonio, TX
69. **UTAH** (Panel 71)
Sheryl T., Salt Lake City, UT
70. **VERMONT** (Panel 70)
Linda V., Montpelier, 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 70)
Charlene (Char) V., Appleton, WI
75. **SOUTHERN WISCONSIN** (Panel 71)
Katherine H., Wauwatosa, WI
76. **WYOMING** (Panel 70)
Ramona B., Rock Springs, WY
77. **PUERTO RICO** (Panel 70)
Carlos L., Canóvanas, PR
78. **ALBERTA/NWT** (Panel 70)
Bradford (Brad) F.,
Sherwood Park, AB
79. **BRITISH COLUMBIA/
YUKON** (Panel 71)
Bob K., Roberts Creek, BC
80. **MANITOBA** (Panel 70)
Donald (Donny) M., Winnipeg, MB
81. **NEW BRUNSWICK/
PRINCE EDWARD ISLAND** (Panel 70)
Gerald (J.J.) S., St. John, NB
82. **NOVA SCOTIA/NEWFOUNDLAND/
LABRADOR** (Panel 71)
Trudy D., Stellarton, NS
83. **EASTERN ONTARIO** (Panel 71)
Kimberley M., Pickering, ON
84. **NORTHEAST ONTARIO** (Panel 70)
Paul G., Sault Ste Marie, ON
85. **NORTHWEST ONTARIO** (Panel 71)
Mary M., Thunder Bay, ON
86. **WESTERN ONTARIO** (Panel 70)
Sandi W., Oakville, ON
87. **SOUTHWEST QUÉBEC** (Panel 70)
Ruth L., Beaconsfield, QC
88. **SOUTHEAST QUÉBEC** (Panel 71)
Mario L., Montmagny, QC
89. **NORTHEAST QUÉBEC** (Panel 71)
Anne S., Quebec, QC
90. **NORTHWEST QUÉBEC** (Panel 70)
France F., Saint Isidore, ON
91. **SASKATCHEWAN** (Panel 71)
Glenn N., Esterhazy, SK
92. **WASHINGTON EAST** (Panel 70)
Gary P., Wenatchee, WA
93. **CENTRAL CALIFORNIA** (Panel 71)
Karla Y., Mission Hills, CA

A.A. WORLD SERVICES DIRECTORS

Beau B., *chairperson, general service trustee*
Jimmy D., *regional trustee*
Sr. Judith Ann Karam, *Class A trustee*
Deborah K., *director*
Jan L., *regional trustee*

David N., *general service trustee*
Gregory T., [not attending]
former G.S.O. general manager
Carolyn W., *director*
Jeff W., *G.S.O. staff member*

GENERAL SERVICE OFFICE STAFF

Amy B.
Brenda B.
Patrick C.
Irene D.
James H.
Racy J.
Diana L.
Steve S.
Craig W.
Sandra W.
Jeff W.

AA GRAPEVINE DIRECTORS

Kathi F., *chairperson, regional trustee*
Ginger R.B., *general service trustee*
Josh E., *general service trustee*
Ino F., *director*
Cindy F., *director*

Francis G., *regional trustee*
Tommi H., *director*
Nancy McCarthy, *Class A trustee*
Albin Z., [not attending] *former AA Grapevine publisher*

GRAPEVINE STAFF

Karina C., *associate editor La Viña*
Jon W., *senior editor*

Nonvoting Resource Attendees Assisting with the 71st Virtual General Service Conference

Administration Department

Stephanie L., *Interim General Manager/ Senior Director of Administration & Strategy*

Archives Department

Stephanie Gellis, *Digital Archivist*
April Hegner, *Senior Archivist*
Michelle Mirza, *Archives Director*

Communication Services Department

Daniel Brown, *Digital Media Consultant*
Clement C., *Senior Manager of Communication Services*
Tracey G., *Digital Media Manager*
Julie Gonzalez, *Senior Digital Communications Analyst*
Kalilah Prendergast, *Communications Project Coordinator*
Alexandra Rosenmann, *Digital Media Creator*

Finance Department

Steven San Inocencio, *Finance Coordinator*
Paul Konigstein, *Chief Financial Officer*
Zenaida Medina, *Assistant Director of Finance*

METS Department

Maria Morales-Lamm, *Coordinator*
Attallah Sophas, *Administrative Assistant*

Operations Department

Margaret Matos, *Member and Customer Service Manager*
Alioune Mboup, *French Customer Service Rep*
Iris Silverio, *Customer Service Rep*
Malini Singh, *Director of Operations*

Publishing Department

Brittinae Brasfield, *Publishing Coordinator*
Sarah Daniels, *Intellectual Property Administrator*
Jasmine Delarosa, *Webstore Operations Manager*
Julia D., *Editor*
Ed Nyland, *Senior Production Manager, Print*
Rosa Rodriguez, *Licensing Administrator*
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*
Zoraida Figueroa, *International Staff Assistant*
Joshua Gonzalez, *CPC/Treatment Staff Assistant*
Pamela Lewis, *Nominating, Staff Assistant*
Ana Mejia-Andrade, *Correction Staff Assistant*
Jocelyn Pena, *Regional Forums Staff Assistant*

Staff Services Department (cont'd)

Nathalia Sande, *CPC/Treatment Staff Assistant*
Marissa Sblendorio, *Group Services Staff Assistant*
Rocio Tusher, *Access Staff Assistant*
Nay Williams, *Conference Staff Assistant*

Technology Services Department

Militza Alma-Noyola, *Business Systems Specialist*
Lorna Graham, *Director Technology Services*

AA Grapevine

Janet Bryan, *Director of Operations*
Christopher C., *Acting Publisher*
Shauniece Hampton-Gibson, *Executive Assistant*

ACMs

Allison C., *Public Information*
Amalia C., *Literature*
Katie H., *Literature*
Shari M., *Public Information*
George W., *CPC/Treatment and Accessibilities*

Interpreters

Andrée Lanoix, *French Language Interpreter*
Olivier Lepage, *French Language Interpreter*
Stefan Jetchick, *French Language Interpreter*

Staff Consultants

Mary C.
Rick W.

Trustees Emeriti

Terry Bedient
Leonard Blumenthal
Ward Ewing
Gary Glynn
Elaine McDowell

Zoom Operators

Alex Barros
Matthew C., *Technical Lead*
Eddy Matlock-Mahon
James O., *English/French speaking*
Megan Purgavie
Laura Skroska
Mary Thomas
Mike W., *Technical Director*

Committee Reports & Discussion



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