

Highlights from AAWS

January 25, 2024

*Meeting of the Alcoholics Anonymous World Services, Inc., Board of Directors
The General Service Office*

BUSINESS OF THE BOARD

AAWS BOARD OF DIRECTORS

Cathi C., AAWS Chairperson

Vera F., Reilly K., Deborah K., Clint M., Carolyn W., John W., Bob W., Racy J.

AAWS Internal Audit Committee

- **The Business Travel and Expense** -The committee reviewed and discussed the proposed Business Expense policy and *recommended* approval from the AAWS Board.
- **Review the IAC requests to G.S.O. management and or other A.A.W.S. Board Chair(s).** - The committee reviewed the Archives Disaster Prevention Preparedness Response Plan and noted that it was recently updated to reflect to staff information changes. The Business Continuity Disaster Recovery (BCP) Plan, which was written in 2022, will be reviewed and updated. As a part of cybersecurity training, a tabletop exercise was facilitated.
- **Review of Director's Responsibility Assignment Matrix (RACI)** -The committee reviewed the Director's RACI and discussed digital reporting of audited financial statements and the possibility of posting them on aa.org. The committee agreed to link to the Final Conference Report, which includes the financial statements on AA.org.

AAWS TCS Committee

- **Streamlining the content/video creation process** - The committee discussed strategies aimed at streamlining video content creation for faster digital content development.
- **Analytics Working Group Progress** - The committee discussed the Analytics Working Group report and *recommended* that it be forwarded to the Trustees PI Committee.

- **Update on Data Integrity Project** -The committee continues to meet and have been focusing on determining how groups and meetings are defined. The committee plans to meet with area Registrars in the beginning of March where this will be a key topic.
- **Quarterly Contribution Statements for Districts/Groups** -The team has worked on redesigning the quarterly contribution statement and received an estimate of the cost to remediate the existing quarterly contribution statements.
- **Services Subcommittee Report** -The subcommittee is identifying what services that need to be under the purview of the TCS Committee and updating reporting criteria. They are also looking into measurable outcomes that define what we are doing well and where we can improve.

Update on Services Unit -The services unit compiled a list of outdated versions of material in digital service kits and requested the board's input on developing a process and timeline for updates.

- **Update on Service Material Ad Hoc** - A report was presented addressing concerns and recommendations for managing service material workflow and format.
 - The committee *recommended* to the AAWS Board that the following reports be forwarded to their respective trustee's committees for review: **2023 fourth-quarter report on LinkedIn - Website - Meeting Guide App - YouTube - Google Ads - Online Business Listings - and Podcast**

AAWS Finance Committee

- **2024 Budget Approval** – The committee recommended that the proposed budget version 6.0 be approved by the AAWS Board.
- **Accounts Receivable Policy** -The committee reviewed changes to the draft Accounts Receivable Policy and provided feedback for additional adjustments to be brought back to the next committee meeting.
- **Employee Retention tax credit** -Details were provided to clarify the Employee Retention Tax Credit, with further information slated for presentation at the March meeting.
- **Cost estimates for PAI's** -Estimated costs for agenda items forwarded to the 74th GSC will be provided by the background deadline, with a more comprehensive report anticipated in June.
- **Possibilities of allocations and/or project-based reporting (PAI)**
-Item deferred to next meeting.
- **Routine reporting from Finance department and Timing of Q4 Reporting** -The committee discussed the timelines for reporting expenses and agreed that, as Fourth Quarter expense results are preliminary and likely to change, the merits of including them in 4th Quarter reporting require further discussion. Fourth Quarter expenses. The committee requested that this discussion continue in the Trustees Finance Committee.
- **AAWS/GSB 2023 Preliminary Financial Report** - The CFO presented a preliminary report on the 2023 financial results, outlining contributions, literature sales, and total revenue.
- **Self-Support Committee** - Subcommittee Chair, John W., updated the committee on their recent discussions, including QR codes and infographics for contribution encouragement.
- **Quarterly Contribution Report Q4 2023** -The report module is undergoing revisions which will be implemented shortly before statements are released.
- **ILF and WSM Q4 2023 Fund** -The committee reviewed the International and World Service Meeting Funds and recommended to the AAWS Board that they be forwarded to the Trustees International Committee.

AAWS Publishing Committee

- **Updated Pamphlet Matrix** -The committee reviewed and considered list price increases for a selection of pamphlets to achieve break-even parity pricing.
- **Review of the Semi-Annual report on TL activity.** -The committee reviewed the semiannual Licensing and Translation Activity Report for 2023. The committee discussed language availability, pending translations, and accurate reporting.
- **Editorial Project Tracking and Backorders.** -The committee reviewed the tracking report and highlighted notable advancement in the print production process. Backorders have been greatly reduced to a small amount, most of which are awaiting retranslation.
- **Digital Sales** -The committee reviewed the report on digital sales which includes updates on digital sales, discussions on corrections-related issues, and challenges in digital promotions.
- **General Service Trustee and Non-Trustee**

AAWS Nominating Committee

Director Positions for AAWS. -A progress report was given on the non-trustee director search process and procedures to fill two vacancies that will occur following the 2025 General Service Conference.

AAWS Intellectual Properties Ad Hoc Committee

- The committee met twice since the last board meeting to discuss intellectual property issues, engagement with the General Service Board, tracking trends, and permissions for using copyrighted materials.

AAWS Board Meeting

- **Board Correspondence** – The AAWS Board reviewed correspondence received since the last AAWS meeting.
- **Approval Of Consent Items** – The AAWS Board approved the reprint request reports for November and December. The finance report was not available for approval as year end closing is still underway.

AAWS Board Meeting cont.

- **Recommendations –**

- Nominating

Recommendations: None

- Publishing

Recommendations: None

- Technology/Communication Services

Recommendations:

1. **The TCS committee recommended to the AAWS Board that the Analytics Working Group Progress report be forwarded by AAWS to the trustees' Committee on Public Information.**
2. **The TCS committee recommended to the AAWS Board that the 2023 fourth-quarter report on LinkedIn be forwarded by AAWS to the trustees' Committee on Cooperation with the Professional Community.**
3. **The TCS committee recommended to the AAWS Board that the 2023 fourth quarter reports on Website, Meeting Guide App, YouTube, Google Ads, Online Business Listings, and Podcast be forwarded by AAWS to the trustees' Committee on Public Information.**

- Finance

Recommendations:

1. **The AAWS Finance Committee recommended to the AAWS Board to approve the 6.0 version of the 2024 Budget and forward it to the Trustees Finance & Budgetary Committee.**
2. **The AAWS Finance Committee recommended to the AAWS Board that the International Literature Fund activity report ending December 31, 2023, be forwarded to the trustees' International Committee.**
3. **The AAWS Finance committee recommended to the AAWS Board that the World Service Meeting Fund activity report ending December 31, 2023, be forwarded to the trustees' International Committee**

- Internal Audit

Recommendation:

1. **The IAC recommended to the AAWS Board to approve the revised Business Travel and Expense Policy as amended and add the date the board adopted the revision to the document.**

- Intellectual Property – Ad Hoc Committee

Recommendations: None

Upcoming AAWS Board Meetings 2024

March 7, 2024, AAWS Strategic Planning Session
March 8, 2024, AAWS Board Meeting

Apr.18, 2024, AAWS Board Meeting Conference**

Apr.20, 2024, AAWS Board Meeting Conference**

June 20, 2024, AAWS New Directors' Orientation/SPS
June 21, 2024, AAWS Board Meeting

July 25, 2024, AAWS Board Meeting**

Sept. 6, 2024, AAWS Strategic Planning Session (v)

Oct. 31, 2024, AAWS Board Meeting**

Dec. 12, 2024, AAWS Strategic Planning Session (v)

Dec.13, 2024, AAWS Board Meeting (v)

** = GSB Board Weekend

(v) = Virtual

SPS = Strategic Planning Session

Highlights from AAWS

January 25, 2024

What's Happening at GSO

Bob W., General Manager

Department reports for the January meeting were limited to specific requests of the AAWS Board.

General Manager

Bob W., GM provided an update on recent developments and activities that have taken place at the General Service Office. He highlighted the positive office culture, camaraderie, and holiday celebrations, and stressed the importance of work-life balance. Bob also reported that the Publishing Department has made significant progress in addressing backlogs and is close to completing the first translation of the Big Book in Haitian Creole. He discussed the upcoming period leading up to the conference, which includes various General Service Conference gatherings and consortiums. Bob also shared his recent travel experience to Area 15 South Florida and emphasized the value of in-person connections with the fellowship.

A Few Department Highlights

Language Services

Stephanie B., Director of Language Services, presented a comprehensive report on the department's activities and challenges. She highlighted the team's efforts in managing a high volume of translation and editing requests, especially for conference-related materials. Stephanie described the department's composition, which includes full-time staff and contractors, and discussed their range of services. She emphasized the importance of having clear policies and procedures, sharing examples of the challenges they face in the translation process. Stephanie also talked about the team's use of technology, including translation memory software, and presented data on the department's workflow estimate. She explained that the high volume of work was partly due to catching up on past projects and discussed the challenges faced during the translation of conference background materials. Stephanie shared various tools and guidelines that they created to streamline processes and improve efficiency, such as translation guidelines, document guidelines, request forms, and project trackers. She concluded her presentation by suggesting that language services' processes and timelines be communicated through

different channels, including director and trustee orientation, publications, and memos. Stephanie also requested to be included in the early conception of projects involving French and Spanish, consideration for publishing reviews in new timelines, and the use of track changes when amending existing documents. The presentation included a robust question and answer session.

Legal, Licensing & Intellectual Property

Intellectual Property & Copyright

Development of policies, processes and procedures is well underway. Many years of experience has been collated and is being reviewed and assessed with the AAWS Board subcommittee on Intellectual Property. This will allow for more guidance and consistency with responses to inquiries as well as meaningful reporting to the AAWS Board.

International Licensing - Translations

Development of policies, processes and procedures are also well underway. New legal forms that encompass all license classifications are nearing completion which are an integral part of streamlining the renewal process.

Legal

In collaboration with Technology Services, repository options are being explored to serve as a central storage point for all contracts and legal documents.

Finance Department

Accounts Receivable

The Finance Department drafted a new accounts receivable policy which was approved by the AAWS Board at its last meeting on January 25th.

Service Standards

The finance department will be kicking off the process of developing and implementing service standards in mid-February. This will include setting response time standards, deadlines and timelines and general customer service standards.

Technology Services

The department director is leading the Data Integrity Working Group which is comprised of representatives from Operations, Staff Services, Finance and Technology Services, meets weekly to discuss data quality issues that impact GSO's ability to serve and support the Fellowship. These issues range from incorrect information, gaps in current processes that impact the quality of the information or communication, or processes related to using correct data/information. The Working Group will, as appropriate, define and drive data clean-up initiatives, refine processes to close gaps, and/or correct processes to use correct data or information. Currently they have been clarifying meetings and groups and how they can best be differentiated and reported upon correctly.

Communication Services

The department director is leading a Newsletter Working Group to evaluate effectiveness of all GSO newsletters. They are comprised of representatives from Operations, Staff Services and Publishing, meet monthly and focus on the effectiveness of GSO newsletters including redesign and content considerations and proper distribution. They are currently finalizing the details and rollout of the Box 459 Reader Survey in consideration of a redesign.

Publishing

Backorders & Other items Out of Distribution

The goal to eliminate backorders and items out of distribution is nearly complete.

Of the 85 items initially identified to date:

70 have been approved to print/are back in stock.

15 are actively in the revision, update, translation, or reprint process and will be printed in the coming weeks.

Staff Services

Planning for the implementation of support and service standards for Staff Assistants is underway with Staff Services Management and the Human Resources Director. The rollout is expected to be in February and March. It will be followed by skill development training sessions to ensure maximum development potential.

Next Meetings:

March 7, 2024 Strategic Planning

March 8, 2024 AAWS Board Meeting
including reports from all GSO departments.

A.A. Around the World

A.A. is available around the world in various countries and languages. Today, an A.A. presence can be found in approximately 180 nations worldwide, with membership estimated at over two million. There are more than 123,000 A.A. groups around the world and A.A.'s literature has been translated into over one hundred languages.

Need literature in other languages?

Literature in English, Spanish and French is posted in PDF format on this website. Readers can print one copy for personal use. A selection of translated books, booklets, pamphlets and other materials is available for purchase via our online bookstore.

Contact A.A. outside of the U.S and Canada

Many countries have their own general service office that can guide you to meeting lists and literature relevant to your location and language. If you live outside the U.S. or Canada, your best A.A. resource will most likely be a local office within your country.

The World Service Meeting

Since its inauguration in 1969, the World Service Meeting (WSM) has provided an ongoing international forum for shared experience and ideas on carrying the A.A. message of recovery from alcoholism. Held biennially, the event alternates between New York and other locations around the globe, and has convened in such diverse cities as Cartagena, Colombia; Auckland, New Zealand; Oviedo, Spain; Malahide, Ireland; Mexico City, Mexico; Warsaw, Poland; and Durban, South Africa. Participating countries select delegates to attend this meeting. The primary purpose of the World Service Meeting is the same as that of all A.A. activities: to carry the message of recovery to the alcoholic who still suffers, wherever in the world they may be, whatever language they may speak. The World Service Meeting seeks ways and means of accomplishing this goal by serving as a forum for sharing the experience, strength and hope of WSM delegates who come together every two years from all parts of the world.

Described as a living and growing exchange of experience responding to the needs of A.A. worldwide, WSM sessions cover a broad range of issues pertinent to the development of A.A. in participating countries.

Visitors are welcome at the General Service Office

Monday through Friday, from 9am – 3pm.

Tours are scheduled at 10am, 11am and 2pm,
and lasts about 45 minutes.

A 12:15pm guided tour follows the weekly 11am A.A. meeting
on Fridays.

GSO and Grapevine

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