

A.A. World Services, Inc.

SERVICES

Accessibilities

Is currently collecting stories to update the pamphlet "A.A. for the Older Alcoholic" and developing audio interviews with the military in A.A.

Communication Services

The assignment continues to work on the new website design, the Meeting Guide app, YouTube channel and exploration and implementation of additional Google products.

Conference

Processing of Proposed Agenda Items is underway as the submission deadline for the 70th General Service Conference of December 15, 2019 approaches.

Cooperation with the Professional Community/Treatment

The assignment often hears from researchers interested in including A.A. members in their surveys and studies, and, to stay current, the service piece "Memo on Participation of A.A. Members in Research and other Non A.A. Surveys" is being updated.

Corrections

The assignment has received more than 400 letters a month over this last quarter. A new service piece, "The Role of Prerelease and Bridging the Gap (BTG) Temporary Contact Volunteers" letter, along with a draft service piece "Frequently Asked Questions (FAQ) for new Corrections Committee Chairperson" were translated into French and Spanish and sent via E-Blast to 1,096 Corrections trusted servants across the U.S. and Canada.

International

Trustees-at-large Trish L (Canada) and Newton P (U.S.) participated as delegates representing the U.S. and Canada at the 21st REDELA (Zonal Meeting of the Americas), September 28-October 3 in Buenos Aires, Argentina. The assignment recently received news from the delegate who represented Zimbabwe at the Sub-Saharan Zonal Meeting in South Africa, that since returning from the zonal meeting, they have made progress in carrying the message into correctional prisons, with meetings started in two prisons, one long-term and one short-term facility. They report that prison authorities have embraced the A.A. program and refer to this as a "huge opportunity to carry the message in marginalized areas." In response, the assignment has shipped A.A. literature for the members involved to take into the prisons.

International Convention

In late August, the Registration Brochure mailing was completed. Online registration opened from G.S.O.'s A.A. website at 10 a.m. on September 9, 2019. By 4 p.m. in the afternoon registration for the 2020 International Convention had surpassed 10,000 registrants. As of October 7, 2019 over 21,000 people had registered for the Convention. This is slightly below Atlanta but ahead of San Antonio in the same period in 2014 and 2009 respectively.

In spite of some bottlenecking and extended waiting times, the Housing Bureau was able to process over 6,000 reservations in the first 24 hours, although many members were unable to secure a room downtown and expressed disappointment and frustration. Downtown Detroit hotels sold out first, with Windsor, Canada, second in popularity. While there were only 3,000 rooms downtown, there are still many rooms available through the Housing Bureau website in any of the nearby areas in Detroit.

Literature

Production for the update of the video "Your G.S.O., Grapevine and General Service Structure" is ongoing, including content and script development, scheduling for space, talent and actual filming at G.S.O. and

Grapevine, some of which took place over the last month.

Public Information

At the request of the trustees' committee on Public Information, a survey professional from Duke University has been hired to review the current A.A. Membership Survey methodology. The P.I. assignment has facilitated distribution of a press release to media and other professionals about the new ASL DVD of the Big Book. An ASL version of the press release is embedded so that members and the public who may be Deaf can have access to it.

Regional Forums

The Southwest Regional Forum took place October 11-13 in Houston, Texas, marking the final forum for 2019. Work continues on the 2020 and 2021 Regional Forums including, but not limited to, overhaul of PowerPoint presentations and development of workshops. Additionally, the Regional Forum Video project is in final production.

OFFICE MANAGEMENT

Administration:

The highest organization-wide priority is the operation and maintenance of the new NetSuite enterprise system, which went live Monday, August 5. Overall the system is functioning, but there are gaps and shortcomings along the way. Assessment of the processes and governance of the system implementation is ongoing, with more work and focus required from all internal teams, as well as the vendor and consultants.

The new Communication Services Department will be implemented on Monday, November 11. The current Staff assignment known as Communication Services will transition to a department as the next step in the fulfillment of the strategic communications initiatives of the General Service Board.

Rollout of the new app and design and development of the new aa.org website occurred in the time period covered by this report. Detailed reporting will take place in the appropriate committee structure, but going forward these projects will be managed by the Communications Services Department.

Major progress is being made on the new office space (5,000 square feet) on the 8th floor at 475 Riverside Drive.

Administrative Support Services: The Records department is processing a backlog of GSR, DCM, DCMC and New Group kits.

Archives:

Archives staff has continued digitizing background materials, correspondence and other related items that exist largely in paper format from activities of the Conference and Trustees' Committees.

Additionally, staff completed reorganizing the archival collection of foreign pamphlets and conducted preservation work on several collections, including an inventorying of the collection of AA Grapevine materials.

Human Resources: Five new temporary contributions clerks have been hired to assist with the backlog in contributions processing and assist with the transition to the new system. These temporary employees are expected to continue through January. The assignment is expected to continue for the next six months and to focus on ERP implementation from the user perspective.

BOARD COMMITTEES

Finance:

The board accepted the Finance Department report highlighting the following information:

For the nine months ended September 30, 2019 revenues were 2.59% higher than budgeted. Operating expenses were 4.53% greater than budgeted.

In total, unit book and booklet sales have decreased from 2018 by 33,920 pieces or (2.66%). This large variance includes a decrease of 9,727 of Daily Reflections books and a decrease of 10,270 of the Big Book Pocket Edition. In addition, 21,910 units (English) of the new book, Our Great Responsibility, have been sold.

Actual contributions for the nine months ended September 30, 2019 were \$6,197,296, 6.29% higher than budget. Online contributions for the first nine months of 2019 amounted to \$664,860. This compared with \$571,165 in 2018, \$521,348 in 2017, 364,854 in 2016, and \$268,455 in 2015. The first nine months of 2019 online contributions accounts for 10.73% of our total contributions.

The following variances were noted for the six months:

For the nine months, the salary line was \$5,766,070 (1.48%) less than budget. Professional fees are \$194,629 (63.55%) higher than budget. These variances are mainly caused by contract reviews being over budget by \$119,192 for the first nine months of the year. There are also additional lawyer fees (general counsel) that amount to \$132,915 higher than budget. Contracted Services are over budget by \$714,846 (71.48%). This variance is caused by ERP costs amounting to \$433,912 over budget. Travel, Meetings and Accommodations are \$148,850 (14.59%) higher than budget. Total 2019 GSC expenses are close to budget.

Ad hoc Self-Support Committee:

The committee met two times and discussed a number of items brought forward by the Conference Finance Committee. Suggestions were made for updating the self-support card and G.S.O.'s guidelines on finance. Additional discussion addressed electronic contributions and the impact of recurring contributions, the Conference delegate fee and ideas for a Seventh Tradition video.

2020 International Convention:

The Talley Management Group provided an update on planning for the 2020 International Convention. Registration, which opened in early September, is currently tracking 3,500 attendees lower than 2015 at this time; housing is tracking at the same rate as 2015. Most of the service contracts are in place, with a few still being negotiated and reviewed. The next site visit will take place in early November and will cover topics including transportation and security, Detroit InterGroup participation, and operations issues with key downtown hotels and vendors. There will also be a first meeting with the full Detroit Welcome Committee.

PUBLISHING:

Gross sales: September gross sales are below budget with actual gross sales at \$1,176,380.

Web sales: Total web sales (A.A.W.S. Online Bookstores) for September stand at \$530,987.36. Sales on the B2B online store (primarily InterGroup/Central Offices and other bulk orders) for September are \$323,465 and B2C sales (individual customers) stand at \$207,522.

Digital books: Total eBook gross sales through September 2019 stand at \$143,146.

Translations summary: The Lesotho translation of Alcoholics Anonymous is in a final review stage by the Lesotho fellowship prior to licensing them to print and distribute. Members of Zimbabwe A.A. formed a translation committee and Shona translation of the Big Book is underway there. Paraguay plans to form a

translation committee to begin new translations and approve existing translations for submission in the Guarani language. Other recent activity is taking place in Hungary, Ukraine, India and Czech Republic.

American Sign Language Update – Big Book and “Twelve and Twelve” DVDs: A November 4, 2019 release date is set for the Big Book, to be accompanied by a press release announcing its availability. The press release will itself be available in ASL. The “Twelve and Twelve” is scheduled for a similar release in early 2020.

The Young People’s Video is now titled “Young and Sober in A.A.: From Drinking to Recovery” – Subtitles for the English, French and Spanish versions are complete and approved but due to concerns of insuring anonymity the release has been delayed as alternatives are being sought to address this issue.

The Board approved the following recommendations brought forward by the Publishing Committee: That the regular and large print versions of the following pamphlets be priced accordingly, in English, French and Spanish: “The A.A. Group,” at \$0.45 per unit; “Questions and Answers on Sponsorship,” at \$0.25 per unit; “Access to A.A.,” at \$0.50 per unit. That the regular and large print versions of the following booklets be priced accordingly, in English, French and Spanish: As Bill Sees It, at \$8.60 per unit; Came to Believe, at \$5.25 per unit; A.A. in Prison – Inmate to Inmate, at \$2.50 per unit.

Safety service piece: The board reviewed an updated draft of a proposed service piece on safety being developed by G.S.O. staff. The work is ongoing and additional input was requested to help inform subsequent drafts.

A.A. Grapevine, Inc.

Challenges/Actions:

Grapevine Board is engaged in a 3-year Strategic Plan incorporating the Fellowship Feedback Project and working closely with the web vendor.

Carrying the message of the A.A. program through Grapevine and La Viña remains the focus. Subscriptions/product sales are essential to self-support and 12th step service. Overall print and digital subscriptions will continue to decline gradually without more effective outreach to the Fellowship yet will remain in budget range for now. The GV Subscription app continues to gradually find its audience.

Existing engagement efforts for the print magazines, Grapevine Online, Grapevine App and related products will continue per the GVB’s strategies including the ongoing Carry the Message project that focuses on sponsoring subscriptions through Subscription Gift Certificates and the 2019 outreach “Toolkit” effort celebrating GV’s 75th anniversary.

Board Meeting:

During its September 14 meeting the AAGVB was updated on the following: Planning bundling efforts by topic throughout the year; contacts made at Corrections convention; new website wireframes were built with mobile in mind; GSB, AAWS and AAGV Umbrella Policy was completed in time for 2020 International Convention online registrations; Operations will be reviewing all newsletters for streamlining and redesign; the AA Grapevine website continues the Drupal 8 upgrade which will create a responsive and integrated platform and resolve the “Not Secure” warning displayed on the GV website; the tagging process for 2006-2015 Grapevine stories and audio Archive continues in order to improve the searching process while the new Archive page is under construction; AAGV is working on qualifying for Google for Nonprofits that will offer access to Google products and tools to metric traffic more efficiently; AAGV has registered a new domain name for La Viña website. The URL is aalavina.org; Spanish translation of One Big Tent was added to GV/LV store pages on Sept. 4; Auto renewal updated from “No” to “Yes” on store page; AAGV and Your Group quarterly email was sent out on Sept. 3; conversion of 31 CDs to MP3s completed; GSO

Accessibilities/LIM desk purchased 500 copies of the October 2019 GV Accessibilities issue; metadata initiative ongoing under the direction of the Production coordinator; ongoing planning of email blasts through circulation vendor; working with vendor tracking traffic on new La Viña store page.

Grapevine Editorial Report:

The Publisher reported the following: Recent Grapevine magazines released: SEPT (Young & Sober); OCT (Accessibilities Issue); NOV (2018 Subscription Challenge winners & spotlight on Grapevine Story Archive). Grapevine magazines currently in production and on schedule: DEC (Holiday Stories, Remote Communities)-being printed) JAN (Spiritual Awakening –edited, proofing); FEB (Getting Through Adversity in Sobriety – stories selected, being edited); MARCH (Emotional Sobriety—stories being edited); APRIL (Home Group—stories being selected); the 2020 editorial calendar is available. Audio Project: A new editorial point person is now in place and stories are undergoing editorial process. Process is being streamlined and simplified; the new 2020 Convention versions of Grapevine Daily Quote Book for Detroit (with new cover, in 3 languages) have been translated. Work on new cover has begun; AAGV, Inc. now offers 33 eBooks (26 in English, 5 in Spanish and 3 in French); all new, all improved product descriptions written for Audio CD downloads (entire CD library), using metadata suggestions; finding ways to implement Survey findings.

La Viña Report:

The Associate La Viña editor reported the following: January/February 2020 Character Defects: Members share about their defects of character and how they use the Steps and the program to deal with them; March/April 2020 Newcomer Issue: Members share what their first days in AA were like, and how they got to their first meetings; May/June 2020 The Annual Edition of AA in Prisons: Stories of how members recovered in and out of detention centers; Associate editor will be reaching out to EAB members to discuss increasing regional participation, as well as the members' availability for reading and listening of stories; Audio Project – There are 203 submissions to date – of which 43 have been submitted through the new phone service, we will receive an update this month on the listening process; Archives – files are loaded and tagged, we are awaiting the switch to the new website in order to launch access, and will plan announcements accordingly per Web Coordinator's pending projected completion date; updated LV News for November/December, as well as homepage information for www.aalavina.org – continuing to update materials and products to reflect new address for homepage and for the store.

Grapevine Web Report:

The Director of Operations reported monthly web traffic is averaging at 38,000 unique visitors and 143,242-page views.

Circulation, Development and Customer Service:

The Publisher reported the following: GV/LV toolkits sold as of 10/15/19 – 680; LOH MP3 at new price sold as of 10/15/19 – 418; ICYPAA purchased \$5,000 worth of toolkits; Voices of Women book sold since August re-launch – 1,763; requests continue for additional new sources for digital and print subscription development such as new database lists from circulation vendor to meaningfully increase subscriptions; customer service satisfaction reports are generated monthly and follow-up calls are made by internal customer service assistant to resolve any issues; in the process of testing \$25 gift certificates for any item on the GV and LV store; tested pricing on 1, 2 and 3 year subs;

Trustees' Committee on Archives

Archivist Report:

The Archivist noted that over 400 new items have been added to the archives since the beginning of the year.

Permission Requests: Prior to this meeting and through electronic mail, the committee approved the following request that is in accordance with G.S.O. Archives policies:

Adam Kirchner and Samantha Kirchner requested to consult archival material related to the origins and growth of A.A. in Germany.

Old business:

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

New business:

The committee was informed that a request had been received for past General Service Conference background from a current delegate. The Archivist shared long-standing practice with the committee, as well as sharing received from G.S.O. staff, on how such requests are typically handled. The committee asked the Archivist to gather input from G.S.O. Staff on the quantity and nature of requests for General Service Conference background and bring back a report for the committee's discussion in February 2020.

Trustees' Committee on the General Service Conference

Agenda item for changing wording of Steps Three, Seven and Eleven:

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

"How the Conference Operates":

The committee approved the motion to update the section on "motion to recommit" language in "How the Conference Operates." The secretary will make the revision and have the document updated in all three languages.

Subcommittee on equitable distribution of workload: The subcommittee on equitable distribution of workload chair presented a progress report. The committee had a robust discussion on the options being presented for addressing equitable distribution of workload. The committee discussed the agenda item regarding the subcommittee recommendation to create a standardized form for proposed agenda items and added it to this subcommittee's scope. The subcommittee will continue the work and present a report at the February 2020 meeting.

Agenda items proposing changes to The A.A. Service Manual:

The committee discussed the memorandums and reports provided by the Publishing department detailing the review of the 2019 and 2020 agenda items proposing changes to The A.A. Service Manual. The committee agreed that the Conference Committee on Report and Charter has been included in reviewing the proposed agenda items during the thorough evaluation, update, and redesign of the Service Manual. The committee agreed with this process continuing for the duration of this redesign project.

Delegate sharing on underrepresented populations:

The committee reviewed the delegate sharing received from the survey based on the G.S.B. Strategic Plan action item P1.2., "The

G.S.B. will contact Area delegates to identify underrepresented sectors of the A.A. population in their Areas." The committee requested the secretary forward the delegate sharing to the G.S.B. Strategic Plan Ad Hoc Committee.

Delegates-Only meeting communications to delegate chair:

The committee continued the discussion from the November meeting regarding if the delegate's-only meeting agendas could include topics on visioning and other substantial items related to the future of Alcoholics Anonymous and the Corporate Boards' strategic plans. The committee agreed that the agendas are set by the delegates for their meetings. The committee requested the secretary obtain historical agendas from the 1970s, 1980s and 1990s to share with the delegate chair, in addition to the most recent delegates-only meeting agenda examples, as resource material to create the agendas for these meetings.

Trustees' Committee on Cooperation with the Professional Community/Treatment and Accessibilities

Cooperation with the Professional Community

LinkedIn Page:

The committee noted that the A.A.W.S. Board recommended that the implementation of a LinkedIn page be approved. The committee also noted that the implementation plan includes the items from the 2019 C.P.C. Conference Committee Consideration and 2018 Advisory Action on a LinkedIn page, and communications about the LinkedIn page to the A.A. Fellowship through C.P.C. committees and General Service Conference members. The committee asked the staff secretary to provide a progress report on the LinkedIn page at the February 2020 meeting.

Preliminary 2020 budget:

The committee reviewed the preliminary 2020 budget and agreed to forward it to the trustees' Finance and Budgetary Committee with an amendment of \$25,000 to the budget for travel of Class A trustees to national professional conferences where A.A. has an exhibit and relabeling a line item from "C.P.C. videos" to "C.P.C. videos and webinars."

Preliminary 2020 C.P.C. Exhibit list: The committee reviewed the preliminary 2020 C.P.C. exhibit list and requested adding the following conferences: Military Mental Health Conference, National Association of Social Workers, and the Academy of Criminal Justice Science.

A.A. in Your Community Pamphlet:

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

C.P.C. exhibit effectiveness:

The committee reviewed and discussed ways to improve the effectiveness of A.A. exhibits at national conferences for professionals. The committee discussed ways to improve the messaging to professionals from a different setting and the challenges and misinformation from some A.A. groups on Religion vs Spirituality; or Medications; describing singleness of purpose to professionals, and Promotion vs Attraction at A.A. exhibits.

Treatment

Bridging the Gap Pamphlet / Service Material:

The committee reviewed and discussed the draft language provided by the staff secretary for the Bridging the Gap pamphlet and other service material for Bridging the Gap service. The draft includes language

describing Bridging the Gap service from correctional facilities and inclusive language to describe alcoholics that may request this service. The committee asked the secretary to continue to work with the Publishing Department and bring back a revised draft to the February 2020 meeting.

Accessibilities

2020 Accessibilities/Remote Communities budget:

The committee reviewed the 2020 Accessibilities/Remote Communities budget. The committee requested that the budget be updated to include an expense line of \$1,500 for Grapevine/La Viña purchases and agreed to forward the budget to the trustees' Finance and Budgetary Committee.

Subcommittee on "A.A. for the Older Alcoholic":

The committee heard a verbal report on the update to the pamphlet "A.A. for the Older Alcoholic." The committee asked the staff secretary to send an additional request for sharing on "A.A. for the Older Alcoholic" to include accessibilities committees in a broader distribution list. The committee suggested changing the deadline of December 15, 2019, to a later date and that a progress report be provided at the February 2020 meeting.

Communication with senior personnel in the military:

The committee received a verbal update from the appointed committee member to the trustees' committee on C.P.C./T.A. on efforts to communicate with senior personnel in the military, including possible interviews at a US Army Nation Radio station and a podcast for veterans.

Trustees' Committee on Corrections

Discuss language options in corrections related literature:

The committee discussed language options to refer to incarcerated individuals in A.A. corrections literature. The committee asked the staff secretary to request sharing from local corrections committees on language alternatives to the terms currently used in corrections literature to refer to incarcerated Individuals (i.e., inmate). The sharing will be brought back to the February 2020 meeting.

Update on local databases:

The committee heard a report from the staff secretary regarding the request for shared experience on tools currently being used to create local databases of correctional facilities meeting information. The request was sent to area, district, intergroup, hospital and institutions, corrections and Bridging the Gap committee chairs in early October. The secretary reported that we are beginning to receive shared experience. The committee looks forward to a progress report at the February 2020 meeting.

Prerelease and Bridging the Gap letter to Professionals:

The letter to professionals in the parole and probation field to raise awareness about local prerelease and Bridging the Gap A.A. services is in the process of being added to the Corrections Kit. The staff on the corrections desk started to look at possible mailing options for the letter. The committee looks forward to an update report at their next meeting.

Training Program for Corrections Professionals:

The committee discussed the list of training programs for corrections professionals and identified two organizations as good options for sharing information about Alcoholics Anonymous with correctional professionals in training. The committee suggested that the staff secretary on the Corrections desk work with the Cooperation with the Professional Community coordinator to gather more specific information on how to contact and approach these organizations. The committee looks forward to an update report at the February 2020 meeting.

Contact Information For A.A.'s on the inside:

The committee reviewed the suggested text for an addition to the service piece "A.A. Corrections

Prerelease Contact Information (inside).” The committee noted that the dated language in the suggestion could make it difficult for an incarcerated member to relate to. The committee asked the staff secretary to research other options from different sources and bring them for review at their February 2020 meeting.

Discuss implementation of digital literature distribution systems:

The committee heard a report from the director of the A.A.W.S. Publishing Department on digital literature distribution. It was reported that as our consultants on digital distributions moves forward, we are working together with A.A. Grapevine to assess costs, benefits, and specific contract details for potential contracts with Ingram CoreSource and American Prison Data Systems. Research and outreach to providers in prisons is ongoing with continual changes expected between vendors and platforms in that distribution landscape.

Trustees' Finance and Budgetary Committee

The Defined Benefit Plan Retirement Committee and the Retiree Medical Benefits Committee met on Friday, November 1, 2019 at 6 p.m. The BPAS investment Adviser, reviewed the investment results for the nine months ended September 30, 2019. The investment results of the indexed funds were compared with various market indices. As of September 30, 2019, the market value of the Retirement Trust was \$37,415,262 which compares with the plan assets of \$37,240,252 as of June 30, 2019. Projected benefit obligation as of December 31, 2018 is \$35,238,092 (last actuarial valuation). As of September 30, 2019, the value of the Postretirement Medical fund was \$6,420,281, which compares to the Postretirement Medical Liability of \$6,836,634 as of December 31, 2018.

The committee also heard a report from the BPAS plans actuary, on the required funding levels and interest rates. She noted that the required funding of the pension plan under the federal government's ERISA regulations does not require a contribution in 2019. As per request of the retirement committee, she provided further information on the topic of de-risking the Defined Benefit Plan. She spoke on the advantages and disadvantages of various options of the pension plan de-risking including the option of offering another lump-sum to the terminated vested participants and purchasing annuities. Amy also presented information regarding the history of COLAs for the retired participants.

The committee received and reviewed the independent legal and actuarial opinion letter regarding the exploration of a possible pension risk transfer. This independent legal and actuarial opinion was requested by the Retirement Committee earlier in the year. Current committee members requested a further detail specifically on the advantages and disadvantages to beneficiaries of a possible DB Plan transfer. The Retirement Committee will continue to review and discuss the topic in the next several weeks.

G.S.O. Financial Results:

The committee reviewed G.S.O. financial results for the first nine months of 2019. Gross Sales for the first nine months of 2019 of \$11,085,228 were \$192,258 (1.70%) less than budgeted and \$291,832 (2.70%) higher than 2018. Gross Profit from literature was \$7,291,987 and represented a 66.7% Gross Profit Percentage, compared with 67.4% for 2018. The budgeted Gross Profit percentage was 65.8%.

Contributions for 2019 of \$6,197,296 were \$185,912 (4.9%) greater than budgeted and \$185,912 (4.9%) greater than 2018. The committee expressed its gratitude to the Fellowship for the continuing Seventh Tradition support.

Total Revenue (gross profit from literature plus contributions) was \$13,489,284 or \$341,067 (2.59%) greater than budgeted and \$488,994 (3.76%) higher than 2018.

Total expenses for the nine months of 2019 were \$14,115,011. This is \$611,525 (4.53%) greater than budgeted and \$1,276,025 (9.94%) greater than 2018. The increase in expenses compared to 2018 was due to professional fees being \$194,629 (49.66%) higher than budget. The chair requested that the A.A.W.S. Finance Committee chair work on creating a policy for contract reviews. There was also an

increase in contracted services being \$714,846 (71.48%) higher than budget and \$816,466 (90.88%) higher than 2018. Travel, Meals and Accommodations were greater than 2018 by \$148,850 (14.59%).

The combination of the above revenues and expenses resulted in G.S.O. reporting a loss of \$625,727 for the first nine months of 2019. This loss compares to a budgeted loss of \$355,269 and a gain of \$161,304 2018.

General Service Board support of the La Viña service activity was \$110,860 compared with a budgeted amount of \$124,379 and an actual of \$96,852 in 2018.

Grapevine Financial Results:

For the first nine months of 2019, average paid circulation of the Grapevine magazine was 66,618. This compared with a budget of 68,480 and 2018 actual of 67,510. Online and GV Subscription app circulation was 5,075 in 2019 versus a budget of 7,044 and actual of 5,479 in 2018.

Gross profit on the magazine of \$979,499 was \$80,429 less than budgeted. Gross profit on other content-related materials of \$434,912 was \$42,810 less than budgeted and \$39,273 less than 2018.

Total gross profit for the nine months was \$1,414,411 and \$123,239 lower than budgeted and \$4,881 more than the \$1,409,530 achieved in 2018.

Total costs and expenses of the magazine for the year were \$1,583,891 which is \$81,358 less than budgeted and \$205,248 higher than 2018. Part of the increase from last year are the additional salaries and benefits of the new outreach positions. Also, legal fees were higher than last year.

After adding interest earned, there was a shortfall for the first nine months of 2019 of \$146,063 compared with a net profit of \$45,888 in 2018 and a budgeted net loss of \$112,599 for 2019.

La Viña Results:

For the nine months ended September 30, 2019, average paid subscriptions for La Viña were 10,177 versus 9,548 budgeted and 9,649 for 2018. Income from magazine sales during 2019 was \$106,249 compared with a budget of \$94,545. Other publishing income added \$16,867 to the revenue stream. After deducting the costs and expenses of \$188,478 a shortfall between revenue and expenses of \$110,860 resulted for this service activity. This compares with a budgeted shortfall of \$124,379 for 2019 and a shortfall of \$96,852 for 2018. The shortfall for the La Viña service activity is funded by a transfer from the General Fund of the G.S.B.

2020 IC Update:

Talley Management gave a detailed report on the financials of the 2020 IC. Since registration opened on September 9, 2019, we have a little less than 50% of the total projected attendees registered resulting in revenues of \$2,387,262. While expenses are on track, she is keeping track of a few over budget items.

Reserve Fund Review:

The committee will receive an update at the January meeting. The chair acknowledged that there was no draw-down from the reserve fund to address our cash flow issues presented at the July Board meeting.

Trustees' International Committee

Tentative International Trips:

The committee reviewed the TCT international invitation review worksheets for the following trip invitations:

Nov. 15-17, 2019	Paraguay 1st South America Intl. Convention, Asuncion, Paraguay
Nov. 20-23, 2019	MERCAA 18th Annual Convention, Kuwait City, Kuwait
Jan. 23-25, 2020	Chile 10th Annual National Convention, Santiago, Chile

The committee noted that the trip to Chile is contingent on travel safety.

The committee discussed the TCT documents "Purpose of International Travel by Trustees & Staff (A.A., U.S./Canada)" and "Overview of International Travel by General Service Board trustees and staff of the General Service Office on Behalf of Alcoholics Anonymous U.S./Canada" and noted that the documents needed to be updated and reviewed to clarify some of the information. The committee agreed to table discussion on the documents for the February 2020 committee meeting. The staff secretary will provide background regarding these documents.

Report on Americas Zonal Meeting (REDELA):

The committee accepted the REDELA report as submitted by Trish L. The meeting was held September 29-October 3, 2019 in Buenos Aires, Argentina. U.S./Canada trustees-at-large, Trish L and Newton P represented the U.S. and Canada at the REDELA. The theme of the meeting was "Serving Together to Reach Our Goal." Twenty delegates represented 17 countries in the Americas. Newton served on the Literature/Publications and Agenda committee and Trish served on the Policy/Admissions/Finance and Working With Others committees.

At the January 2019 G.S.B. meeting the board approved the committees' recommendation that the General Service Board U.S./Canada be responsible for a maximum of \$10,000 (US) total for supporting delegates to attend the 21st REDELA. The committee received a list of the countries in the Americas that were recipients of financial assistance for their delegate fees to attend the 21st REDELA in Buenos Aires, Argentina.

Class A trustee professionals (U.S. and Canada) and in other countries:

Class A trustee Christine Carpenter reported on the progress made connecting with other Class A trustee professionals currently serving on A.A. boards in other countries. Class A trustee Nancy McCarthy and Christine are preparing a second letter to invite participation in this exchange and identify other Class A trustees serving other countries. Discussion is ongoing on exploring ways to communicate online in other languages. Christine expressed an interest in ways that Class A's can participate in international events.

Trustees' Committee on International Conventions/Regional Forums

Regional Forums

Evaluation questionnaire summaries:

The committee discussed the 2019 East Central and 2019 West Central Regional Forum Questionnaire Summaries. The committee agreed to continue to look for trends and quantify responses with respect to changes in the Regional Forum weekend format (i.e., meal trains, use of interactive formats). This information can be used to gauge what is working and what is not working.

Increased visibility of local Intergroups/Central Offices at Regional Forums:

The committee discussed inviting local Intergroups and Central Offices to make brief presentations at Regional Forums, as well as allowing the local offices to sell literature at Regional Forums. The committee agreed to the suggestion of making brief presentations and the importance of providing information about central offices and intergroups to the Fellowship. The committee discussed slotting into the program workshops that could be moderated by Intergroup representatives who can discuss the importance of central office/intergroups in the A.A. service structure.

Regarding Intergroups/Central Offices selling literature at Regional Forums, the committee asked the staff secretary to compile background regarding selling literature at Regional Forums and bring to the February 2020 meeting for committee discussion.

Regional Forum Video Project:

The committee viewed a second draft Regional Forum video – now in post-production phase. The committee looks forward to reviewing the next draft as the project progresses.

International Conventions

Staff Report:

The committee accepted the staff report as presented noting that G.S.O.'s planning for the 2020 International Convention is proceeding on schedule.

Professional Panels:

The committee reviewed and approved the tentative schedule of professional panels and participants.

Special Guest Invitations:

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

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

Big Meeting Formats:

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

2020 IC Pre-registration and Registration Process:

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

Onsite registration planning in Detroit includes advance mailing of badges and souvenir books to all conventioners registered prior to May 15, 2020 to avoid unnecessary lines. Based upon prior experience, a greater number of self-service kiosks will also be available onsite in the Convention Center.

General Service Booth:

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

Trustees' Committee on Literature

Pamphlet for Spanish-speaking women in A.A.:

The committee reviewed the appointed committee member's progress report related to the pamphlet for Spanish-speaking women in A.A. The committee expressed support for the Working Group's criteria and grid to be used for review of submitted stories. The committee also expressed support for the Working Group to gather input from Spanish-speaking women at upcoming A.A. gatherings on possible titles, organization of content in the pamphlet, and inviting submissions of artwork as well. The committee requested that an updated report be presented at the February 2020 meeting.

Pamphlet based on A.A.'s Three Legacies:

The committee reviewed the subcommittee progress report on the pamphlet based on A.A.'s Three Legacies. The committee agreed to forward the submitted stories along with additional content and organization of content suggestions for the pamphlet to the Publishing Department and requested that a progress report be presented at the February 2020 meeting.

Progress Report regarding safety and A.A. to be included in Living Sober and "Questions and Answers on Sponsorship":

The Publishing Department presented a verbal report regarding safety and A.A. to be included in Living Sober and "Questions and Answers on Sponsorship." The committee expressed appreciation for the Publishing Department's continuing work and requested a progress report or draft text be provided at the February 2020 meeting.

Updating the pamphlet "The Twelve Traditions Illustrated":

The committee discussed a draft version of the comprehensive revision of the pamphlet "The Twelve Traditions Illustrated" and requested that the Publishing Department continue work to revise the pamphlet with particular attention to clarifying text for Traditions One, Two, Three and Five and bring back an updated draft pamphlet to the February 2020 meeting.

Updating the pamphlet "Twelve Steps Illustrated":

The Publishing Department presented a verbal report regarding updating the pamphlet "Twelve Steps Illustrated" and expressed appreciation for the ongoing attention to the pamphlet in light of the development of, "The Twelve Traditions Illustrated." The committee looks forward to a progress report from the Publishing Department at the February 2020 meeting.

Updating the pamphlet "The Twelve Concepts Illustrated":

The Publishing Department presented a verbal report regarding updating the pamphlet "Twelve Concepts Illustrated" and expressed appreciation for ongoing attention to the pamphlet in light of the development of, "The Twelve Traditions Illustrated." The committee looks forward to a progress report from the Publishing Department at the February 2020 meeting.

Pamphlets "Too Young?" and "Young People in A.A.":

The committee reviewed with appreciation the reports from committee members related to gathering shared experience from A.A. members at Young People in Alcoholics Anonymous Conferences. The committee expressed support for the Publishing Department to explore options for integrating art for the pamphlet as well as podcast versions of the pamphlets. The committee requested that the Publishing Department continue work to revise each pamphlet and bring back updated progress reports or draft pamphlets and/or samples of other potential formats of the pamphlet to the February 2020 meeting.

Progress Report regarding "Your General Service Office, the Grapevine and the General Service Structure":

The committee reviewed a progress report and draft video of the updated version of "Your General Service Office, the Grapevine and the General Service Structure." The committee requested that the staff secretary and Publishing continue updates to the video and present a progress report or final draft version at the February 2020 meeting.

Review proposed revision to A.A. World Services "Policy on Publication of Literature:

Updating Pamphlets and Other A.A. Materials": The committee chair presented a verbal report from the A.A.W.S. board noting that work is continuing on a proposed revision to A.A. World Services' "Policy on Publication of Literature: Updating Pamphlets and Other A.A. Materials." The committee looks forward to reviewing a progress report or the proposed revision to the policy at the February 2020 meeting.

Consider the development of a Literature Committee Workbook:

The committee discussed the progress report on the consideration to develop a Literature Committee Workbook and requested the staff secretary continue gathering local shared experience for content of the workbook with support from Regional trustees in the process. The committee looks forward to a progress report from the staff secretary at the February 2020 meeting.

Consider updating the pamphlet “A.A. for the Black and African-American Alcoholic”:

The committee reviewed additional background and discussed the 2019 Conference floor action which resulted in an Advisory Action:

- That the proposed floor action that “The pamphlet ‘A.A. for the Black and African- American Alcoholic’ be updated and a progress report and/or a draft be presented to the 2020 General Service Conference” be committed to the trustees’ Literature Committee.

The committee agreed to forward to the 2020 Conference Committee on Literature a request that the pamphlet “A.A. for the Black and African-American Alcoholic” be updated. The committee recognized the need for the pamphlet to be updated and looks forward to discussion at the 2020 General Service Conference.

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 reviewed a request from the General Service Board chair 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.

The committee discussed this request along with the 2019 proposed agenda item regarding the development of a fifth-grade level translation of the book, Alcoholics Anonymous, and the 2019 proposed agenda item requesting the development of a workbook to accompany the book, Alcoholics Anonymous. The chair appointed a subcommittee to review previously submitted requests for literature development related to the items included in the Board chair’s request in order assess the problems and needs being addressed in the related requests and possible common solutions. The subcommittee will begin by first assessing this series of requests in aggregate to explore at a deeper level any common themes or problems to be addressed. These findings and approach to exploring these to be brought to Conference in order to generate a larger discussion with the membership about the underlying needs or problems driving these requests. The committee looks forward to a subcommittee progress report at the February 2020 meeting.

Consider requests to develop a Fifth Edition of the book, Alcoholics Anonymous:

The committee reviewed requests for proposed Conference agenda items related to the possible development of a Fifth Edition of the book, Alcoholics Anonymous. The committee recognized the priority of addressing whether or not a Fifth Edition of the book, Alcoholics Anonymous, might be developed before addressing items related to content and format changes. The committee will continue discussions at the February 2020 meeting.

Consider development of a draft Fourth Edition of the book, Alcohólicos Anónimos:

The committee tabled discussion on the 2019 Conference floor action which resulted in an Advisory Action: “That the proposed floor action that ‘A draft Fourth Edition of the Spanish Big Book, Alcohólicos Anónimos, be developed and a progress report be brought to the 2020 General Service Conference’ be committed to the trustees’ Literature Committee” until the February 2020 meeting.

Making all our current literature accessible in all possible formats:

The committee tabled discussion on the availability of literature items in all formats with respect to accessibility, including, to start, all Conference-approved books, The A.A. Service Manual/Twelve Concepts for World Service and recovery pamphlets until the February 2020 meeting.

Consider the development of a contemporary and comprehensive new workbook to study the Twelve Steps, Traditions, and Concepts:

The committee tabled discussion on the request to develop a contemporary and comprehensive new workbook to study the Twelve Steps, Traditions and Concepts until the 2020 February meeting.

Consider developing a book on meditation:

The committee tabled the discussion on the request for a developing literature sharing experience, strength and hope on meditation until the February 2020 meeting.

Trustees' Committee on Nominating

The committee recommended to the General Service Board that Allison C of Goleta, CA be appointed for an additional one-year term to serve as an appointed committee member on the trustees' Committee on Public Information commencing with the July 2020 General Service Board Weekend.

The committee recommended to the General Service Board that Shari M of Fort Lauderdale, FL be appointed for an additional one-year term to serve as an appointed committee member on the trustees' Committee on Public Information commencing with the July 2020 General Service Board Weekend.

The committee recommended to the General Service Board that Katie H of Fair Oaks, CA be appointed for an additional one-year term to serve as an appointed committee member on the trustees' Committee on Literature commencing with the July 2020 General Service Board Weekend.

The committee recommended to the General Service Board that Amalia C of Newington, CT be appointed for an additional one-year term to serve as an appointed committee member on the trustees' Committee on Literature commencing with the July 2020 General Service Board Weekend.

General Service Board position service requirements and effectiveness:

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

Term length descriptions in The A.A. Service Manual:

The committee reviewed the language in The A.A. Service Manual describing the length of term for Class B trustees and noted that in some sections it describes a 4-year term. They asked the staff secretary to send a memo to the G.S.O. Publishing Department requesting that the term description for Class B trustees be updated in the comprehensive update of the Service Manual currently being prepared to accurately describe the term as 4 one-year terms.

Electronic voting for trustee's elections:

The committee discussed electronic voting for trustees' elections. The committee agreed to forward to the 2020 Conference Policy and Admissions Committee an agenda item to consider implementing electronic voting for trustee elections.

Trustees' Committee on Public Information

A.A. Membership Survey:

The committee reviewed the progress on the survey consultant report. Noting that the survey consultant final report will be available in early January the committee agreed to meet by conference call to discuss the report when it is made available.

Public Service Announcements (PSAs)

Usefulness and effectiveness of Public Service Announcements:

The committee reviewed the current audio and video PSAs for relevance and usefulness and found the current video and audio/radio PSAs to be relevant and useful. The committee noted that local Public Information committees frequently facilitate placement of audio PSAs with local radio stations.

The committee asked that editorial changes be made to the "Contact A.A...." tag lines of the audio PSAs to reflect the current platforms in which people search for Alcoholics Anonymous. Noting the Public Information Additional Committee Consideration to explore PSA placement on online platforms the committee asked that the Comprehensive Media Plan subcommittee continue to explore the development of a draft plan for possible online/e-radio PSA distribution utilizing already existing PSAs.

PSA Messaging: The committee discussed a request from an area to create and facilitate a targeted PSA to educate seniors about alcoholism and Alcoholics Anonymous. The committee asked that further discussion about this item and PSA messaging be forwarded to the Comprehensive Media Plan subcommittee.

Public Information Media Platforms:

The committee reviewed the A.A.W.S. YouTube, Google AdWords/Grants, A.A.W.S. Meeting Guide, and G.S.O. and Grapevine/La Viña Website reports provided to the committee. The committee chair asked that any additional questions or concerns by the committee members be forwarded to the P.I. committee chair and staff secretary.

In keeping with the 2019 Advisory Action the committee noted the Communication Services report that the LegitScript application process is in its final stage.

The committee also discussed additional sharing provided by the Public Information staff secretary regarding Google AdGrants. The committee noted that there is no current action by G.S.O. to apply for Google AdWords/Grants until further research is conducted. The committee agreed that additional discussion and research is needed as it relates to Google AdWords/Grants. The committee asked that additional findings be included in the report that is to be provided to the 2020 Conference Committee on Public Information and looks forward to a review of the draft report at the February 2020 meeting.

Anonymity Service Cards:

The committee discussed the review of anonymity cards, poster, and table display. The committee asked that draft language be created to update the "A.A. Anonymity (Announcement for Reading at Meetings Open to the Public)" (F-20) service piece to be brought back to the February 2020 meeting. The committee asked that discussion of the other anonymity service pieces be tabled to the February 2020 meeting.

Posthumous Anonymity Policy:

The committee discussed a request from the G.S.O. Archivist to review the existing "G.S.O. Public Information Policy on the Co-founders' Posthumous Anonymity." The committee asked that the P.I. staff secretary work with G.S.O. Archives to create a draft policy with updated language that would separate the Archives anonymity policy from the Public Information policy to be consistent with current G.S.O. practices in sharing archival photographs of the co-founders. The committee looks forward to reviewing the draft language at the February 2020 meeting.