

A decorative graphic on the left side of the slide. It features a thick green line that starts horizontally from the left, curves 90 degrees down, then curves 90 degrees right. A thick blue line starts horizontally from the left, curves 90 degrees down, then curves 90 degrees right. A thick red line starts horizontally from the left, curves 90 degrees down, then curves 90 degrees right. An orange circle is positioned to the left of the green line's first curve. Two small black dots are located on the green line: one on the vertical segment and one on the horizontal segment at the bottom right.

Christopher M. – Area 47 – Panel 73

74th General Service Conference



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Conference Schedule

7 AM							
8 AM	7:30 AM Registration Promenade Outside Grand Ballroom	8 AM CCPI Early Start	8 AM CCPI Early Start				
9 AM	9 AM Opening Session Grand Ballroom	9 AM Committee Session Dumbo	9 AM Committee Session Dumbo	9 AM A.A. Grapevine Board Report Grand Ballroom	9 AM Committee Reports Grand Ballroom	9 AM Committee Reports Grand Ballroom	9:30 AM Farewells by Rotating Delegates Gran...
10 AM	Pacific Region Highlights Grand Ballro...			10:30 AM What's on Your Mind Grand Ballroom	10:45 AM Committee Reports Grand Ballroom	10:45 AM Committee Reports Grand Ballroom	Farewell by Rotating Trustees Grand B...
11 AM	Presentation / Discussion Theme Gran...						
Noon	12 PM Lunch & Delegate Orientation by Region	12 PM CCPI After Hours	12 PM Lunch Salon HI	12 PM CCPI After Hours	12 PM Lunch Salons HI	12:15 PM Regional Lunches Dumbo	12 PM Lunch Salons HI
1 PM				12:15 PM Regional Lunches Dumbo	12 PM Lunch for All Others Salons HI	12 PM Lunch Salons HI	
2 PM	1:15 PM Discussion on Co-Founders' Writings Grand Ballroom	Area Highlights Grand Ballroom	Area Highlights Grand Ballroom	1:30 PM A.A. International Grand Ballroom	1:30 PM Elections Grand Ballroom	1:30 PM Committee Reports Grand Ballroom	1:30 PM Committee Reports Grand Ballroom
3 PM	PI: Joint-Committee Golden Boardroom	2:15 PM What's on Your Mind Grand Ballroom					
4 PM	CCPI Early Start			3 PM A.A.W.S. Board Report Summary Grand Ballroom	3 PM Committee Reports Grand Ballroom		
5 PM	4:15 PM GSB Report Summary Grand Ballroom	4:30 PM Workshop: Connecting Home Groups t...	4:30 PM What's on Your Mind Grand Ballroom			3:45 PM Committee Reports Grand Ballroom	3:45 PM Committee Reports Grand Ballroom
6 PM		5:30 PM Dinner Salon HI		6 PM Delegates-Only...	(Area Highlights ...)	5:30 PM Dinner for All Others Salon H	5:30 PM Dinner Salons HI
7 PM	6:30 PM Opening Dinner & A.A. Meeting Grand Ballroom	Finance Report Grand Ballroom				7 PM Committee Reports Grand Ballroom	7 PM Committee Reports Grand Ballroom
8 PM		7:30 PM Finance Report Q&A Grand Ballroom	Area Highlights Grand Ballroom	Location Plus Report Grand Ballroom			
9 PM		Area Highlights: Western Canada Gran...	8:15 PM International Convention Report & Skit	8:15 PM Committee Reports Grand Ballroom	8:15 PM Committee Reports	What's on Your...	
10 PM	9:15 PM Reading Room Session 2 Salon G						9 PM Committee Reports (Closing Remarks Grand Ballroom
11 PM							9 PM Farewells by Rot...
12 AM							



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Delegate Stats



Age

Youngest: 28

Oldest: 76

Average: 58

Sobriety

Shortest: 9

Longest: 49

Average: 23

Service

Shortest: 7

Longest: 46

Average: 18



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Conference Changes

- **Eliminated the meet & greet**
- **Remote Communities meeting met virtually before the conference**
- **1728 Meeting met on a Thursday at lunchtime (eastern) before the conference**
- **The first delegates-only meeting was moved to virtual**
- **Replaced some meals with stipends to eat on your own**
- **Reduced coffee stations**



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Conference Changes Feedback

- **Keep the conference within the conference week.**
- **Look at Area Highlights if we're crunched for time.**
- **Reinstate the meet & greet**
- **Look into additional meal stipends to eat on your own.**
- **Reduced coffee stations – could have had a couple of more stations but overall, the reduction wasn't widely noticed.**



Finances





2023 Audit Results

- **Unmodified (“clean”) audit opinion on the Consolidated Financial Statements.**
- **The financial statements are fairly stated in all material respects.**
- **All records and information requested were freely available for inspection.**
- **BDO noted that they received full access to all information requested while performing the audit.**
- **They acknowledged the excellent cooperation by all GSO and GV personnel levels throughout the work.**
- **Recognition of the value of donated PSA airtime. Not recognizing the value was considered a significant deficiency.**
- **1 control deficiency.**
- **6 recommendations compared to 5 in 2022.**

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2023 Financial Highlights

	2023	2022	YoY %
7 th Tradition	\$10.84M	\$10.55M	+2.8%
Operating Expenses before Depreciation	\$17.47M	\$15.90M	+9.9%
Program Services Expense	\$9.00M	\$6.14M	+46.5%
Supporting Services Expense	\$8.47M	\$9.76M	-13.1%
Self-Support Coverage of Operating Expenses	62%		
AAWS Publishing Gross Profits	\$6.76M	\$4.89M	+38.2%



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2023 GSO Expenses Under Budget

EXPENSE	ACTUAL	BUDGET	DIFFERENCE	% UNDER BUDGET
Payroll and Benefits	10,349,012	10,561,688	(212,676)	2.0%
Professional Fees	1,841,628	1,860,409	(18,781)	1.0%
Printing, Postage, Supplies, and Subs	575,949	613,676	(37,727)	6.1%
Data, Automation, & Website	573,591	642,844	(69,253)	10.8%
Insurance	70,884	78,015	(7,131)	9.1%
Travel & Meetings	2,147,709	2,170,916	(23,207)	1.1%
Total Operating Expense	17,474,874	17,754,154	(279,280)	1.6%



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2023 GSO Expenses Over Budget

EXPENSE	ACTUAL	BUDGET	DIFFERENCE	% OVER BUDGET
Payroll Taxes	692,343	659,745	(32,598)	4.9%
Facility & Equipment	1,223,760	1,166,861	(56,899)	4.9%

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2023 AAGV Financial Highlights

- **Grapevine's paid print subscription income decreased 12% in 2023. Subscription income for the online, complete, and mobile app magazine increased by 72% due to the mobile app and increased Complete subscriptions.**
- **2023 Grapevine results were a gross margin on subscriptions of \$601,088 and a gross margin of \$562,746 on other published items. Operating expenses of \$2,059,058 resulted in an operating loss of \$888,465 compared to a loss of \$404,940 in 2022.**
- **General Fund support of La Viña service activity was \$753,376 in 2023, compared to \$636,604 in 2022.**
- **La Viña magazine circulation decreased by 3.0% in 2023 compared to a 4.3% increase in 2022.**



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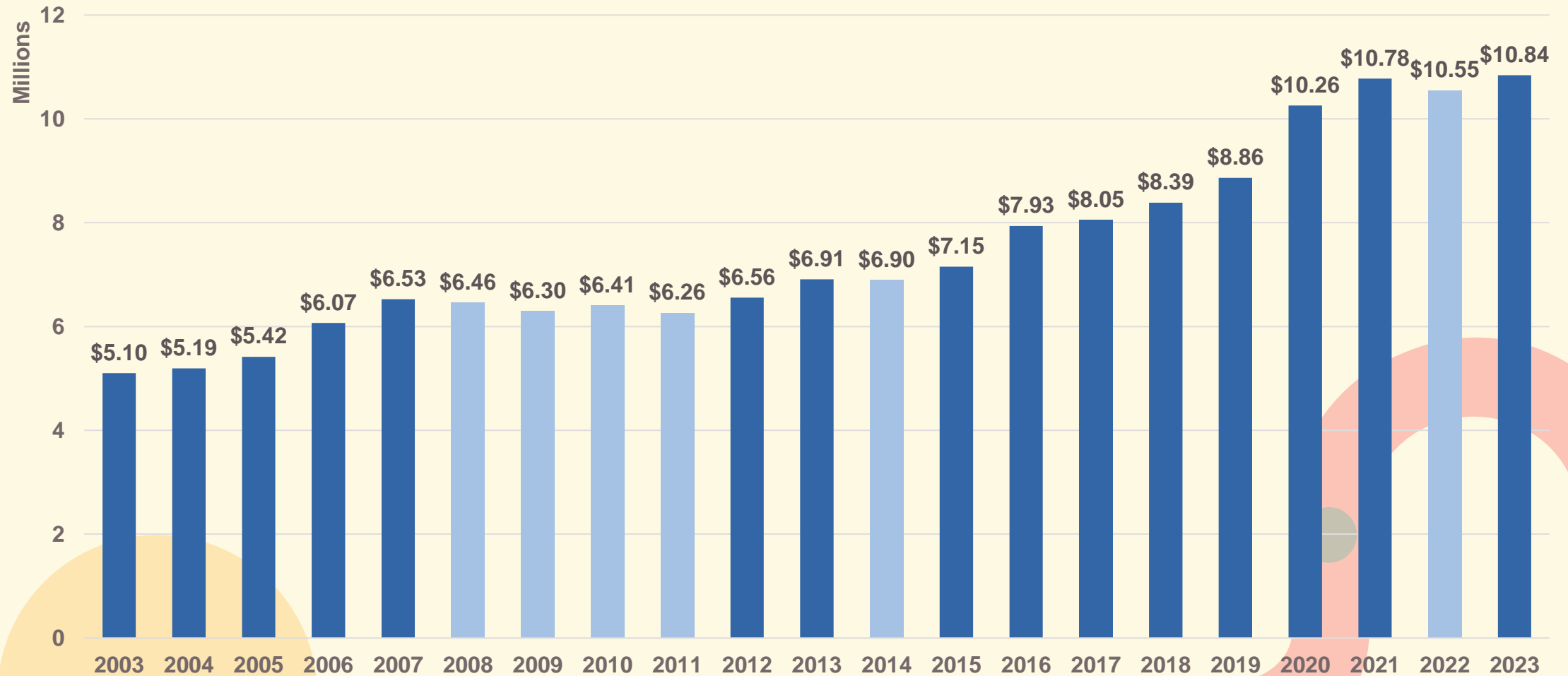
2024 AAGV Budget

- **Print magazine circulation expected to decrease to 46,969 from 49,296 in 2023.**
- **Online and Complete circulation to increase to 4,625 from 3,002 in 2023.**
- **10,069 new app subscribers compared to 3,400 in 2023.**
- **Gross margin on subscriptions \$1,147,021 compared to \$601,088 in 2023.**
- **Grapevine net deficit of \$582,572 compared to a net deficit of \$888,465 in 2023.**
- **La Viña magazine circulation to increase to 6,782 compared to 6,484 in 2023.**
- **General Fund La Viña support of \$569,512 compared to \$753,376 in 2023.**



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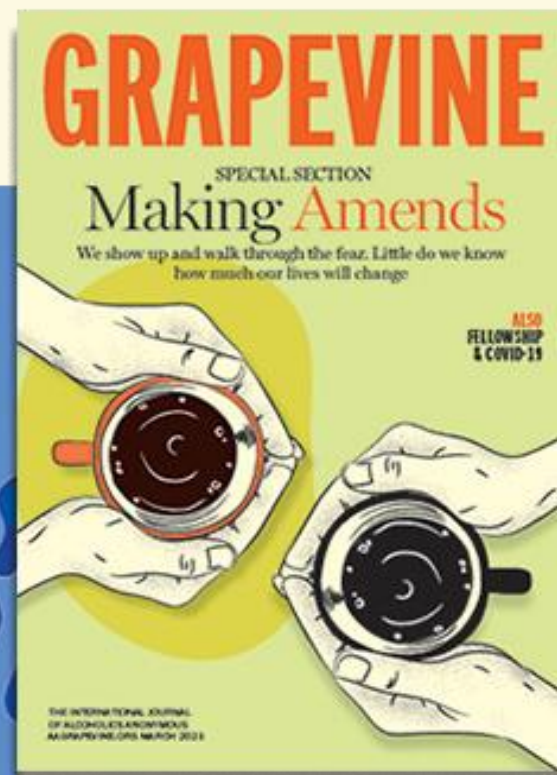
7th Tradition Contributions





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AA Grapevine & La Viña





15

Grapevine/La Viña

Advisory Action:

The AA Grapevine Board develop a 5-year financial plan for La Viña to reduce shortfalls and increase revenue to be brought back to the 2025 Conference Committee on Grapevine and La Viña.

Committee Considerations:

That the Grapevine Board develop a plan for a more effective La Viña subscription procedure, fulfillment process, and customer service experience and that a progress report be brought back to the 2025 Conference Committee on Grapevine and La Viña.

The committee requested that the Grapevine Board develop a Grapevine and La Viña financial reporting system that is clearer and easier to understand for the Fellowship.





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AAGV Podcast

- **We hit 800,000 downloads on the Podcast**
- **Podcast download averages: 866 a day, 6,064 week, 24,200 month.**



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AAGV/LV Subscriptions

Grapevine

- **Print mag: 46,350**
- **Complete: 5,472**
- **Online: 2,368**
- **Apps: 5,137**
- **Total Downloads for apps: 37,663**
- **Prices**
 - **Magazine is \$36.00 per year**
 - **Apps are \$29.99 a year or \$2.99 per month**

La Viña

- **Print mag: 6,651**
- **Complete: 87**
- **Online: 54**
- **Apps: 155**
- **Total Downloads for App: 1,081**
- **Subscription prices**
 - **Magazine is \$14.45 per year**
 - **Apps are \$14.99 a year or \$2.99 bi-monthly**

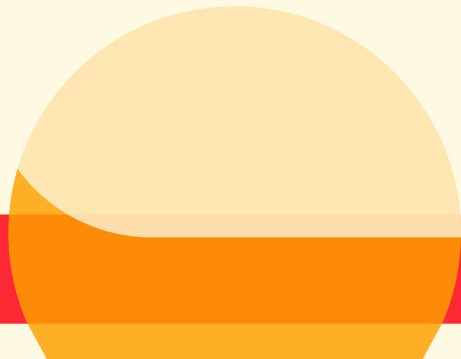


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AAGV

Podcast

- 80,000 downloads in 2021
- 335,000 downloads by January 2023
- 742,300 downloads by February 2024
- 280,000 unique listeners





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AAWS

Member Services

- 27,475 emails
- 13,808 calls
- 31,168 literature orders

Staff Services Department

- 165,420 emails
- 1,677 phone calls

Language Services Department

- Over 1,500 translation requests (not including Conference background material)

Corrections

- 50 letters a week
- 1,355 matches made through the Corrections Correspondence Service



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alcoholicsanonymous.com

A settlement was reached, “at no cost to AA,” and we will be taking ownership of the domain name.

Once we take possession of it anyone who goes to that address will be redirected to aa.org.



2025 Conference

Theme – Working Together, Increasing Trust.

Workshop – How do we address the new financial reality facing our spiritual movement?”

Presentation – Delegating: It’s okay to ask for help.

Presentation – Closing the Gap: How do we make the voice of every group count?

Presentation – Our financial responsibility in carrying the message.



22

Deadline For PAIs Regarding Board Performance

Committee Consideration:

The committee discussed the agenda item to consider guidelines and parameters regarding the deadline to submit Conference agenda items and took no action. The committee affirmed that Proposed Agenda Items (PAIs) received after the current year's deadline are processed in the following year.





23

2025 International Convention

- Flag ceremony photo
- Video of the flag ceremony
- 2-day 8-session virtual program (\$35)
- Video product of the three Big Meetings
- Closing the Big Meetings will now have six options
 - The Serenity Prayer
 - Responsibility Statement
 - Declaration of Unity
 - Third Step Prayer
 - Seventh Step Prayer
 - Moment of Silence





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Cost of Services Reporting

Focus

- **Development of certain new literature titles.**
- **Cost of capital projects such as software, app, and website development.**
- **Maintenance cost of software, apps, and website.**
- **International services.**



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Cost of Services Reporting (p. 2)

Level of Detail

- **Revenue numbers for times we sell (and identify “no-cost” items, perhaps providing separate sections for priced items vs. “no-cost” items). Also, include reporting on any draws from the reserve fund for any item.**
- **All long-term costs such as server fees, development costs as platforms evolve, and ongoing content creation such as podcasts, apps, Instagram accounts, etc.**



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Cost of Services Reporting (p. 3)

Frequency

- **Suggested to be quarterly and be included in quarterly reports.**
- **Additionally, if any project under development is included as a Conference agenda item, then the relevant parts of the new financial reporting would be included as background for the item.**



27

Be On the Look Out For



Plain Language Big Book: A Tool for Reading Alcoholics Anonymous



Bridging the Gap pamphlet



18 Young People's Video Project Interviews



Black in A.A.: Experience, Strength and Hope (revision)



A.A. at a Glance (revision)



Speaking at Meetings Outside of A.A. (revision)



28

Under Development

Books

- **Fourth Edition of the book Alcohólicos Anónimos***
- **Fifth Edition of the book Alcoholics Anonymous***
- **The A.A. Service Manual (Revision)***

Videos

- **The Twelve Concepts Illustrated***

* Ongoing.

+ New Project





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Under Development (continued)

Pamphlets

- **The Twelve Steps Illustrated***
- **A.A. for the Native North American***
- **Pamphlet for Asian and Asian-American alcoholics.+**
- **Pamphlet for transgender alcoholics.+**
- **Questions and Answers on Sponsorship***

Flyers

- **Revision: “Where Do I Go From Here?” (F-4)+**

*** Ongoing.**

+ New Project





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Added to the Archives

Flyers

- **A Message to Teenagers (F-9)**

Pamphlets

- **It Happened to Alice (P-39)**
- **What Happened to Joe (P-38)**





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Added to the Archives (continued)

PSAs

- **Audio: We Know How You Feel (15s)**
- **Video: Since Getting Sober I Have Hope (30s)**
- **Video: Since Getting Sober I Have Hope (60s)**

Videos

- **Carrying the Message Behind the Walls**
- **Too Young? Video adaptation**





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Self-Support Pamphlet Update

Current Version (p. 9)

Q: Who manages GSO's share of your group contributions?

A: The General Service Board's Finance Committee meets quarterly to review and approve **GSO's budget and the audited financial accounts.**

The A.A. World Services Board meets **monthly** and maintains direct control of income and expenditures. The annual General Service Conference reviews A.A.'s finances through its own Finance Committee. A.A.'s financial affairs are an "open" book. A summary is published in each Quarterly Report and a full accounting is in the Final Conference Report. **The account books themselves are available at the General Service Office for scrutiny at any time.**

New Version

Q: Who manages GSB's share of your group contributions?

A: The General Service Board's Finance Committee meets quarterly to review and approve **the financial reports of the General Service Board, inc., A.A. World Services, Inc., and AA Grapevine, Inc. In addition, the committee reviews and approves the budgets two times per year.**

The A.A. World Services Board meets **regularly** and maintains direct control of income and expenditures. The annual General Service Conference reviews A.A.'s finances through its own Finance Committee. A.A.'s financial affairs are an "open" book. A summary is published in each Quarterly Report and a full accounting is in the Final Conference Report. **These reports are available at aa.org and at the General Service Office for review at any time.**



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Individual Contributions

Advisory Action:
The maximum annual contribution from an individual A.A. member to the General Service Board be increased from \$5,000 to \$7,500.





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Literature Matrix

- **CCL noted the need for procedural guidance through rotation memos and a reference to the information provided within the “AAWS Policy on Publication: Keeping A.A. Literature Current.” The committee requested that a footnote be added to the Literature Matrix referencing the value of this policy as a resource.**
- **CCL requested that the list of formatting priorities, as established by AAWS Publishing, be included in future versions.**
- **CCL requested that AAWS consider developing guidelines relative to style and format to provide greater consistency of appearance and presentation between individual pieces of Conference-approved literature.**



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Participation of Online Groups (POGs)

- Based upon the Ad Hoc report findings, the committee noted that currently there are no clearly expressed needs outlined to move forward with creating an additional Delegate area for online groups.
- The committee noted that the suggestion of a future guideline service piece on the participation of online groups may be a helpful resource to consider for the future as information continues to be shared and gathered from the U.S./Canada service structure.





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Anonymity on Social Media

CCPI looks forward to a progress report to be brought to the 2025 Conference Committee on Public Information and offered the following suggestions:

- **Fewer questions.**
- **Clearer communication with delegates about similar requests.**
- **Staff reports to the CCPI include information about anonymity and social media work by the PI Desk.**
- **Findings be incorporated into the pending social media policy.**
- **Future surveys of this type be shared more broadly with the Fellowship.**



37

Conference Inventory

The General Service Conference Inventory Plan be approved and that an inventory summary (not to exceed eight pages), be included in the 2025 Final Conference Report.

A comprehensive summary of the 2025 General Service Conference Inventory be developed and distributed as an electronic version only.



Founders' Writings

Committee Consideration:

- The committee reviewed the progress report and took no action.
- After thorough consideration and mindful reflection of the comments received from Founders' Writings sharing sessions, as well as the valuable input received from the Fellowship via Area Delegates, the committee agreed that current Conference procedures provide a process wherein future proposals for changes can be considered by the group conscience of each Conference, negating the need for a mandated policy.



39

Future Feedback



- **Identify relevance, usefulness and financial viability of products and services provided by the AA Grapevine, such as Podcast, Instagram and YouTube.**
- **Delegates to gather feedback on how young people would like to be communicated with.**
- **Shared experience on neurodivergence and alcoholism to inform service material updates.**
- **Shared experience on outreach efforts to Veteran Affairs (VA) and active military in the U.S. and Canada to be utilized in service material.**

Military Audio Project

The committee reviewed and accepted the progress report on the Military Outreach Project noting the importance of adding interviews with A.A. members who are veterans... [and provided] ...the following suggestions:

Create a landing page for the military audio interviews on aa.org.

Prioritize an interview with a Canadian Francophone A.A. member in the military.

Include the military audio interviews on A.A.'s YouTube page.



41

Comprehensive Media Plan (CMP)

The committee offered the following suggestions for the next iteration of the Comprehensive Media Plan to be brought back to the 2025 Conference Committee on Public Information.

- **When a major rewrite is completed, a coversheet outlining the changes would be useful.**
- **Ensure that each section focuses on strategic goal setting versus facts or operational processes.**
- **Consider adding Alcoholics Anonymous World Services Inc. brand guidelines.**
- **Develop guidelines for using the CMP in other parts of the service structure.**
- **Adding a list of the PSAs and when they were approved.**



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Comprehensive Media Plan (CMP)

The committee offered the following suggestions for the next iteration of the Comprehensive Media Plan to be brought back to the 2025 Conference Committee on Public Information.

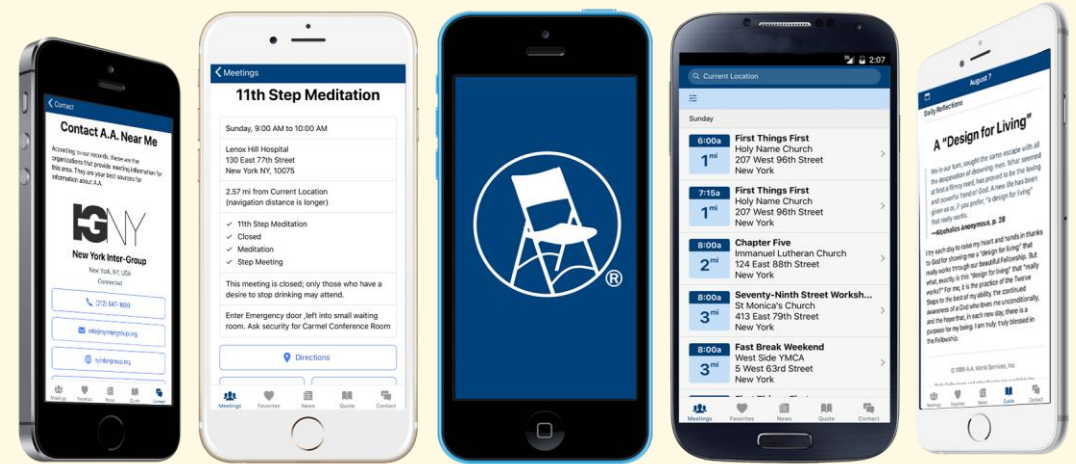
- A more robust analytics section would be a useful addition to the CMP.
- That consideration be given to accepting user-generated content from members who are under the age of 18.
- Collaborate with any committee that has responsibility for areas detailed in the CMP and identify ways to collaborate on the relevant sections.
- Once a social media policy is developed, include a section in the CMP for it.



Meeting Guide App

The committee offered the following suggestions and looks forward to a report to be brought to the 2025 Conference Committee on Public Information:

- Consider adding A.A. literature to the Meeting Guide app.
- Consider a means for listing online meetings on the Meeting Guide app that isn't location-based.
- Consider adding a clarification to the Meeting Guide app to specify that locations (like churches) do not imply affiliation.
- Consider making 7th tradition contributions possible through the Meeting Guide app.





44

Simple Majority Items

Advisory Action

The items that receive simple majority be included in the Final Conference Report under the heading “Recommendations that achieved Simple Majority – These items did not receive the two-thirds majority required to pass as a Conference Advisory Action.”

Committee Consideration

The committee noted that there may be policy implications associated with Simple Majority items and suggested this question be referred to the Conference Committee on Policy and Admissions for further consideration.

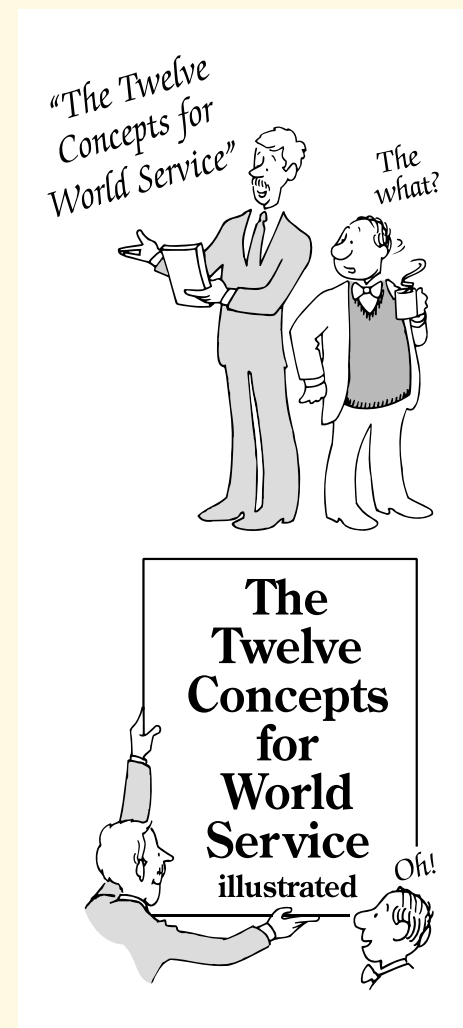


45

Donations vs. Contributions

Advisory Action:

The word “donation” be utilized to state that A.A. does not accept donations from outside entities; and that the word “contributions” be utilized when referring to Seventh Tradition contributions from A.A. members, in AAWS literature as it comes up for reprint.

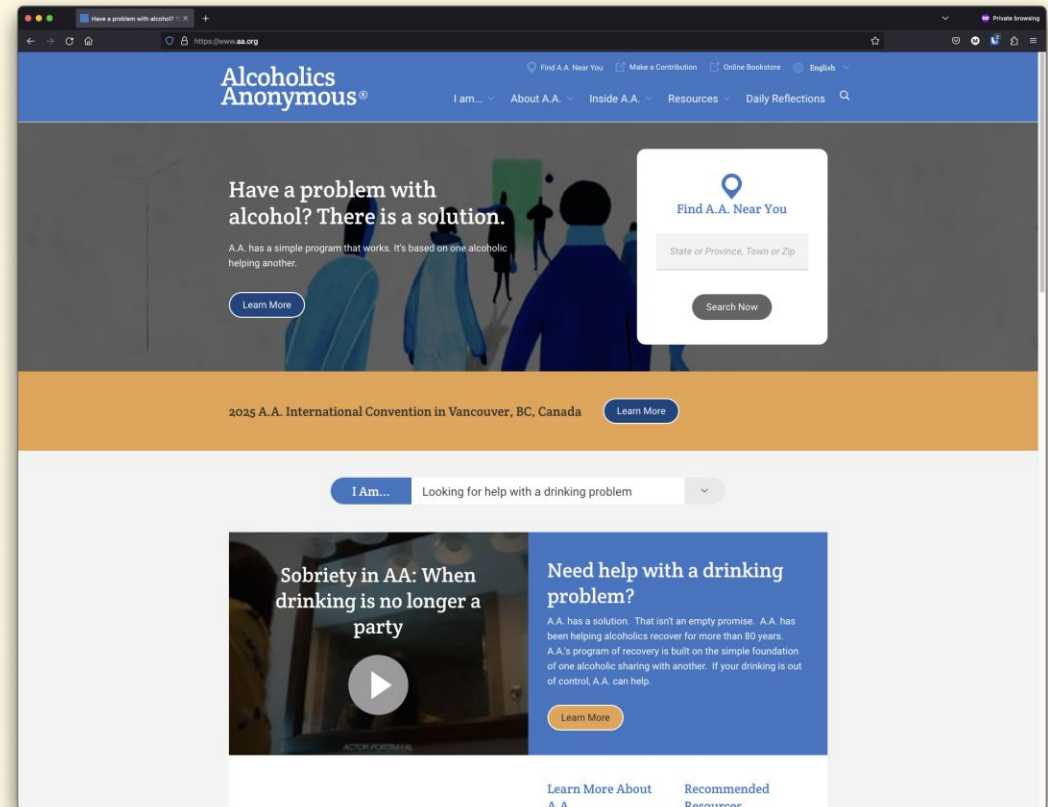




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AA.org

- Explore adding chat functionality to the aa.org website, noting that the General Service Offices of Australia and Great Britain have already adopted this feature on their websites.
- Explore adding meeting information feature to aa.org by connecting to the local feeds that populate the Meeting Guide.





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Equitable Distribution of Workload (EDW)

Advisory Actions:

- **The Equitable Distribution of Workload (EDW) process be adopted and implemented.**
- **The Proposed Agenda Item (PAI) submission date deadline for the 2025 General Service Conference be moved to a date no earlier than September 30, 2024.**
- **The committee requested development of a finalized operational procedure and implementation plan.**
- **The committee requested that a progress update be brought to the 2025 Conference Committee on Policy/Admissions on the finalized EDW implementation.**



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Equitable Distribution of Workload (EDW)

The committee suggested that the trustees' Committee on the General Service Conference create a proposal providing simpler methods of balancing conference workload which might include, but not limited to, the following suggestions:

- **Reimagine the current Conference committees in ways that could accommodate heavier workloads.**
- **Literature on recovery or more general topics of service could be moved under the purview of committees which historically have agendas with fewer items.**
- **Conference-approved items that don't set policy but rather, reflect information might be moved to service material.**
- **Provide a clear understanding and list of all items within a conference committee's scope and purview.**



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Equitable Distribution of Workload (EDW)

The committee suggested that the trustees' Committee on the General Service Conference create a proposal providing simpler methods of balancing conference workload which might include, but not limited to, the following suggestions:

- That EDW be more centered on *lessening* the workloads of committees than focusing on *adding* to agendas to lengthen the work.
- Adding additional Conference Committees or secondary Conference committees.
- The Conference Agenda Routing (CAR) form may be an unnecessary internal reporting mechanism for the General Service Office and a simpler method of documenting Proposed Agenda Item (PAI) review might be considered.
- An adjustment to the Conference schedule to allow for more committee time to handle additional workload, instead of presentations and workshops.



50

Public Service Announcements

Audit Tracking

- Two PSAs be distributed, tracked, and evaluated, for \$17K which would be in addition to the \$48K that is planned to be spent to track the Value of Donated airtime on PSAs in 2024 per the audit requirement.
- The committee suggested that for the tracking of PSAs, more cost-effective means of tracking be researched.

Relevancy

- The committee noted that the membership survey indicates members are not finding A.A. through the media.
- The committee expressed general criticism about the tone and communication style of the current PSAs.
- The committee requested any suggestions to retire Public Service Announcements be communicated as agenda items.



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Public Service Announcements

Effectiveness

- Suggested that we reimagine the overall strategy for PSAs and offered the following suggestions:
- Consider less expensive methods of creating and modifying content.
- Consider working with Australia's service structure to use the Australian PSAs in the U.S. and Canada.

Streaming

- Skeptical that the currently available PSAs would be effective on streaming platforms.
- Before PSAs are placed on streaming media, methods for measuring their impact should be established.
- Create two plans for placing PSAs on streaming media with budgets not to exceed \$50,000 and \$100,000.



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Public Service Announcements

Mesmerize

- Continue our contract with Mesmerize Point.
- Research opportunities like Mesmerize Point in Canada.
- Requested more extensive data about the impact and reach the PSAs have through Mesmerize Point.

QR Codes

- Supported adding QR codes to our PSAs as soon as possible and that the Comms Services Department move forward if it could be completed for less than \$5,000.



53

Ancillary Services



AAGV Podcast

- Stable audience – consistent download trends
- Added a woman as a third host to increase variety.



AAWS Podcast

- A couple of episodes completed and ready to go.
- First season near completion. Should launch this spring/summer.



AAWS Instagram

- CCPI took no action – would prefer a social media policy to be developed before we expand our social media presence.



International Desk (Irene D.)

- **A.A. operates in approximately 181 countries with 66 GSOs worldwide.**
- **International Collaboration: GSO International Desk supports global A.A. groups with structure setup, literature distribution, and information exchange.**
- **World Service Meeting (WSM): Biennial event, alternating between New York and a host country, next in New York with the theme "The Three Legacies in the Digital Era: Our Great Responsibility to the Alcoholic Being Born Today"**
- **Country-to-Country Sponsorship: Sharing of experiences and solutions at international service meetings to enhance global outreach.**
- **Literature Support: Funding for translation, printing, and distribution of A.A. materials through the International Literature Fund.**



Archives (Michelle)

- Responded to approximately 1,450 requests from worldwide members and professionals, utilizing diverse resources within the repository.
- Developed a catalog for over 200 unique items in the Ephemera Collection.
- Initiated digital archiving of significant documents, including Bill W.'s unpublished correspondence (1939-1949 scanned so far).
- Updated the A.A. Timeline on the website for the years 2018-2019.
- Revised the Archives Disaster Prevention, Preparedness, and Response Plan, including conducting a Facilities Audit for 2023.
- Conducted inventory to assess the current size and growth rate of the collection.
- Accessioned about 325 new materials for permanent preservation over the year.



Conference Coordinator (Diana L.)

Role of Conference Coordinator:

- **Acts as the GSO contact for General Service Conference members, coordinating with delegates and ensuring the conference responds to Fellowship needs.**

Responsibilities of the Conference Coordinator

- **Secretary to the Conference Agenda and trustees' Committee on the General Service Conference.**
- **Assembles and coordinates suggestions for Conference themes, presentations, discussions, and workshops.**
- **Collaborates with G.S.O. staff and the general manager on planning and scheduling the Conference.**
- **Coordinates with the Language Services Department for translations.**
- **Works with the Publishing Department on producing content for the Box 4-5-9 newsletter and Conference Final Report.**
- **Manages OnBoard software for distributing Conference materials and conducting surveys.**



Corrections Desk (Rainer L.)

Overview: Facilitates A.A. outreach to alcoholics in correctional facilities, processing around 300 letters monthly from inmates requesting literature, meeting assistance, and participation in the Corrections Correspondence Service (CCS).

Prerelease Contacts:

- Aims to integrate inmates into community A.A. meetings prior to release, with nearly 100 requests processed in 2023.

Corrections Correspondence Service (CCS):

- 5,400 active participants.
- 1,350 new matches in 2023
- Updated sign-up forms to provide more accurate and effective matches.
- Focuses on enhancing participant matching and raising service awareness, especially in Canada.

Digital and Audio Resources:

Contracts with vendors have increased the availability of A.A. literature on tablets in prisons. Recorded significant engagement with e-books and audiobooks in 2023.



Cooperation with the Professional Community (Michael R.)

Outreach Activities

- **Handles inquiries from professionals and connects them with local CPC committees.**

Resource Distribution

- **Arranges the distribution of service materials, presentations, and templates.**
- **CPC Service Cards on aa.org for local committee customization.**

Educational Engagements

- **Coordinates in-person A.A. representation at national professional conferences.**
- **Liaisons with organizations like the National Institute for Alcohol Abuse and Alcoholism (NIAAA).**

Communication and Publications

- **Manages updates and posts recovery stories and information on LinkedIn.**
- **Drafting a new pamphlet for mental health professionals.**





Group Services Desk (Karina C.)

Service Material Updates: Managed by GSO to provide timely information not in Conference-approved literature. These materials include service committee kits, workbooks, guidelines, and resource materials.

Interdepartmental Coordination:

- **Updates and revisions with GSO Staff Desks and Publishing Department.**
- **Collaboration with Operations for annual updates of service kits in print and digital formats.**
- **Projects with Member Services related to the "Fellowship Connection" portal and data stewardship.**
- **Collaborates with the Publishing Department on revisions and updates, serving as a resource for the update of The A.A. Service Manual and the Conference Final Report**

Liaising with the Fellowship:

- **Maintains communications with over 540 intergroup and central offices in the U.S. and Canada.**
- **Coordination of participation in events like the annual intergroup/central office seminar and the "Day of Sharing" with other Twelve Step fellowships.**



International Convention (Patrick C.)

Event Overview

- **Dates:** July 3-6, 2025
- **Location:** Vancouver, BC, Canada
- **Theme:** "90 Years: Language of the Heart"

Main Activities

- **Opening Event:** Block Party with dances and celebrations around Vancouver Convention Centre
- **Key Sessions:** Workshops, Panels, Regional Meetings, Topic Meetings, and Marathon sessions
- **Big Meetings:** Held on Friday, Saturday, and Sunday at BC Place Stadium

Special Features

- **Over 4,000 local volunteers to assist**
- **Around 750 speakers across more than 200 meetings**

Registration opens September 2024, available online and via postal mail
Further details and updates at www.aa.org/international-convention.



Literature Desk (Sandra W.)

Current Projects

- **Development of a plain and simple translation of "Alcoholics Anonymous"**
- **Development of the 4th Edition of "Alcohólicos Anónimos"**
- **Development of the 5th Edition of "Alcoholics Anonymous"**
- **Updates to specific pamphlets focused on diverse communities and topics**
- **Video adaptations of "The Twelve Concepts Illustrated" and "Too Young?"**

Communication and Outreach

- **Maintains contact with literature chairpersons across various regions**
- **Provides support and materials to newly elected literature chairpersons**

Administrative Details:

- **Over 1,254 literature chairpersons listed with GSO**
- **Continued administration of the Box 4-5-9 Calendar of Events**



Nominating (James H.)

Project Involvement

- **Enhancing recruitment tools for Class A candidates.**
- **Defining guidelines for Trustee Emeriti.**
- **Ensuring open accessibility for a diverse pool of trustee and director candidates.**

Candidate Coordination

- **Managed the review of resumes from candidates in the West Central and Western Canada service areas for the current year's Conference elections.**

Additional Roles

- **Has been serving as the secretary for the AAWS Internal Audit Committee since June 2023.**



Public Information (Misha Q.)

Engagement with PI Committees:

- **Communicated with 864 Public Information (PI) committee chairpersons across various levels.**

Media Relations:

- **Handled all media inquiries, coordinated media coverage for A.A.'s International Conventions, and managed press releases and social media postings.**

Anonymity Awareness

- **Reviewed media stories mentioning Alcoholics Anonymous, addressed anonymity breaches, and informed relevant delegates.**
- **Annual Anonymity Letter to over 30,000 media outlets, promoting the importance of anonymity.**

Survey Evaluation

- **Coordinated evaluations of the triennial A.A. Membership Survey to improve reporting and questionnaire processes.**

Digital Media Projects

- **Maintained online profiles, and managed digital projects like the AAWS YouTube Channel and Google Ads.**
- **Maintain the Comprehensive Media Plan to ensure effective public communication.**



Regional Forums (Eileen A.)

Forum Content

- **Topics for presentations and workshops are suggested by attendees and finalized jointly by area delegates, GSO staff, and regional trustees.**

Local and Special Forums

- **Continue to be encouraged and held to address specific cultural, accessibility, and population needs within communities.**
- **Special Forums were reimplemented in 2017 to provide access to A.A. members in remote or specific demographic areas who cannot attend regular regional forums.**

Committee Involvement

- **The staff member serves as co-secretary for the trustees' and Conference International Conventions/Regional Forums Committees.**



Staff Coordinator (Racy J.)

General Service Office (GSO) Composition

- **10 “GSO Staff”, each assigned to handle functional responsibilities and respond to specific regions.**

Role of Staff Coordinator

- **Ensures continuity by answering correspondence, especially during staff absences due to projects, events, or personal reasons. Acts as a mentor to newer staff using extensive experience.**
- **Facilitates weekly staff meetings by the staff coordinator to discuss Fellowship inquiries, integrating research from A.A. literature and the collective experience of GSO staff.**
- **As assistant secretary to the General Service Board, organizes board/committee meetings, prepares minutes, and coordinates trustees' orientation.**
- **Serves as a director on A.A. World Services, Inc., and liaises between staff and other GSO departments.**



Treatment/Accessibilities and Remote Communities (Kelley C.)

Committee Reach

- **Maintains correspondence with 169 Treatment, 87 Accessibilities, and 24 Remote Communities committees.**

Resources Provided

- **New chairs receive welcome letters, workbooks, service-related materials, pertinent Grapevine issues, and service kits.**

Literature Development

- **Works with the publishing department to develop and update literature for remote communities, accessibilities, and treatment.**

Loners and Internationalists Meeting (LIM)

- **Managed by the staff member, with 395 members receiving a confidential bimonthly bulletin for year-round correspondence.**

Additional Roles:

- **Serves as secretary to the Conference Committee on Treatment and Accessibilities**
- **Co-secretary to the trustees' Cooperation with the Professional Community/Treatment and Accessibilities Committee.**



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Location+ Report

Committee Composition and Scope

- The committee consists of trustees from the General Service Board and includes non-voting members from GSO and AA Grapevine. It aims to determine physical space needs, analyze possible new locations, and provide quarterly updates to the General Service Board.

Vendor Selection and Objectives

- In December 2022, the vendor was selected to assist in analyzing the feasibility of staying at the current location or moving to a new location in or out of New York.
- For confidentiality, the vendor uses codenames, so we aptly chose Project “Victor”

Financial and Employee Impact Analysis

- The consultants analyzed relocation costs, potential savings, and employee retention under various scenarios, considering significant up-front costs and the substantial impact of relocating on staff retention.

Scenarios Considered

1. Base Case (Stay and renew at 475 Riverside Drive)
- 2A. Downtown New York
- 2B. Jersey City, New Jersey (to minimize commute)
3. Long distance Locations (current 3 finalists: Atlanta, Indianapolis, and Philadelphia)



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Location+ Report Findings & Recommendation

Scenarios 2A and 2B:

- A local move has no financial or operational advantage.
- Likely higher upfront costs
- Marginal or higher annual costs

Scenario 3

- Financially feasible over 10 years, yielding as much as \$1.8M per year in savings in Indianapolis, \$1.5M in Atlanta / and up to \$600K In Philadelphia
- Upfront costs to move (relocation and capital) are between \$6.6 and \$7.1 million)
- Relocation to another city offers no apparent strategic or transformational benefit beyond cost savings over time

- The personnel impacts of a relocation of the GSO out of New York City will be highly disruptive... predicted to exceed 80% move-induced attrition

Next Steps and Future Strategy

- The recommendation is to stay at the 475 Riverside Drive lease.
- Continue reviewing RFPs and engage architects to validate cost estimates, aiming to finalize recommendations.
- For 475, need to weigh the costs of renovations to consolidate onto the 11th floor (both AAWS and AAGV) vs. the costs of maintaining the current space on both floors.



General Service Board Inventory

- **Process**

- **Questions developed by a diverse group of members from the 73rd (including both panel 72 & 73 delegates)**
- **Questions were distributed to the board members in the fall and then compiled for the January Board Weekend.**
- **The General Service Board met on January 26th to conduct its inventory.**
- **Each member had a few minutes to share broadly**
- **Split into 5 breakout groups to review, and provide learning observations, as well as possible solutions and actionable steps.**
- **Full board met and discussed the breakout reports and prioritized action items identified.**



General Service Board Inventory

Is the “collective conscience” of AA at work within the GSB?

- There were some varied answers which can be attributed to time in service on the Board. Responses were overwhelmingly affirmative.
- We are more unified than we sound.
- Acknowledge that there are outside pressures affecting discussion and decisions of the Board.



General Service Board Inventory

How does this experience strengthen me? Has it shown me anything that I might work on myself personally or in the GSB as a whole?

- **All answered the question from their various perspectives.**
- **This past year saw unprecedented attacks on individuals and on the Board as a whole which were noted by some respondents as requiring a great deal of strength and personal work to persevere.**
- **Humility, Leadership, Trust, Courage, Perseverance mentioned repeatedly regarding how it has strengthened respondents.**



General Service Board Inventory

In an effort to appear unified, do trustees have a tendency to “Circle the Wagons” in defense of board members when controversy occurs?

- **We make decisions as a board, not as individuals. We will support all of our board members when controversy arises from those decisions.**
- **Some felt that under the pressure of lobbying by those outside of the Conference the board was unable to defend those targeted sufficiently.**
- **There may be different definitions of “Circle the Wagons”**
 - **We were being supportive, we were being attacked, staying in unity, projecting an appearance of support, we were being defensive.**



General Service Board Inventory

What role did social media play in the resignation?

- **Social media played no role in the actual resignation.**
- **With limited information coming from the Board, social media platforms filled the void following the resignation.**
- **Social media provided an alternative to conference member discussions based on factual information conducted using AA principles of participation, minority opinion, and trust – there was only one side using the megaphone.**



Q5

General Service Board Inventory

Is there still work to do to communicate with the Fellowship why the Board communicated the way it did? (i.e. legal consultations, Q & A)

Learnings

- The board did not demonstrate an understanding of the urgency for more detailed information following the resignation.**
- We did not communicate with one voice.**
- We were fighting a wave of mistrust.**
- Any efforts by the board to answer these questions have led to further controversy and failed to correct misinformation.**



Q6

General Service Board Inventory

Does GSB consider primary purpose when determining the budget?

- **Yes. Trustee committees set their budgets reflecting services provided via group contributions, these budgets are largely influenced by Conference actions and trustee committee activities.**
- **Considerations are a little different with the AAWS portion of the budget where operational support, infrastructure to facilitate services, and publishing operations need to be accounted for.**
- **AAGV budgets are reviewed with operations, magazines, and other products, and services (La Vina) considered.**
- **This is all in accordance with Concepts VIII, XI, and Warranty One where operating expenses are noted as necessary to support the services.**



General Service Board Inventory

What would help the GSB stay focused on its role as leaders of a spiritual movement?

- Through the pandemic, the Board has crept into operations responsibilities. This has caused some problems with micromanaging and double-headed management.
- The workload has also increased dramatically, drawing attention away from oversight and focusing more on completing tasks.
- Quarterly Board Weekends have become overloaded with work, leading to 12- to 15-hour days.
- We need to exhibit leadership behavior and ensure we are adhering to Concepts VIII, X, & XI, including:
 - Not overstepping our responsibility of custodial oversight. o Following the well-defined scope of our roles.
 - Engaging participation from committees, directors, executives, and consultants provided in the structure.
 - Ensuring time for leadership training, visioning, strategic planning and board development, away from board weekends, if possible.
- Leadership training needs to be conducted away from the Board Weekends.



General Service Board Inventory

It was evident that a toxic relationship had developed for some time between the GSB Chair and some Trustees/GSO staff. What actions should Trustees take to address this conduct at an early stage?

- **It wasn't evident to everyone at the time.**
- **The process for bringing issues forward was insufficient.**
- **The Policy ad hoc Committee is addressing these issues regarding our policies and procedures.**
- **Conduct leadership training to identify and address inappropriate behavior before problems escalate.**
- **Efforts were made to address specific matters as early as June 2022.**
- **Issues such as not adhering to bylaws in the forming of committees, not adhering to Concept III when special meetings were held with only a portion of the board and no reporting was provided, and disregard for minority voice are not matters of interpersonal relationships.**



General Service Board Inventory

What are three ways we can improve to better serve Alcoholics Anonymous?

- **Improve Communication – standard, consistent messaging.**
- **Manage Workflow to match the time available.**
- **Focus on oversight rather than Operations.**
- **Leadership training/coaching for board servants.**
- **Include all perspectives in the discussion.**



Q10

General Service Board Inventory

How do we ensure that trustees have an opportunity to express their opinions or any concerns?

- **Creating an environment where others feel safe and comfortable.**
- **Remembering everyone needs to feel valued.**
- **Remaining open to new ideas.**
- **Agree on how we will communicate.**
- **Don't subvert the process.**
- **Courage**
- **Provide opportunity to be able to speak. Don't attack each other / no bullying.**
- **Time limit on speaking to provide equity.**
- **Avoid meetings in the hallway. Let everyone have the benefit of hearing.**
- **Remain non-judgmental.**
- **Develop the new Code of Conduct and adhere to it.**



Q11

General Service Board Inventory

How can we better use Language of the Heart when communicating about the business of A.A.?

- **What is the language of the heart – caring, compassion, accessible, understandable.**
- **Listen like we have no opinion.**
- **Practice authenticity.**
- **Don't preach.**
- **Unity – Accept the group conscience when discussion/debate are complete.**
- **Communication-effective**
- **How do we gauge - talk with, not at the business of A.A. -Spiritual aspect, the connection for the 7th tradition.**
- **Respect each other.**
- **Trust each other.**
- **The Inverted Triangle is needed always.**



Q12

General Service Board Inventory

How do we guard against becoming a “seat of perilous wealth or power?”

- **Rotation**
- **Make sure we understand our roles & responsibilities. We cover this in orientation every year but could expand on it in leadership training.**
- **Understanding the Concepts & Traditions.**
- **Open, consistent communication to the Fellowship through the Delegates.**



Q13

General Service Board Inventory

When a controversial “right of board decision” item is presented for action, how can we seek improvements in full communication of the decision to the fellowship to ensure that unity is effectively considered in the timing and action of such critical decisions?

- **There should only be one voice that reflects the group conscience. The minority voice is provided an opportunity to be heard. Once there is an outcome it must be communicated.**
- **Prompt clear communication and be ready to follow up as needed depending on feedback.**
- **If the body is putting out a communication, then the body needs to approve, and sign, any communication.**
- **Arrive at a group conscience on what we can and cannot report and adhere to it. Establish expectations for what "full communication" is. Explain reasons, e.g., responsibility/authority, privacy, legal matters, that we may not be able to provide all information requested.**
- **Any communication needs to reflect the group conscience, and not any individual board member's opinions.**



Q14

General Service Board Inventory

How can we create better best board practices in nonengagement vs engagement on private social media groups where AAs are gathered? How does engagement in social media groups affect the fellowship, boards, and staff?

- Social media creates haves and have nots. These groups are not the full fellowship.
- Social media does not help with consistent messaging through the service structure.
- Current delegates as well as past delegates and past trustees participate.
- We need to commit to doing well when we rotate.
- Do we play by social media rules, or do we play by AA rules? What if we had our own social media platform?
- Could the regionals work collaboratively to create one regional report, efficiently and everyone gets the same thing?
- We can create the report components as part of board weekend reporting that Regionals could then combine and perhaps add a narrative.
- We need to find a way to get the message out without waiting for the next quarterly session. This will require faster and more consistent reporting.
- Reporting needs to go through the service structure, not social media.
- Find a way to support regionals in collaborative reporting after board meetings.



Q15

General Service Board Inventory

How will we fully utilize the spiritual principles of AA to address leadership problems? How do we incorporate all 36 principles in Board discussions and decisions?

- Proven ways to do both, for example: group conscience, our structure, and personal adherence to AA principles.
- So, what are the barriers? To begin with one thing that is required and largely missing is for those involved to have the courage of conviction to identify leadership problems when they exist and say something. We fail in our responsibility to those we serve, to our mission, and to our common welfare by accepting unacceptable conduct either by participating in it or by saying nothing instead of raising matters of concern to the entity responsible to address it. Our collective failure to accept that some things do require a degree of discretion or confidentiality and take a stand on this principle has deepened our reluctance to speak up.

Solutions

- Principled Problem-Solving
 - PREVENTION: From the bottom up, Select leaders well, In-service training, Speak up before issues escalate, minority voice, and Bring issues to the chair.
 - RESOLUTION: Bring to committee/officers.
- Creating the right environment to behave; adjusting workload/schedule.
- Ensure that those who raise concerns are not subjected to bullying or targeted harassment or no one will advise when there are matters of concern.



Q16

General Service Board Inventory

What steps are being taken to ensure that we conduct ourselves professionally, promoting respectful interactions, avoiding discrimination or harassing behavior, and treating all individuals, including staff, with fairness and dignity?

- **When things are stressed due to overwork or meeting late or financial pressures, or all 3 at once, it becomes that much harder to be respectful and professional. These situations need to be avoided.**
- **Leadership training, communications skills could be good development tools to help build better board behavior.**
- **Need to look at antecedents as well as the actual bad behavior. What conditions existed that may have influenced the bad behavior?**
- **Rules of Conduct / Engagement? This is already in our Concepts. Draw the new policies from the Concepts and Traditions.**
- **We need a board atmosphere that fosters trust, respect, confidentiality. Example: assuming good intention. How do we create and maintain this? How do we course correct?**
- **If off the rails: assign to a committee rather than having the full board engaged.**
- **Respectful honesty:**
 - **The “how” can interfere reception of the message. TONE and TENOR. We need to be mindful that our message is not abrasive and combative.**
 - **We shouldn't tolerate being disrespected, we need to let each other know or let the chair know.**



Q17

General Service Board Inventory

In what ways do we exercise oversight of the affiliate corporations? Are they sufficient?

- **Trustees on each of the corporate boards.**
- **Delegated operational oversight to the corporate board who then report back to General Service Board.**
- **The General Service Board approves the budget after passing through the Trustees' Finance Committee.**
- **Chairs and Treasurers of each corporate board sit on the Trustees Finance Committee.**
- **Corporations prepare the draft budgets as they have the responsibility and authority as per Concept IV. Trustees Finance and the General Service Board review and approve or suggest changes as needed, reporting throughout the year on any variances.**
- **Yes, the current structure and process are sufficient.**
- **If concerns arise with the process outlined above, then we need to always refer back to the guidance provided in the Concepts.**
- **Exercise oversight, but when there is concern or conflict, we need a better method of raising concerns.**



Q18

General Service Board Inventory

How do confidentiality, anonymity, honesty, transparency, responsibility, accountability, and fiduciary duties come together in our service to the fellowship?

- **There is no guidance on transparency in our Service Manual (including the Bylaws, Conference Charter, and Concepts essays), Twelve Steps and Twelve Traditions, or Alcoholics Anonymous. We can find guidance from Bill regarding all of the other terms, especially responsibility and accountability.**
- **In our confidentiality policy, the expectations of confidentiality continue after rotation. Disclosing confidential information is a tremendous violation of trust.**
- **Application of our Steps, Traditions, and Concepts is needed to balance these principles.**
- **Honesty requires safety.**
- **Lack of General Service Board understanding of fiduciary responsibilities creates confusion.**
- **Board huddles on our spiritual principles and how to operate have been effective.**
- **Board development (training, orientation, strategy) away from board weekend would be very helpful.**
- **The Policy ad hoc Committee is addressing our policies.**
- **Reminders of the safety card! It applies to the Board, as well.**
- **Cross functional group of conference members to set communications need, cadence, roles, timing, plan is recommended.**



Q19

General Service Board Inventory

Are we receiving all the information we need from the affiliate boards to fulfill our custodial oversight?

- **There has been some overstepping by the General Service Board, leading to micromanagement and double-headed management.**
- **Additional training on Concept VIII is needed beyond what is covered in orientation.**
- **Trust is needed in the committee system and Concept VIII was weakened through the pandemic, resulting in a lack of understanding of the roles of members and directors.**
- **Additional Board development in our Traditions and Concepts is recommended outside of the Board Weekends.**
- **Reset ourselves & share consistently with fellowship.**



Q20

General Service Board Inventory

Without focusing on personalities, what factors contributed to creating an environment that resulted in a change in leadership being necessary?

- **Virtual meetings stunted relationships and trust; climate for authoritarian leadership take over.**
- **Lack of formal feedback structures.**
- **Double-headed management of affiliates and executives.**
- **Secret meetings of a select few rather than the entire board, with no reporting function to the Board.**
- **Unenforced Code of Conduct issues creating risk to the organization and employees.**
- **Methods of selection did not identify issues.**
- **Conduct of more than one trustee that was harmful (bullying, marginalized etc.) was accepted silently by board.**



Q21

General Service Board Inventory

Staff and delegates - What more can be done to support them?

- **Zero tolerance for mistreatment of employees.**
- **Post-resignation communication was slow. This delay harmed the Delegates, Non-trustee Directors, and Staff.**
- **Workload and workflow issues need to be addressed.**
- **Lack of consistency in reports from boards and trustees is a problem.**
- **No consistent/mutual communications plan expectations are in use.**



Q22

General Service Board Inventory

As a board, how do we handle challenges that can affect Board unity or influence or impact our group conscience?

- **Board leadership needs to be objective & neutral.**
- **We have faced a lack of listening when challenges noted.**
- **We have faced a lack of time for discussion and/or lack of timely background.**
- **Respect for the group conscience and how it is achieved was lacking.**
- **We face challenges when influence is from past trusted servants.**
- **The influence of social media has created challenges.**
- **No board policy in terms of response to lobbying.**



Q23

General Service Board Inventory

As a member of the General Service Board, what does the word “trust” in the term “trusted servant” mean to you?

Learnings

- **Trustees do not feel trusted by fellowship.**
- **Trust within the board is inconsistent but improving.**
- **Micromanagement erodes trust.**
- **Our personal conduct is key – attraction.**
- **Fear is a barrier to trust. There is a lot of fear from receiving threats and harassment.**



GSB Inventory – Solutions & Actionable Items

Communication and Unified Messaging

- **Develop cross-functional groups of conference members to determine communication needs and establish a plan (cadence, rules, timing).**
- **We need to move forward with stronger strategies for communication for serious and urgent matters.**
- **When we give directions or communicate, we need to clearly define terms and check in to ensure we all use the same definition.**
- **In the event of another unplanned chair vacancy, an immediate leadership committee should be formed to work with the interim chair.**
- **Two-way communications for board chairs and the board.**
- **Written external unified communication to conference members using the language of the heart and employing values (Unity Service Recovery).**
- **When potentially controversial decisions arise, use prompt, clear, and unified messaging approved by the body.**



GSB Inventory – Solutions & Actionable Items

Leadership Development and Training

- **Leadership training/communication skills.**
- **Spend time on leadership development on the Board discussing differences between unity vs. defensiveness and developing spiritual principles.**
- **Understand the role of a trustee, focused time, less operational, more planning, realistic expectations, and effective servant leadership.**
- **Changes made to the nominating process for General Service board chairs include using a consultant, reference checks, and in-depth interviewing.**
- **Onboarding/orientations for new chairs.**
- **Board development, including board huddles, training, orientation, and strategic planning away from board weekends.**



GSB Inventory – Solutions & Actionable Items

Problem Prevention and Resolution

- **Principled Problem Solving**
 - **Prevention:**
 - Select leaders well.
 - In-service training.
 - Speak up before issues escalate (minority voice).
 - Bring issues to the chair.
 - **Resolution**
 - Bring issues to the committee/officers.
- **Establish principled problem-solving steps, from prevention to conflict resolution.**
- **Ensure that those who raise concerns are not subjected to bullying or targeted harassment.**
- **Understand the antecedents: what creates the cauldron.**
- **More discipline about prioritizing and managing time.**
- **Prioritization for workload effectiveness – use the Concepts.**
- **Board zero tolerance for misconduct**
 - Policies.
 - Course of action.
 - Corrective measures.
 - Some issues require immediate action.



GSB Inventory – Solutions & Actionable Items

Structural Engagement and Encouragement

- **As a Board, consider how to encourage the use of the structure, including board members engaging in regional and area events.**
- **Encourage board members to work through the service structure and engage delegates in sharing information up the service structure.**
- **Discuss these topics at the General Service Conference and Regional Forums.**
- **Boards/staff should identify problems and solutions, not push, and show gratitude.**
- **Create a healthier environment through schedule management and prioritizing strategy, tone, and tenor.**
- **Dedicated sessions to build trust.**
- **Develop processes/policies for bringing issues forward (coaching and mentoring).**



GSB Inventory – Solutions & Actionable Items

Values-Based Decision Making

- **Start each cycle with a commitment to shared values that include trust, respect, and a method of communication to foster an effective environment (Unity).**
- **All board members must be responsible for promptly addressing inappropriate conduct.**
- **We need respectful honesty. Instead of conflict avoidance, raising concerns respectfully can resolve the issue. Encourage "I"-based feedback and assertive communication.**
- **Take time.**



GSB Inventory – Conclusion

Following the resignation of the Board Chair, the communication from the General Service Board to the Fellowship was ineffective. This was made worse because we failed to anticipate the nature and volume of communications from those not on the General Service Board. Together this caused harm to our staff members, Non-Trustee Directors, and Delegates. On behalf of the General Service Board, I offer my sincerest apologies for the damage our poor communication has caused. The General Service Board is committed to changing how we communicate, but we going to need the help of General Service Conference for this to be effective.



GSB Inventory – Actions Already Taken

- We have implemented the Advisory Action calling for at least two virtual sharing sessions. We have held three sharing sessions since the 73rd General Service Conference. I would like to recommend that we survey the conference members to determine the effectiveness of the sessions and to see if there are any improvements that can be implemented.**
- We have implemented the Advisory Action regarding quarterly financial reporting. We have made some adjustments to the process and look forward to discussing how we can be more effective with this reporting.**
- We have made progress with our Policy ad hoc Committee reviewing and updating the Code of Conduct Policy, the Whistleblower Policy, and the Confidentiality Policy. We will have drafts to review this week.**
- We have held Board Huddles at the Quarterly Board Weekends to align our Board servants with the Steps, Traditions, and Concepts.**



GSB Inventory – Actions Planned

- **Holding a Board Retreat to conduct leadership training and strategic planning.**
- **Implement a workload management plan to relieve the oversaturated workload placed on the staff and Boards.**



GSB Inventory – Actions Requiring GSC Help

- **Create a cross-functional group of Conference members to identify improvements in our communication and reporting between the Boards and the Conference members.**



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The 475 RSD Players



HAPPY...FOR VANCOUVER!!

It might seem crazy what I am 'bout to say
Convention's near you can take a break
Vancouver is ready and has the space
90 years, to celebrate, we are on the way.

(Because I'm happy)

Clap along if you feel like a room without a roof

(Because I'm happy)

Clap along if you feel like sobriety is the truth

(Because I'm happy)

Clap along if you know that Vancouver is for you.

(Because I'm happy)

Clap along if you feel like that's what you wanna do

Living sober is so fun and cool (yeah)
Use your Big Book, don't be acting like a fool (yeah)
Get in the truck... or in the car (yeah)
Life is good when you finally leave the bar.
Here's why...

(Because I'm happy)

Clap along if you feel like a room without a roof

(Because I'm happy)

Clap along if you feel like sobriety is the truth

(Because I'm happy)

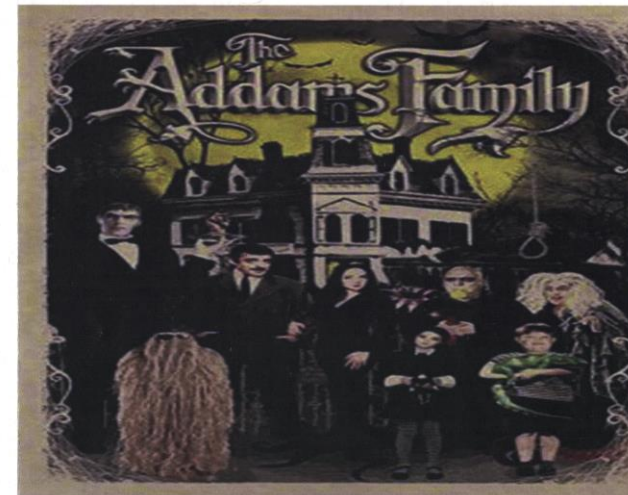
Clap along if you know that Vancouver is for you.

(Because I'm happy)

Clap along if you feel like that's what you wanna do

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THE 475 RSD PLAYERS PRESENT



DIRECTED BY PATRICK C. (2025 IC COORDINATOR)