

**Please direct all  
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October 11, 2023

Dear A.A Friends,

When the COVID-19 pandemic hit, it presented numerous challenges to our fellowship. As groups and members were finding new ways to meet and interact, the General Service Office (GSO) quickly moved to a virtual environment. This transition came with some challenges, especially since GSO had recently adopted a new automation system. While transitioning to new systems is never easy, the move to a virtual office made things even more challenging. Nonetheless, we have made great strides in working through these challenges.

One of the challenges was the suspension of printing the AAWS Highlights newsletter. However, we are excited to announce that the AAWS Highlights are back in production and in a better and enhanced format! This new enhanced format supports consistent communication between the General Service Board and the Fellowship.

As the chair of the AAWS Board and the General Manager of GSO, we have collaborated closely to refine our reporting process to the General Service Board. The chair report covers the "Business of the Board," including details from the various committees of AAWS. The General Manager report covers "What's Happening at GSO," summarizing the information provided by the department reports to the Board in a clear and concise manner. The exact reporting format and content that we report to the General Service Board will be the same as the Highlights.

We will be distributing the Highlights after each meeting to keep the fellowship informed of the latest developments and decisions of the AAWS Board and General Service Office. The process for the first release took some time as we crafted it to ensure its quality and relevance. We appreciate your understanding and patience as we work towards providing you with the best possible updates.

We appreciate your trust in us and are grateful for the valuable service you provide.

In loving fellowship,



Cathi C.  
AAWS Board Chair



Bob W.  
General Manager, GSO

# Highlights from AAWS

## July 27<sup>th</sup>, 2023

*Meeting of the Alcoholics Anonymous World Services, Inc., Board of Directors  
The General Service Office - 475 Riverside Drive - New York, N.Y.  
Friday, July 27, 2023*

## **BUSINESS OF THE BOARD**

### **AAWS BOARD OF DIRECTORS**

**Cathi C., AAWS Chairperson**

**Vera F., Reilly K., Deborah K., Clint M., Carolyn W., John W., Bob W., Jeff W.**

#### ***AAWS Nominating Committee***

##### **Highlights-**

The committee will be interviewing two Regional Trustees for the position of AAWS Director.

#### ***AAWS TCS Committee***

##### **Highlights-**

The Data Integrity Project has continued to make good progress. Of the initial 7,872 individual duplicate email accounts, Member Services cleaned up 4,876 position holder duplicate email accounts.

Multiple reports are being forwarded to Trustees PI, Trustees CPC and Trustees International regarding review of the 2023 Second Quarter LinkedIn, Website, Meeting Guide App YouTube, Online Business Profiles and Podcast Reports.

#### ***AAWS Publishing Committee***

##### **Highlights-**

Next steps with the Public Information Service Cards requested by the Trustees PI Committee are to make available on aa.org in digital template versions as soon as possible, and to produce them as new service material items for purchase in early 2024.

##### **Recommendations-**

The board unanimously approved the following recommendations presented by the Publishing Committee.

*The committee discussed and reviewed the pricing suggestions provided by the Publishing Department and recommended to the AAWS Board to move forward with the publication of the new Booklet format in English, French and Spanish of A.A. for the Older Alcoholic—Never Too Late at a list price of \$2.00.*

## AAWS Finance Committee

### Recommendations

The board unanimously approved the following recommendations presented by the Finance committee:

- The AAWS Finance committee recommended accepting the proposed budget reforecast 3.0 and be forwarded to the Trustees Finance & Budgetary Committee.
- The AAWS Finance Committee recommended to the A.A.W.S. Board that the International Literature Fund activity report ending June 30, 2023 be forwarded to the trustees' International Committee.
- The AAWS Finance committee recommended to the A.A.W.S. Board that the World Service Meeting Fund activity report ending June 30, 2023, be forwarded to the trustees' International Committee.

#### Report-

The GSO June unaudited financial report revealed that revenue is in a favorable position compared to budget.

#### Revenue-

Operating revenue is 7% more than the year to date (YTD) budget. YTD contributions are \$4,839,110 which represents 102% of the YTD budget of \$4,725,000 and is \$172,538 (3%) less than last year. YTD gross literature sales are \$7,877,177 which represents 108% of the YTD budget of \$7,314,000 and is \$2,112,271 (37%) more than last year. The variance to budget is due to greater than expected sales in March in anticipation of the April 3 price increase and strong sales in June. YTD literature gross margin is \$4,082,317 which is 112% of the YTD budget of \$3,657,000 and \$1,338,217 (49%) more than last year. YTD cost of goods sold (COGS) of \$3,850,154, which remains 48.8% of gross sales compared to a YTD budget of 48.0% and 46.4% last year. COGS

is becoming more stable as it changed less than 0.1% from May to June.

#### Expense-

YTD total operating expense before depreciation is \$8,979,567 which is 101% of the YTD budget amount of \$8,860,078 and \$1,348,512 (18%) more than last year. This variance is in part because hotel expenses were greater than budgeted for both the January GSB weekend and the GSC.

**Surplus/Deficit-** After depreciation, the YTD operating deficit is \$235,314 which compares favorably to a YTD budgeted deficit of \$769,718 but unfavorably to a deficit of \$114,399 last year. Including non- operating revenue and expense, the YTD overall deficit is \$209,082 which compares favorably to a YTD budgeted deficit of \$1,171,673 and a deficit of \$1,652,758 last year. The major YTD non- operating revenue is a gain of \$624,429 in the market value of the postretirement medical plan assets. This is a non-cash transaction. YTD non- operating expense is \$766,614. According to Generally Accepted Accounting Principles, the \$500,000 transferred from the Reserve Fund to Grapevine for app development is an expense for the GSB as the owner of the Reserve Fund. The same \$500,000 is revenue for Grapevine, so the revenue and expense cancel out to zero on consolidated financial statements.

**Budget Reforecast-** The reforecast 3.0 budget has an operating surplus before depreciation of \$907,069, which is a decrease of \$798,772 from the \$1,705,841 surplus before depreciation in the original budget approved in January. However, the reforecast surplus before depreciation is an improvement of \$1,530,107 from the \$623,038 deficit before depreciation incurred in 2022. After depreciation, the reforecast budget has an operating deficit of \$292,931 compared to a surplus of \$505,841 in the January approved budget and a deficit of 1,807,432 last year.

# AAWS MEETINGS 2023

MONTH	AAWS meeting/Venue	GSB meeting/Venue
January 26th	<p>1 day board meeting with focused department reports (when requested) and any quarterly reports which require forwarding to a trustee committee and GSB.</p> <p style="text-align: center;"><i>475 Riverside Drive, 11th Floor New York, NY 10115</i></p>	<p style="text-align: center;">3 Day Board Weekend Jan 27-30th <i>The Westin at Times Square Hotel, New York, NY</i></p>
March 8th-9th	<p>2 day board meeting with full department reports, Strategic Planning Session, approval of consent items, and Executive Session.</p> <p style="text-align: center;"><i>475 Riverside Drive, 11th Floor New York, NY 10115</i></p>	N/A
April 27th & 29th	<p>1/2 Day (AAWS and GSB) during General Service Conference.</p> <p style="text-align: center;"><i>New York Marriott Brooklyn Bridge, Brooklyn, NY</i></p>	<p style="text-align: center;">General Service Conference April 23rd-29th <i>New York Marriott Brooklyn Bridge, Brooklyn, NY</i></p>
June 15th-16th	<p>2 day board meeting with Director orientation, full department reports, Strategic Planning Session, approval of consent items, and Executive Session. Finance - (interim reforecast budget meeting may be needed). Report to GSB at July meeting.</p> <p style="text-align: center;"><i>475 Riverside Drive, 11th Floor New York, NY 10115</i></p>	N/A
July 27th	<p>1 day board meeting with focused department reports (when requested) and any quarterly reports which require forwarding to a trustee committee and GSB. General Manager to report on goal setting.</p>	<p style="text-align: center;">3 Day Board Weekend July 28-31st <i>New York Marriott Brooklyn Bridge, Brooklyn, NY</i></p>
September 8th	<p>1 day (8 hour with break) Board Meeting with Strategic Planning, General Manager Report on goals, budget development and proposed agenda items (if needed)</p> <p style="text-align: center;"><i>Virtual Zoom Meeting</i></p>	N/A
October 27th	<p>1 day board meeting with focused department reports (when requested) and any quarterly reports which require forwarding to a trustee committee and GSB, budget and any proposed agenda items.</p>	<p style="text-align: center;">3 Day Board Weekend 28th-30th <i>The Westin at Times Square Hotel, New York, NY</i></p>
December 7th- 8th	<p>2 day board meeting with full department reports, Strategic Planning Session, approval of consent items, General Manager report on goals, budget, and Executive Session. Finance - schedule end of year interim budget meeting.</p> <p style="text-align: center;"><i>Virtual Zoom Meeting</i></p>	N/A

# Highlights from AAWS

July 27<sup>th</sup>, 2023

## What's Happening at GSO

Since the last report to the GSB in January, the employees, and staff at GSO worked hard preparing for the General Service Conference and are now hard at work implementing the advisory actions from the Conference and carrying the group conscience of the Fellowship. Welcoming visitors individually and in groups ranging in size from small to large continues to be a highlight of the office. Whether local or worldwide, our guests have expressed gratitude and joy for the opportunity to tour the office, converse with employees, spend time in the Archives and, on Fridays at 11 a.m., attend and share at the regularly scheduled open A.A. meeting.

### **Bob W., General Manager**

#### ***Technology Services***

Asset Repository Project was launched and expected to begin basic rollout. It will centralize a wide array of content across GSO into one place for easy access.

#### ***Human Resources***

Dina is working closely with Bob, Sr. Management and the AAWS Board to develop new staffing levels and career pathing.

#### ***Language Services***

They are currently defining guidelines and policies for all translations with a specific process and timeline for all Conference background and other related materials.

#### ***Publishing***

Currently, 85 titles are not in distribution or backordered, however, 44 of these have either been approved to print or are activity in the reprint/revision process and will be back in distribution in approximately 30 days. The remaining 41 items are under review by Staff or the Publishing department to determine the next steps.

#### ***Operations***

The General Manager has been working closely with the Director of Operations, Malini S., to provide certain service kit contents in digital format using QR Codes. This has allowed for the fulfillment of backorders of over 7,100 service kits since March 1<sup>st</sup>.

#### ***Translations, Licensing and Intellectual Property***

TLC is in use by 50 structures and is now the primary source of all correspondence and processing. All backlogged requests sent to TL.aa.org have all been successfully transferred into TLC. Currently there are 3 current emails in the TL inbox. Last year at this time there were over 3,000 emails in this inbox. Licensing inquiries from the start of this project total 965. We have processed and completed 736 of these (76%), leaving 229. I feel confident the backlog will be

#### ***General Manager***

Goals for the next several months were shared with the AAWS Board. Bob is grateful for the opportunity to travel and connect with the Fellowship. These trips have been very much appreciated by members who have expressed their gratitude for what the office does and what our structure does for AA all around the world. Looking forward to meeting with the Fellowship at S.E. Regional Delegates Get Together, Mexican National Convention, and A.A. Great Britain.