

## July 2024 ACM Report 06/15/2024

Begin where you are, step out in faith, do what you can, gracefully, and expect God to help!

My calendar!

07/21 Grapevine Celebrations–Modesto, NCCAA

Planning

07/25 D54 Report back

07/28 D33 Report back

08/03 D11 Report back 3-5pm.

08/10 D30 Report back

08/17 ACM

08/24 D47 Report back

08/25 D15 Report back

09/05-10 BTGWW Missoula, MT.

09/15 D22 Report back

09/21 ACM

10/04 NCCAA

10/11-13 CNIA Mini-PRAASA

11/08 CNCA Elections

11/16 ACM

12/14 ACM Planning Meeting

Let me know if I have missed anything??? I do make mistakes you know and I would appreciate a reminder from the DCM's before I visit your district just to confirm the time and location of your event. I had a miscue earlier this month and thank goodness Beth our

Literature Person saved me with a phone call. Thank you Beth.

My schedule is rock solid full. Everyday and every weekend is booked and there is something going on and I want to stay on top of my game as much as possible. Thank you.

To date I have made 10 presentations to a total of 14 Districts in our Area. I have revised my presentation down to an hour / hour thirty minutes/with questions to help keep folks interested in the subject matter.

There is an enormous amount of information to be communicated after the Conference and you all have been very gracious with your time allowing me to share. These months of the panel are the high point for me and I hope all of you. Know that the Final Report- book will be published and be available in late September. More than likely you will receive your copy at the Mini-Praasa in October. Continue to check the "What's New" section on the Delegates Page of our website for the latest information I receive from GSO.

**Pacific Regional Forum-** How was your Experience? What new things did you learn? Did you get to meet Bob W? Scott H. our new Board Chair? Class A & B Trustees? Kevin Prior our GSB Treasure. Did anyone meet any past Trustees? How about any of the GSO Staff? It can be a little intimidating for sure. What an

awesome experience to be present with the people that are working for all of the members of Alcoholics Anonymous. I felt apart of the movement for sure! I had the opportunity to facilitate a Grapevine Workshop with 60+ in attendance. We had great conversations and this workshop was very informative. We had Class A and B Trustees present, current Non Trustee Director, and a Director on Grapevine Staff, employees at the Grapevine, and past

### **Latest News from New York since the GSC in April.**

**The next GSB Meeting is this next Weekend. It will be the 3<sup>rd</sup> Qtr. Meeting. Most of the information I share today is from 1<sup>st</sup> & 2ndQtr. It takes several months to gather the reports and get them out to us. Just like our reports and our Area newsletter that we publish each month. There is a delay or lag time that occurs between Board weekends that many of us struggle with. I know it was a point of conversation at the conference this year. Delegates want the most current information as soon as possible! In this culture of instant gratification, we don't want to wait. On the other hand, this is how thing have always been done. Taking time to make sure all the reports are reviewed and ready before they are shared. To me it makes sense that we take our time and double check things before releasing. Better to have it right the first time, not having to go back and explain if there are mistakes. Be patient,**

**Trust the Process. As soon as I receive anything you know that it will be posted on the delegates page under “What’s New”**

### **AAWS Nominating Committee**

The Nominating Committee is responsible for filling vacancies on the A.A. World Services, Inc. board of directors. Nontrustee Director Search – The Committee has begun the search process for two nontrustee director positions for the AAWS board in 2025. Announcements went out for the upcoming nontrustee director position(s) to begin after the 75th General Service Conference. The committee is receiving resumes and will begin the selection process in July. If you would like to apply, shoot me an email and I’ll get you the application.

**AAWS/GSB April 2024 Financial Report** – For the four months ended April 30, 2024, total operating revenue is \$6,956,850 which is 15% more than the year to date (YTD) budget of \$6,031,798. Total operating expenses are \$6,193,848, which is 6% less than the YTD budget of \$6,570,298. Operating surplus before depreciation is \$763,002 compared to a budgeted YTD deficit of \$538,500.

Literature gross margin is \$2,575,200, which is 1% less than the YTD budget of \$2,590,292. Contributions are \$3,987,592, which is 23% more than the YTD budget of \$3,255,000.

The reserve fund is at 6.30 months of 2024 operating expenses versus a target range of 9 to 12 months. As of April 30, 2024, operating cash on hand was \$811K and accounts payable are current.

**AAWS Finance Committee** (continued) The Employee Retention Tax Credit (ERTC)- The AAWS Board previously reported that at our March meeting we approved the application for the ERTC (a tax credit to encourage businesses to keep employees on payroll during times like the COVID-19 pandemic). This decision occurred after several discussions that involved the General Service Board, the AAWS Board and the AA Grapevine Board. The AAWS Board carefully considered our Seventh Tradition, our existing tax relief due to our not-for-profit status and the Policy accepted by the General Service Conference which states “Whenever a discount or subsidy is that which would be offered to any other organization of similar size requiring a purchased service or product of similar character and magnitude, for example, convention rates at hotels, it may be accepted. Whenever a discount or subsidy is partly or in total offered because we are Alcoholics Anonymous, it must be declined.” Ultimately the decision was made, and reported, that AAWS would apply for the ERTC tax credit for 2021 (the only year we believed we were eligible for). At the March meeting we approved applying for the year 2021 in the amount of

\$274,584 (the actual amount of payroll taxes paid). The initial calculations for the ERTC indicated that we were eligible for \$581,000 for 2021 but, as stated, our group conscience was to apply for a tax credit of no more than we had paid. After the AAWS Board approved proceeding with the application additional consultation with our auditor, BDO\*, took place regarding submission requirements and eligibility. At the June AAWS meeting we learned that the auditor advised that although AAWS appeared to be eligible for the year 2021, submission eligibility is based on our consolidated (GSB, AAWS, and AAGV) financials and thus neither AAWS nor AAGV are eligible after all. We will therefore not be applying for the Employee Retention Tax Credit.

\*BDO is the name of the company that we have engaged as our external auditor. They complete our annual audits and reporting and are available to us for tax consultation as needed.

\*\*I thought this was interesting? Gearing up for the international convention....

**Corporate Credit Card** with Royal Bank of Canada - The committee discussed the possibility of applying for a Corporate Credit Card with the Royal Bank of Canada and recommended that the Alcoholics Anonymous World Service Board, Inc. proceed with initiating an application for a corporate credit card with the Royal Bank of Canada.

### **AAWS Publishing Committee**

The Publishing Committee is responsible for oversight of licensing and publishing activities of A.A.WS including recommending initial pricing for all A.A. literature. They also monitor progress of international translations and literature production.

### **Plain Language Big Book: A Tool for Reading**

Alcoholics Anonymous- The committee discussed the Book's proposed format and design. Further information on timelines, print quantities and pricing will be available after the July AAWS and GSB meetings.

### **AAWS Technology/Communications/Services Committee**

The TCS committee works to improve services enhance communication with the AAWS Board and Fellowship, and use modern technology to spread their message. They collaborate with the G.S.O. Website Committee to find innovative ways to support those struggling with alcoholism and communicate effectively within the Fellowship, proposing new policies and changes as needed.

**Data Integrity Project-** The committee received an update that the Data Integrity Project is focused on enhancing email distribution lists by aligning NetSuite and Campaign Monitor. Member Services initiated

action to rectify invalid email addresses, primarily targeting 2024 position holders with erroneous entries in NetSuite, due to typos. The committee discussed suppressed contacts who had intentionally unsubscribed and agreed that there would be value in contacting delegates and trustees who had unsubscribed, understanding their reasons, and proposed improvements included updating registration processes and collaborating with registrars for better communication strategies. The aim was to prevent future discrepancies and ensure effective communication with all those we serve.

**The AA Service Manual and Twelve Concepts for World Service Progress Update** - The committee received an update on the progress of editorial changes to the Service Manual. All editorial changes have been successfully incorporated, and the draft has been submitted for review by the Trustee's Literature Committee and the General Service Board Chair.

### [Archives](#)

There has been a significant uptick in reported requests, rising from 1,500 to over 2,500 per year. This increase is attributed to the implementation of a new tracking system and the ongoing digitization of conference and trustees' background materials.

### Communication Services

The communication services team will soon welcome a multimedia production coordinator to enhance digital



content creation capabilities. In recent discussions, staff have expressed concerns about the AAWS LinkedIn page, where there is no verification system in place to confirm employment with AAWS. Efforts are currently underway to conduct quarterly checks and address any unverified associations. Other strategies being explored involve posting notifications on the AAWS LinkedIn page and establishing direct connections for engaging with individuals who may have associated themselves with AAWS in error.

### Finance

Recent financial activities include progress on audits for the 2023 Defined Contribution Plan, along with ongoing audits for the Defined Benefit Pension Plan and Defined Contribution Retirement Plan. Form 990 filings are advancing, with the draft for the General Service Board finalized and set for review at the upcoming Trustees Finance Committee meeting in July. The AAWS Form 990 is also nearing completion, undergoing internal audit committee review before moving to the AAWS finance committee. Customer experience training, conducted in collaboration with the HR team, aims to enhance interactions with the fellowship. Additionally, the department oversees a substantial volume of routine financial activities.

### Operations

Emphasis was placed on collaboration with the publishing team to address questions about book

quality, assuring minimal issues with printed materials managed with support. An upcoming Area registrar-sharing event on July 16th at 8 p.m. was announced with excitement. Additionally, news was shared of a small delegation from the operations team attending the upcoming intergroup seminar. The report concluded with the board expressing appreciation for the prompt and factual responses to recent inquiries about binding issues.

### Human Resources

Updates were provided on the recently launched internal intranet 'GSO Connection,' developed by the tech services team. It now hosts resources such as contact lists, handbooks, and department-specific forms. There is a shift to using our employee records management software for total compensation statements to reduce costs. Upcoming initiatives include a compensation benchmarking study and an employee recognition event scheduled for July 19th.

Implementation of the Pregnant Workers Fairness Act and accommodation for pregnant employees was discussed. The conversation also covered leadership development programs, performance management, and suggestions for enhancing the GSO Connection with a 'meet the board' page.

### Language Services

Language Services updates included a decrease in pending requests for French and Spanish services. The department has trialed DeepL, translation software, on

ten files, considering subscription due to its effectiveness and potential integration with A.A. terminology and glossaries. Progress was noted on policies and procedures for the Language Services Department under development by a Working Group, addressing translation priorities, timelines, and posting guidelines. Preparation continues for the group's inaugural meeting in July, emphasizing collaboration with stakeholders and finalizing procedural timelines.

### Staff Services

A detailed update on staff services was presented, highlighting key achievements and updates. The department managed 74,351 emails and 1,009 phone calls from January through May 10th, underscoring the significant workload during this period. Two new staff assistants have integrated well into the team.

Discussions within the board on workload impact and office efficiency were emphasized, focusing on controllable factors. Collaboration with another department on leadership modules and plans for staff development in project management were noted. The department's commitment to employee well-being was highlighted, including recent discussions held in a park to promote self-care and organizational success.

### Technology Services

Upgrades are currently being made to data platforms to enhance technical infrastructure. Monitoring and scanning software are being installed on all devices to boost information security. Designing and developing

an intranet is in progress, which will serve as a central hub to support internal communication of information and documentation, streamlining operations and fostering better collaboration among team members.

My log in now for the Delegates Onboard Portal has a two-Identification attached. Makes logging in so much fun.

### [Publishing](#)

The presentation emphasized the publishing team's Completion of the Catalog with integrated French and Spanish updates was announced, along with upcoming distribution plans and an ad card for the International 2025 Convention. Updates on the Service Manual were met with enthusiastic support for plans to finalize it by year-end. Addressing inquiries about Corrections Committees' impact on digital distribution of AA literature into corrections settings, emphasis was placed on learning from successful regions and exploring new engagement avenues such as podcasts.

End of GSB Report.

International Convention Online Registration opens in September ??? I want to confirm the date, before I announce.

**PAI Workshop Thursday August 1<sup>st</sup> 6-730pm** hosted by several delegate from the Pacific Region and Class B Trustee Karolyn. What is a PAI? How do you submit

one? When is the deadline? September 15<sup>th</sup>. What happens next? See Flyer on the website.

You will find everything I present today on the delegates page.

Final Conference Reports to be shipped by  
September 18<sup>th</sup>, 2024