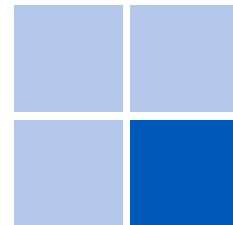


# AAWS Highlights

## *Business of the Board*



*Meeting of the AAWS, Inc., Board of Directors*

*March 2024*

### **AAWS Board of Directors**

Cathi C., AAWS Chairperson  
Vera F. Carolyn W.  
Reilly K. John W.  
Deborah K. Bob W.  
Clint M. Racy J.

### **AAWS Internal Audit Committee**

The Internal Audit Committee reviews important documents such as guidelines, policies, and bylaws.

**Requests to GSO Management**-The committee reviewed requests to GSO management and noted updates to the data protection plan received from the senior director of technology services.

**RACI Matrix** – The committee reviewed the updated RACI Matrix and recommended it to the board for approval. The RACI Matrix is a simple chart which defines roles and related responsibilities of the office and board committees to ensure for proper project management and oversight of processes and policies. RACI stands for: Responsible, Accountable, Consulted, and Informed.

**Incorporation of Board Policies into Committee CSP's** The committee has begun the process of reviewing all AAWS board committee Composition, Scope and Procedures (CSPs) to ensure the inclusion of AAWS Board policies.

**Recommendations forwarded to and approved by the AAWS Board.**

1. *The IAC recommended to the AAWS Board that the Director's RACI Matrix, as reviewed and amended by committee, be submitted to the Board.*

### **AAWS Nominating Committee**

The Nominating Committee is responsible for filling vacancies on the A.A. World Service, Inc. board of directors. The Committee has begun the search process for two nontrustee director positions for the AAWS board in 2025.

***The Nominating Committee had no recommendations to the AAWS Board.***

### **AAWS Finance Committee**

The Finance Committee reviews and approves AAWS financial reports, annual budget, and the mid-year reforecast budget. The committee also approves literature price changes and discusses self-support matters.

**AAWS/GSB January 2024 Financial Report** –In January 2024, AAWS/GSB outperformed financially, receiving contributions 46% above the budget. Literature sales met expectations, and lower costs resulted in a 4% higher gross margin. Operating expenses before depreciation were 6% lower than expected. Although some metrics were less favorable than the previous year, the operating surplus before depreciation improved.

For the month ended January 31, 2024, total contributions and literature profits is \$1,920,137, which is 30% more than the year to date (YTD) budget of \$1,473,514. Total operating expenses are \$1,353,347, which is 6% less than the YTD budget of \$1,438,685. Operating surplus before depreciation is \$566,790 compared to a budget of \$34,828. The reserve fund is at 6.26 months of 2024 operating expenses versus a target range of 9 to 12 months.

**Self-Support Update**- Info-graphics, which are visual images such as charts or diagrams used to represent information or data, are being reviewed to provide an overview of Seventh Tradition spending to the fellowship.

## AAWS Finance Committee (continued)

**Accounts Receivable Policy-** The committee received an update on the accounts receivable policy and will vote on a revised version at the upcoming meeting. An accounts receivable policy is a plan that a business follows to handle customer credit. It spells out how credit is given, how invoices are managed, and how overdue payments are handled. This policy helps the business manage cash flow and reduce credit risks.

**The Employee Retention Tax credit-** The committee discussed whether claiming the employee retention tax credit (ERTC) credit aligns with the Seventh Tradition. ERTC is a government program that provides financial support to businesses and encourages businesses to keep employees on payroll during tough times like the COVID-19 pandemic. The committee agreed the tax credit does align with the Seventh Tradition and recommended to the AAWS Board to file for the ERTC Credit equal to the amount paid in 2021.

**Project-Based Reporting-** Project-Based Reporting provides a focused and detailed view of how specific projects contribute to an organization's overall objectives and performance. Recognizing this is an agenda item at this year's General Service Conference, the committee agreed to provide information that would help the conference committee make an informed decision without being influential. The discussion will continue in the next meeting to find the right projects for this method.

**The International Convention 2025-** The committee discussed pricing for two key items: the 3 Big Meeting Product pricing and the virtual session program track registration fee. The Conference Committee discussed offering a delayed, anonymity-protected video and setting a registration fee for the virtual track. A motion was made and approved to recommend a \$60 price for the 2025 IC Big Meeting Video Product and a \$35 registration fee for the virtual component of the 2025 International Convention to the AAWS Board and the ICRF Trustees Committee.

### **Recommendations forwarded and approved by the AAWS Board of Directors.**

1. The AAWS Finance Committee recommended to the AAWS Board to file for the ERTC Credit equal to the amount paid in 2021.
2. The AAWS Finance Committee recommended to the AAWS Board that the 2025 IC Big Meeting Video Product be priced at \$60.00.
3. The AAWS Finance Committee recommended to the AAWS Board a \$35.00 registration fee for the virtual component of the 2025 International Convention and be forwarded to the ICRF Trustees Committee.

## AAWS Publishing Committee

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

**Pamphlet Matrix-** The committee reviewed pamphlet pricing and identified all pamphlets priced under break even point. The committee recommend to the AAWS Board to increase prices on all pamphlets by 10% from above their break-even point, rounding up to the nearest 10 cents.

**Print Version of the 2024 Catalog-** The committee reviewed and discussed the draft print version of the 2024 Catalog. The committee agreed to recommend to the AAWS Board that 30,000 copies of the catalog be printed in English, French, and Spanish.

**Box 459 Distribution-** The committee discussed distribution formats of Box 459. The committee recommended to the AAWS Board the immediate cessation of the print version of Box 4-5-9 and to distribute digitally only. The committee arrived at this decision due to the high production cost and low subscription rate of the print format. Current print subscribers will be refunded accordingly.

**Pamphlet Display Racks.** The committee discussed our supplier's plan to discontinue manufacturing pamphlet racks. There is currently a year's supply on hand. The committee explored other options and pricing. The committee recommended the following price increases for pamphlet display racks: \$48 for item M-8, \$40 for item M-8A, and \$80 for item M-82, starting May 1, 2024.

**Downloadable Video Distribution-** The committee is reevaluating how to distribute the updated "Markings on the Journey" video due to declining DVD sales and increased interest in streaming services. They are considering options such as streaming and self-improvement networks.

### **Recommendations forwarded and approved by the AAWS Board of Directors.**

1. The AAWS Publishing Committee recommended that the AAWS Board adopt the new pamphlet pricing matrix, effective May 1, 2024.
2. The AAWS Publishing Committee recommended that the AAWS Board approve a limited print run of the 2024 AAWS Literature Catalogue, reduced to 30,000.
3. The AAWS Publishing Committee recommended to the AAWS Board the immediate cessation of the print version of Box 4-5-9 with the understanding that refunds will be distributed to current subscribers.
4. The AAWS Publishing Committee recommended that the AAWS Board adopt the following price increases related to the pamphlet display rack: \$48 for item M-8; \$40 M-8A; and \$80 for item M-82, effective May 1, 2024.

## 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 is working to make email lists and communication with the Fellowship better through a Data Integrity Project. They are figuring out what's not working well with current processes, finding ways to fix them, and setting up better ways to communicate.

**Quarterly Contribution Statements for Districts/Groups** Quarterly Contribution Statements for Districts and Groups are being updated, will include year-to-date totals, and show what percentage of contributions come from active groups. Only contributions from active groups are reported at the Conference and in the Final Conference Report.

### OnBoard Implementation and Feedback

The committee discussed feedback on OnBoard, the new program that GSO, the Board and Conference use for meetings. Work will be focused on fixing problems with users getting too many notifications.

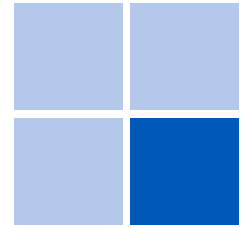
### Cyber-Security

Cybersecurity has been strengthened by implementing additional safety measures, such as multi-factor authentication and establishing a Security Operations Center. There has been an increased emphasis on preventing threats like phishing and ransomware by updating regulations, improving standards, and providing better training. Also, there is a greater effort to collaborate effectively by taking feedback from the team and using it to enhance security practices.

<u>DATE</u>	<u>EVENT</u>	<u>VENUE</u>
Jan 25	AAWS Board Meeting	GSO - Fl.11 Conf. Room
Mar 7 Mar 8	AAWS Strategic Planning Session AAWS Board Meeting	GSO - Fl.11 Conf. Room GSO - Fl.1 Sockman Lounge
April 18 April 20	Corporate Board Dinner Meetings Corporate Board Meetings	Marriott Brooklyn Bridge Marriott Brooklyn Bridge
June 20 June 21	AAWS Orientation & Strat. Planning AAWS Board Meeting	GSO - Fl.11 Conf Room GSO - Fl.1 Dining Rooms A,B,C & D
July 25	AAWS Board Meeting	GSO - Fl.1 Dining Rooms A&B
Sept 6	AAWS Strategic Planning Session	Virtual
Nov 1	AAWS Board Meeting	GSO - Fl.1 Sockman Lounge
Dec 12 Dec 13	AAWS Strategic Planning Session AAWS Board Meeting	Virtual Virtual

# AAWS Highlights

## *What's Happening at GSO*



Bob W., General Manager

March, 2024

### Archives

The initial phase of the Audio-Visual Preservation Project has been successfully completed, marking a significant achievement in protecting our audio-visual materials. Our finalized inventory from January provides valuable insights into the current size and projected growth of our collection, helping us prioritize storage needs. Our onsite exhibits, including a tribute to women pioneers and a display commemorating Bill's last conference, continue to captivate visitors and honor important milestones. Additionally, we've refreshed our "Treasures in the Archives" exhibit to showcase our most valuable artifacts. We remain committed to our project work and the documentation of workflows, which are crucial for team integration and operational efficiency.

### Communication Services

Progress on the Search Engine Optimization (SEO) and Metadata Project is ongoing, aiming to enhance accessibility on AA.org. Meanwhile, the department is keeping an eye on the expiration of the legit script certification related to Google Ads to maintain its functionality. Additionally, work is being done to complete translations for the Box 459 Reader Survey, ensuring it is ready for distribution.

### Finance

In February, over 4,500 contributions have been processed amounting to more than \$625,000. Significant progress has been made in reducing the number of past-due invoices with vendors. A Customer Experience Program aimed at establishing service standards will soon be implemented. This initiative is designed to ensure that we provide the best possible service to our members.

### Language Services

Due to a high volume of requests, there has been a delay in processing document translation requests. This issue is currently being addressed.

### Human Resources

Michelle Z. was welcomed as the new HR Assistant. Plans to implement career pathing to further support our staff's development are underway. Preparations are being made to bid farewell to Ames S., who will be retiring in June after dedicating many years of service to both AAWS and AAGV.

### Operations

The Area Registrar Sessions are ongoing and aimed at fostering collaboration and communication among participants.

### Publishing

The Alcoholics Anonymous Facsimile, a reprint of the first edition Big Book, continues to experience strong sales. In May, there will be a special event celebrating the Big Book, with a 10% discount on all formats. The Daily Reflections are now available in audiobook format, making them more accessible to individuals in custody. The digital catalog will debut online, giving a sneak peek at the Intergroup Central Offices.

### Staff Services

Staff Services responded to 165,420 emails, which translates to roughly 15,000 emails per staff member. Nick S. was welcomed as a new staff member. The office hosted approximately 1,500 visitors, including 12 large groups. Preparations are underway for the upcoming General Service Conference and the International Convention.

### Legal, Licensing, and Intellectual Properties

The translation of the Big Book into Haitian Creole is nearly complete. It's currently in the final stages, with printing and the development of communication plans underway.

## Technology Services

Upgrades are currently being made to data platforms to enhance technical infrastructure. Monitoring and scanning software is being installed on all devices to boost information security. The designing and developing of an intranet is in progress which will serve as a central hub to support the internal communication of information and documentation, streamlining our operations and fostering better collaboration among team members.

## General Manager

Bob W. welcomed new our new employees and expressed appreciation for their dedication to AA. He also expressed support and appreciation for the hard work with performance reviews. They are essential in ensuring growth opportunities for all staff. An internal working group has been established to assess the workload secretaries and staff support to both General Service Board and AAWS committees and subcommittees. The working group is also reviewing current work-streams and meeting cadences as well as roles and responsibilities of the office and boards.. Bob's interaction and participation with the Fellowship is an important aspect of his role. He attended NERAASA in Hershey, PA, where well over 1,000 members gathered. He also attended PRAASA in San Francisco, CA. with over 1,500 attendees where he participated and shared his experience, strength and hope and his experience as General Manager. Looking ahead, upcoming travel plans include the Area 77 Convention in San Juan, Puerto Rico, and the Area 73 Spring Assembly in Tonapah, Nevada.



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