



DELEGATE's Corner

Delegate's Corner for April:

My name is Jesus I'm an alcoholic and I have the honor of serving as the Panel 68 Delegate for the Mid-Southern Ca. Area 09. It's my second and final year serving at this position. If anyone had told me what this experience was going to be like I would not have believed it. However, now that I'm less than 9 months from completing my service, I realize that it is not for the faint of heart.

My first reaction after the election was WOW! Then, reality set in and I felt overwhelmed and unprepared and unqualified. I still feel unprepared and unqualified, but now I know that I'm unprepared. Just like the recovery program; we cannot do it perfectly but we do what we can with what we have. This year is an election year in Area 09 and a new member will be elected for the next panel, the next two years of 2020-2021. I am not here to say that it is tough job or an easy job to be Delegate. It is the right job for the right person that is elected by the group conscience of the Area.

There have never been and there may not be an exact way of doing this job, position, but just like the AA member position, Intergroup Rep., GSR, DCM, DCMC, District Officer, etc. This job is a gift, it's another service

AREA 09 UPCOMING EVENTS

May 5—Sunday
PRE CONFERENCE WORKSHOP
District 4

June 9—Sunday
DELEGATE SHAREBACK
District 7

July 14—Sunday
FORO
District 21 & 2

August 11—Sunday
ASC
District 14

September 8—Sunday
ASSEMBLY
District 10

October 13—Sunday
AREA ELECTIONS
District 6

November 10—Sunday
ASC
District 17

November 16—Sunday
SERVATHON
District 30

December 8—Sunday
ASC
District 8



opportunity, a way of staying sober and doing a small part to carry the A.A. message to the suffering alcoholic. I will soon become the Past Delegate and will go back to doing service at the group level and maybe at the local level through H&I supporting meetings in my local community.

This job and every other service position in A.A. and the Area have prepared me for today. My service at intergroup helped me get familiar with our literature and the Groups in my District. Being GSR gave me a chance to work more closely with my group and to meet other GSR's like myself. Being the District Secretary allowed me to find-out about the activities and information about the Groups in my District. Then, as a DCM I was able meet other DCM's and DCMC's in my area. It's been a great journey. I've had the opportunity to attend; PRAASA in Hawaii and many more after that. I've been to many Regional Forums and finally to the General Service Conference last year. Again, I want to thank Area 09, my Home Group, my family and my Higher Power for so much wisdom.

Thank you
Panel 68 Delegate,
Jesus Olivas



PRAASA 2020
March 6th - 8th, 2020
Tucson, AZ

May 1

1941 - First Wisconsin AA meeting was held in a Milwaukee hotel.

May 2

1941 - Jacksonville, FL, newspaper reported start of a new AA group.

1941 - First meeting was held in San Bernardino, California.

May 3

1941 - First AA group formed in New Orleans, Louisiana.

May 4

1940: Sunday Star reported founding of first AA group in Washington, DC.

May 5

1940 - Washington, DC, Sunday Star reported formation of first AA group in the District of Columbia.

May 6

1939: Clarence S of Cleveland told Dr. Bob, his sponsor, he would not be back to Oxford Group meetings in Akron and would start an "AA" meeting in Cleveland.

1946: The long form of the "Twelve Traditions" was published in the AA Grapevine.

May 8

1971 - Bill Wilson was buried in private ceremony, East Dorset, Vermont.

May 11

1935 - From the Mayflower Hotel, Bill Wilson called Walter Tunks who referred him to Henrietta Seiberling who introduced Bill to Dr. Bob.

1939: First group to officially call itself Alcoholics Anonymous met at Abby G's house in Cleveland. (some sources say the 18th)

May 12

1935 - Mothers' Day - Bill Wilson and Dr. Bob Smith met for the first time in Akron, Ohio, at the home of Henrietta Seiberling.

May 14

1948 - Long Beach, California. Central Office was opened.

May 15

1961 - Bill Wilson's mother, Dr. Emily Strobell, died.

May 17

1942 - The Journal-Herald in Dayton, Ohio, ran a story on A.A. with photos of members in Halloween masks to protect their anonymity.



“Admitted to God, to ourselves and to another human being the exact nature of our wrongs.”

“Each group has but one primary purpose—to carry its message to the alcoholic who still suffers.”

“Throughout our structure, a traditional “Right of Appeal” ought to prevail, so that minority opinion will be heard and personal grievances receive careful consideration.”

2019 General Service Conference Committees Agenda Items

I. Agenda

- A. Review suggestions for the theme of the 2020 General Service Conference.
- B. Review presentation/discussion topic ideas for the 2020 General Service Conference.
- C. Discuss workshop topic ideas for the 2020 General Service Conference.
- D. Review the General Service Conference Evaluation Form, process and 2018 Evaluation Summary.
- E. Discuss report on the Conference Agenda Process from the trustees’ Committee on the General Service Conference.

II. Cooperation with the Professional Community

- A. Discuss progress on implementation of A.A.W.S. LinkedIn page.
- B. Consider request to remove text "They may help arrange hospitalization" from the pamphlet “Alcoholics Anonymous in Your Community.”
- C. Review contents of C.P.C. Kit and Workbook.

III. Corrections

- A. Consider request for a review of all corrections related literature in order to make the language more modern and inclusive.
- B. Consider request that the General Service Office establish and help maintain a database of Correctional Facilities in each service area in the U.S. and Canada and the status of meetings held
- C. Review contents of Corrections Kit and Workbook.

May 18

1950 - Dr. Bob told Bill "I reckon we ought to be buried like other folks" after hearing that local A.A.'s wanted a huge memorial.

May 19

2000 - Dr. Paul Ohliger died at the age of 83. His story, "Doctor, Alcoholic, Addict," was retitled "Acceptance Was the Answer," in the 4th edition.

May 28

1974 - The first World Service meeting of AA outside of America was held in London.

May 29

1980 - "Dr. Bob and the Good Oldtimers," AAWS biography of AA co-founder and a history of early Mid-west AA, was published.

May 31

1938 - Bill and other AA's began writing the Big Book.

Other **May** events for which we have no specific date:

1935: Bill works with alcoholics, but fails to sober any of them. Lois reminds him HE is still sober.

1951 - Al-Anon was founded by Lois Wilson and Anne B.



Two things define you: Your patience when you have nothing and your attitude when you have everything.

HIGHLIGHTS FROM AAWS

General Manager's Report

General Manager Greg T. provided the following report:

Administration – A verbal update was presented on the following items and issues: ERP implementation; website and app design and development; GSO staff recruitment for two open positions. These items continue to carry a high priority and ongoing progress will be reported to the board.

Administrative Services – Office space and room for expansion continue to be a challenge; the conversion of some single-person offices to two-person offices has taken place, along with ongoing exploration of the possibility of utilizing additional space in the building.

Human Resources – With the appointment of Albin Z. as publisher of AA Grapevine, the open position of director of administration and services has been posted, with the expectation of filling the position as soon as possible. Lola Ibrahim (nonalcoholic) executive assistant to the general manager has taken a position with another organization. Eileen G., retired staff member, will provide administrative support to the general manager until the position can be permanently filled.

Information Technology Services – The I.T. team continues to improve connectivity with the hosted servers as well as reducing the number of active servers needed. The Laserfiche server was decommissioned with an estimated savings of \$1,800 per month. A permanent help desk technician has been hired and database administrator and web developer positions will be filled next.

February-March Travel:

February 22-24: 28th NERAASA, Hunt Valley, MD.

March 1-3: WCRAASA, Moorhead, MN.

Staff Report

Accessibilities/LIM – Twenty responses were received to the request for sharing on cooperation with the Armed Services and may be included in accessibility or remote communities materials.

Communications Services – The scope of the Website Design and App Working Group has been expanded to include the development, transfer and onboarding of the Meeting Guide app. YouTube continues to be populated with videos from aa.org, with analytics being captured to measure the channel's effectiveness.

Conference – The final list of 75 agenda items for the 2019 General Service Conference was posted on the Conference dashboard. Over 570 pages of background documents are being translated into French and Spanish and will soon be available on the dashboard.

C.P.C./Treatment – The C.P.C. assignment continues contacting local committees about their availability to staff the traveling A.A. exhibits at national professional conferences in their area; 35 exhibit locations are scheduled in 2019.

Corrections – In January 102 male inmates and 30 female inmates were linked with A.A.s on the outside through the Corrections Correspondence Service.

Group Services – A number of Guidelines are currently moving through the revision process based on input received from the Fellowship and other A.A. resources.

International – The anonymity-protected version of the 2018 WSM Final Report has been posted to the WSM dash-board and the print version has come off press and is now available.

International Convention – An animated 2020 International Convention video flyer is ready to go live and will soon be available for download through G.S.O.'s website. Registration and housing will open in September and, as in the past, members will be able to register online.

Literature – Requests for proposals (RFPs) have been received and are under review for the revision of "Your General Service Office, the Grapevine, and the General Service Structure."

Nominating – Preparations are underway for the regional and trustee-at-large/Canada elections which will take place at the 2019 Conference.

Public Information – An assignment activity report is in preparation for mailing in March.

Regional Forums – Preparations for the 2019 Regional Forums are ongoing, with the Northeast Forum to take place in Tarrytown, NY, May 31-June 2.

Finance

For the one month ended January 31, 2019 revenues were 7.82% higher than budgeted and 5.29% higher than the one month ended January 31, 2018. Operating expenses were 1.45% greater than budgeted and 4.57% more than last year.

“Highlights From AAWs--Continued from Page 4

Actual contributions for the one month ended January 31, 2019 were \$776,231, 10.09% higher than budget and 10.09% higher than the one month ended January 31, 2018. Online contributions for the one month of 2019 amounted to \$88,038. This compared with \$63,277 in 2018, \$49,587 in 2017, \$32,992 in 2016, and \$42,246 in 2015. The one month of 2019 online contributions accounts for 11.46% of total contributions.

There was an extensive discussion on the Cost of Literature Distributed line of the financial statements. There is a variance on this line of \$31,325 compared to 2018 which is mainly due to the literature display racks. These items are ordered once a year and take a \$9 loss due to selling it at a lower price than manufacturing cost. At this time no decisions have been made on this topic.

The Board approved the following recommendations brought forward by the Finance Committee:

- That a transfer to the General Service Board General Fund in the amount of \$3,088,283.45, be made to cover the G.S.B. deficit as follows:

G.S.B. General Fund loss	\$2,907,431.00
La Viña Funding	148,467.00
Cap Projects transfer	32,385.45

- That the Virtual Basket text inserts developed by the Publishing Department for the service pieces “Finance Guidelines” and “The A.A. Group Treasurer” be implemented; and that the text insert on the Virtual Basket for the pamphlet “Self-Support: Where Money and Spirituality Mix” be forwarded to the Conference Committee on Finance for consideration.

- The draft International Literature Fund and Credit Advance Policy be adopted as amended.

Publishing

The committee accepted the Publishing Department report, highlighting the following information:

Gross sales: January gross sales are above budget with actual gross sales at \$1,464,305, which is a \$103,514 or 7.61% positive variance against budget of \$1,360,791.

Websales: Total web sales (A.A.W.S. Online Bookstores) for January stand at \$976,214, which accounts for about 67.67% of total sales for the company. Total online orders for January are 1,996, which is 71.64% of total orders. Sales on the B2B online store (primarily Intergroup/Central Offices and other bulk orders) for January are \$662,601 and B2C sales (individual customers) stand at \$313,612.

Digital books: Total e-book gross sales for January 2019 stand at \$21,715.78, with 5,542 units distributed.

History Shelf gift sets: a total of 1,276 sets in English, French and Spanish; 5,104 total books, with gross sales of \$38,280.

This was a 17% increase in units distributed over 2017, which totaled 1,089 sets.

New pamphlet distribution: “A.A. for Members with Mental Health Issues – and their sponsors” totaled 34,975 copies in English, French, and Spanish; “The ‘God’ Word” totaled 53,259 units in English, French, and Spanish; and “A.A. for the LGBTQ Alcoholic” totaled 24,995 copies in English, French, and Spanish.

Our Great Responsibility: A Selection of Bill W.’s General Service Conference Talks, 1951-1971: Estimated availability of finished books in English, French and Spanish is on track for mid-April 2019.

The Board approved the following recommendations brought forward by the Publishing Committee:

- That re-formatting and production of improved Large Print in English, Spanish and French versions of the following be implemented: Pamphlets – “The A.A. Group,” “Questions and Answers on Sponsorship,” and “Access to A.A.”; Books and Booklets – As Bill Sees It, Came to Believe, and A.A. in Prison: Inmate to Inmate.

- That the data DVD version of the P.S.A. “Changes” be priced at \$10.00 per unit in English, French and Spanish.

- That e-book distribution rights be granted to international entities for their licensed titles, upon request, excepting the English, Spanish and French e-book editions.

Technology/Communication/Services (TCS)

The TCS Committee reviewed the minutes of G.S.O.’s Website Committee, along with an updated Website Committee Composition, Scope and Procedure.

Reports were given by the director of I.T. Services and the Group Services assignment. The director of I.T. services noted that some data entry inconsistencies within Traverse have been pinpointed that will have to be reconciled. The decommissioning of servers with DataPipe is continuing with attenuating cost savings.

The staff member on the Group Services assignment reported that a number of intergroups and central offices have inquired about the upcoming ERP changes. There has also been positive response expressed by a number of visitors to the office regarding the Meeting Guide app.

A verbal report was provided by the Communication Services coordinator summarizing the website and app progress, noting that the website consultant and multimedia manager are currently working on website intercept capabilities for volunteer user testing of visitors

“Highlights From AAWs--Continued from Page 5

to aa.org. A six week Scope of Work document has been signed with an app vendor to enhance and develop the Meeting Guide app. Technical information, code and wireframes have been shared with the vendor to accelerate the process for a potential spring release.

The committee discussed the four proposed components of Meeting Guide, including Meeting Finder, News/Alerts, Daily Reflections and the Big Book. The committee re-affirmed their commitment to the first three components and agreed that the Big Book could be discussed at a later date due to its complexity to develop for the app.

In February the Meeting Guide consultant sent an invitation to Meeting Guide participants inviting them to a conference call on the second Saturday of every month to keep them informed of progress and capture their suggestions and concerns. The first call occurred with 24 participants.

Internal Audit

The committee reported on potential approaches to scheduling the work of future audit committees in a manner that balances the workload over the year and is in harmony with the office workload and focus. The committee also discussed the importance of revisiting this schedule each year to determine if there are opportunities for better balance or improved efficiencies.

The committee reviewed and discussed the results of the previous year’s RFPs for an external review of the entire audit process as well as the proposal delivered by one provider. Given the difficulty in finding a firm prepared to review the entire process as well as the cost and internal workload of such a project, the committee considered another approach. For 2019, a firm focused primarily on General Data Protection Regulation (GDPR) could be hired. While the other audit areas will require future external reviews as well, privacy has been prioritized as the primary focus for 2019.

The Board approved the following recommendation brought forward by the Audit Committee:

- That the A.A.W.S. Board forward a memo to the Group Services desk requesting that the Service Manual include the Internal Audit Committee on the list of A.A.W.S. committees.

Additional Activities

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

2019 General Service Conference Committees

Agenda Items----Continued from Page 3

IV. Finance

- A. Review suggested area contribution for delegate expense for the Conference.
- B. Review the Conference-approved level of \$5,000 for individual bequests to the General Service Board from A.A. members.
- C. Review the Conference-approved maximum annual contribution of \$5,000 to the General Service Board from an individual A.A. member.
- D. Review Self-Support Packet

V. Grapevine

- A. Consider the list of suggested AA Grapevine book topics for 2020 and later.
- B. Consider request to remove the “Alcoholism at Large” section from AA Grapevine.
- C. Review progress report on AA Grapevine Workbook revisions.
- D. Review AA Grapevine Fellowship Feedback Survey and summary.

VI. Literature

- A. Review progress report on the development of the pamphlet for Spanish-speaking women in A.A.
- B. Review progress report on the development of the pamphlet on A.A.’s Three Legacies.
- C. Consider requests to develop a Fifth Edition of the book *Alcoholics Anonymous*
- D. Review progress report regarding updating the video “Your General Service Office, the Grapevine and the General Service Structure.”
- E. Review progress report on the update regarding text on anonymity to the pamphlet “Questions and Answers on Sponsorship.”
- F. Consider the development of a Literature Committee Workbook.

VI. Literature

- G. Review progress report on the update to the pamphlet “Too Young?”
- H. Review progress report on the update to the pamphlet “Young People and A.A.”
- I. Review proposed revision to A.A. World Services’ “Policy on Publication of Literature: Updating Pamphlets and Other A.A. Materials.”
- J. Consider request to revise the pamphlet “The A.A. Group.”
- K. Review progress report regarding the update to the pamphlet “The Twelve Traditions Illustrated.”
- L. Review progress report regarding language on safety and A.A. for inclusion in *Living Sober* and “Questions and Answers on Sponsorship.”
- M. Consider revising the Foreword to the book *Twelve Steps and Twelve Traditions*.
- N. Consider suggestion to add “Nonalcoholics may attend open meetings as observers” to the end of the open meeting side of the Primary Purpose (blue) card.
- O. Consider request to update the pamphlet “The Twelve Steps Illustrated.”
- P. Review matrix of A.A. recovery literature.

VII. Policy/Admissions

- A. Review dates for the 2022 General Service Conference.
- B. Review report from G.S.O.’s general manager on General Service Conference site selection.
- C. Consider a process for how a Conference committee could review, discuss and act on proposed agenda items not forwarded to a Conference committee.
- D. Discuss the process of approving qualified representatives from other A.A. service structures to observe the U.S. and Canada General Service Conference.
- E. Discuss a request to “develop a procedure to deal with special requests/agenda items.”
- F. Consider revising the “Process for Polling the General Service Conference Between Annual Meetings.”
- G. Reconsider the 1986 Advisory Action regarding a simple majority vote by the full Conference.

VIII. Public Information

- A. Review 2018 annual reports from the trustees’ Public Information Committee regarding aa.org and aagrapevine.org.
- B. Review a report regarding the 2019 Public Information Comprehensive Media Plan.
- C. Public Service Announcements (PSAs):
 - 1. Review the distribution and tracking information for the video PSA “Changes.”
 - 2. Review the 2018 Report on the Relevance and Usefulness of Video Public Service Announcements.
 - 3. Consider request that the video PSA “My World” be discontinued.
 - 4. Consider request to approve the development of a new PSA in video format that utilizes full-face actors (not members of A.A.).
- D. Review draft language addressing anonymity and safety proposed for the pamphlet “Understanding Anonymity.”
- E. Consider request to update language in the flyer “A.A. at a Glance.”
- F. Review the 2018 trustees’ Public Information Committee progress report on the usefulness and effectiveness of the A.A.W.S. YouTube account.
- G. Review the 2018 trustees’ Public Information progress report on the use of Google AdWords and Google Grants to carry the A.A. message.
- H. Review contents of P.I. Kit and Workbook.

IX. Report and Charter

- A. Discuss General Service Conference *Final Report*.
- B. *The A.A. Service Manual, 2018 - 2020*
 - Review progress report from A.A.W.S. Publishing Department on the redesign of *The A.A. Service Manual*.
- C. Discuss A.A. Directories (Canada, Eastern U.S., and Western U.S.)

X. Treatment and Accessibilities

- A. Consider revising the pamphlet "Bridging the Gap" to include related corrections activities.
- B. Consider adding a story from an A.A. member who is deaf to the pamphlet "Access to A.A.: Members Share on Overcoming Barriers."
- C. Consider updating the pamphlet "A.A. for the Older Alcoholic – Never too Late."
- D. Discuss the concept of posting anonymity-protected interviews on aa.org with military professionals about their experience with A.A.
- E. Review draft of proposed Remote Communities Kit.
- F. Review contents of Treatment Committee Kit and Workbook.
- G. Review contents of Accessibilities Kit and Workbook.

XI. Trustees

- A. Review resumes of candidates for:
 - 1. Northeast Regional Trustee
 - 2. Southwest Regional Trustee
 - 3. Trustee-at-Large/Canada
- B. Review slates of trustees and officers of the General Service Board of Alcoholics Anonymous, Inc.
- C. Review slate of directors of A.A. World Services, Inc.
- D. Review slate of directors of AA Grapevine, Inc.
- E. Review draft procedures for partial or complete reorganization of the General Service Board.

XII. Archives

- A. Consider request to add the 1940s home movie of the co-founders and their wives to the video "Markings on the Journey."
- B. Review Archives Workbook.

XIII. International Conventions/Regional Forums

- A. Discuss an anonymity-protected photograph of the flag ceremony to be taken at the 2020 International Convention.
- B. Consider a broadcast of the 2020 International Convention Opening Flag Ceremony, similar to the anonymity-protected delayed Internet broadcast of the 2015 International Convention Opening Flag Ceremony.
- C. Discuss ways to encourage interest in Regional Forums and attract first-time attendees.



Many thanks to all of the hard workers, for all of their effort. PRAASA 2019 was a great success!