

Priorities and Goals Presented at 2023 ABC	Status as of May 2024
Fellowship & Public Engagement	
Goals:	Results:
Continue to provide support to groups and public outreach efforts.	New volunteers in Member Services, support given to Intergroups, Young Adults and Teens, social media outreach, support to prisons and therapists.
Strengthen the meeting listing directory.	IT- meetings, safety resources and (SRC) and service review panel (SRP) working together to support meetings directory.
Increase engagement with intergroups and regions for mutual support.	Provided support to Florida IG regional event and met with local intergroup to discuss possible additional supports from WSO.
Strengthening the Conference & WSO Relationship	
Goals:	Results:
Support the delegates in transitioning to taking on more active roles, including leadership, in the planning process and development of a World Service Conference (WSC).	Supporting the ABC Committee, ABC Study and Concept 2 and 6 Study.
Work with the ABC study to support their efforts in suggesting a proposed structure and charter for the future.	Arranged for another 12 Step WS to share their service experience, strength and hope.
Continued and improved communications with delegates so they are informed of large policy and finance matters.	Started in 2023 (ABC), Policy Hopper. We have updated the list of policies and projects in development.
Receive increased feedback and guidance from the delegates.	Using surveys and informational sessions when appropriate.
Increase clarity and shared understanding of the Concepts.	Two board members regularly attend the Concept II and VI study and supporting the group.
Volunteer Recruitment, Retention & Engagement	
Goals:	Results:
Increased health and safety in service environments.	Positive feedback received. Members are starting to come back into WSO service for committees and at the Board level.
Increased fun and engagement.	Volunteer Resources Committee is welcoming new volunteers, adding celebration, fun and play to some of our committees.
Continue to refine complaint resolution processes.	Case by case basis until we have enough resources to formalize
Increased support for WSO volunteers with orientation and training.	Approved Service Academy to create a centralized library of volunteer training and resources.

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Financial & Business Stability	
Goals:	Results:
Balanced budget and/or positive bottom line.	Achieved, prudent reserve plan is in place.
Continue increasing 7th tradition and recurring contributions.	On the right track, more is needed
Increased Prudent Reserve.	Implementation is in place.
Publish new publications around the world.	Additional 26 ebooks (all publications have a corresponding ebook), 27 new publications, including 4 books that were remediated due to the ABC and errors.
Effective global distribution systems for international printing of literature.	Hub/ fulfillment shopping cart launched in Canada. Adding a global hub in Europe. Latvia added to the global hubs list.
Continue to assess staffing requirements and update the OPPM.	Staffing requirements are being updated. Added staff hours to OPPM project. GM is updating overall staffing plan in the 2024 Fall retreat.
Effective & Healthy Functioning of the Board	
Goals:	Results:
Restructure Trustee and Board responsibilities to create a healthy service workload.	The Board has been working to reduce work and amount of hours by delegating to staff and committees. We will continue to work in this area.
Find ways to improve turnaround time to respond to requests.	The Board created a triage system to receive requests to the Board for prioritization. The Board has 60 requests being processed on a regular basis. We are exploring a project management system.
Increase development and training opportunities on best practices for Boards and service structures, leading us to broaden and diversify our ACA culture, including diversity, leadership, and facilitation training.	The Board has a membership with Board Source, a resource for non profits. The trustees have access to supportive resources and training. We are exploring additional resources and developing an updated orientation program with new trustees.
Increase the number of Trustees with diverse and international backgrounds.	We have started increasing trustees on the board. We would like to see additional international trustees.
Long Term Strategic WSO Business & Service Structure	
Goals:	Results:
Develop a 3-5 year plan in consultation with the Conference and the ABC study.	Not enough time or resources. We will try having initial thoughts at the 2025 ABC.
Design business and service structures needed to support the worldwide fellowship and WSO organization.	Increased support to international and language based groups. Future discussions needed.