# NAATW 2019 Collaborative Workshop Report
Bowling Green, KY Sep 20-22, 2019
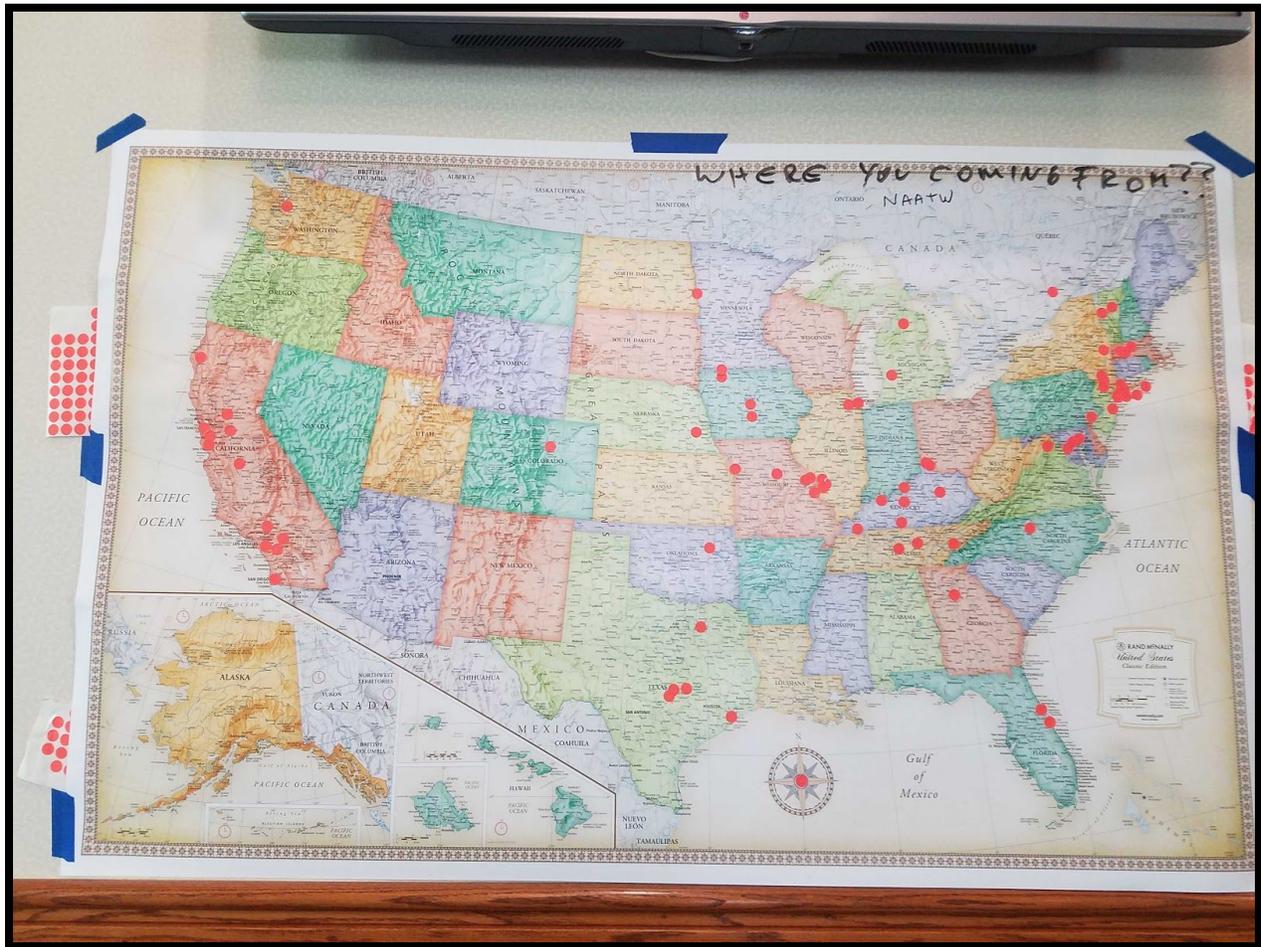
DAY 1

Opening/Welcome Session

Opening Meeting Slidedeck - We are here to build relationships and share experiences -- which is a two-way conversation. We were encouraged to be active participants, to not only listen, but to share with the Workshop, with each other, and then share with our home communities. This report is one way we can share our experiences. We'll also have recordings of all sessions.

Concepts, conflict, and community. Speaker: Don M.

Concepts with a large "C". We don't like to talk about power, we don't like to talk about conflict. We have a tendency to surrender to the future slowly and late and when we do, we want it to be quick and easy.

Find harmony by dealing with our own internal conflicts through working the steps. Literally scared to death to not get my own way.

It's difficult to have a community without dealing with conflict. The base root problem is that we are not unified. That's what the Traditions are for (did I get that right?) Traditions are one half or one-third of conflict resolution. They are wonderful about avoiding unnecessary conflict. If we use the Traditions to resolve conflict that cannot be avoided, then we are using the wrong tool.

I love your support, but your help is killing me. Steps = recovery. Traditions = Unity. We're here to have a common message and be unified. My past relationship with power wasn't very effective, not very skilled with its use. Be aware of my feelings and not become them.

12 Steps - conflict resolution/prevention at the personal level.
12 Traditions - conflict resolution/prevention at the group level.
12 Concepts conflict resolution/ prevention at the community level.

My agenda is the start of the conversation. I want to get to what you think (did I get that right?)what the group agenda is. The group is the more powerful entity in the conversation.

I need people and institutions. Who hunted a deer today? Delegation is important. Can you imagine 1.4 million alcoholics getting together to decide what goes in the Big Book?

Inflate control and ownership. Who owns a house? Who's in control? Do you decide when the furnace breaks? You don't have the power (?) to do these things but you have the responsibility to do them.

Right of decision. Right of appeal through minority opinion if you disagree with my decision. We get the right of decision wrong frequently. It's an iterative process in AA. We make a decision and refine it through feedback.

concepts 1/2- delegation
3/4/5 - the right of decision (is the right?)
6/7/8 - 'legalize' power
9/10/11 leadership. Authority. Responsibility
12 the state of being we should end up at.

Embrace the opposition. Know their point so well, that you can win their side of the 'argument'. What feels better, developing something you want or something people use? Concepts/anonymity (?) is about self-sacrifice.

Trust is going to give you the power and authority to hurt me, faith is knowing that I'm going to be OK. Asked to throw trust and faith at my powerlessness.

C12 - warranties - the state of being we wish to achieve. Substantial unanimity.

Power struggles get solved with power-sharing.

Connecting Remote Communities Speakers: Susan W., Tim R., & Elizabeth J.

Susan (Loners International)

Imagine that first meeting you went to was 4-5 hours away, or even further. Would you have gone? Would you be here?

Speaker (Susan) was introduced to Loners, International. Online AA group. She had no local groups where she was when she first reached out for help.

24/7 online email meetings across multiple time zones, someone is almost always online. Currently 62 members. Over 250 inquiries since 2014. Most members are looking to retain sobriety, very few newcomers/first-timers.
Primarily English language.

The online nature of the group makes doing service a special challenge.

Links:
http://aa-intergroup.org/directory_loners.php
http://oso-aa.org/loners

Tim R.

Used online meetings to reduce the fear of attending a meeting in person. First in-person meeting in Puerto Rico, found an English meeting.

Using online tools to find meetings. Such as the meeting guide. On the road a lot, traveling in an RV. Area websites aren't all the same and it took some digging to find meetings.

Elizabeth J. Remote presenter Beverly Hills, FL

Began by participating in online bulletin boards in the early '90s. Originally was opposed to online meetings.

Member of online meeting Speakers International based in China.
http://globalspeakersgroup.sxl.cn

Moved all over. Knew she had settled when she stopped saying 'we (old group) used to do it that way. And they (new group) do it that way'. We do it to stay sober one day at a time by working the steps.

Due to health issues, confined to a wheelchair and house. Online meetings helped overcome the insane thinking that life in AA was over. 7th tradition practiced via PayPal.

Session Q&A

Q: Is loners homers a separate group? (*for Susan*)
A: Yes that is a separate group.

Q: Are there any stories of people getting sober through loners international who then go on to form local groups? (*for Susan*)
A: No she has not heard of anyone doing that as they are in remote locations.

Announcement about an online group for deaf members (NFI)

Q: How do you deal with the different languages, what language is used? (*for Elizabeth*)
A: Global Speaks is completely English based.

Q: What is the reaction in areas where they do not have the meeting guide set up? (*for Tim*)
A: The reaction is mixed. Some are open, and some do not feel the need. The first step is to get the local decision to put meetings into the database. Then go to the local intergroup to get their meetings listed.

Q: How do you overcome the resistance at the district level to participate in the meeting guide application? (*for Tim*)
A: Pray for acceptance. If the district is not ready then you just have to accept it. How do I promote the app use? Tim tells his story and maybe does a presentation. Then it's up to them.

GSO Web/App Updates Speakers: Clement C. & Julie G.

Clement C.

Serves on the Communications services coordinator (New assignment at GSO). Clement is not a technologist.
Note that it takes a tremendous effort to communicate the nature of GSO to external vendors.

Both the website and the app development are being led by AA members know to the NAATW community.

Julie G.

Digital Projects from GSO
- Website redesign (aa.org)
- Meeting Guide app
  - https://meetingguide.aa.org
- YouTube channel
  - [link]
- Google Ads/ Grant
- Search Engine Optimization (SEO)
  - Ties into YouTube & other Google work
- Using analytics to make data-based decisions
  - 80% are mobile users
  - Daily reflections - most used return users
  - Is AA for you? / do you have a problem with drinking (names?) - most used for new users
  - On internal servers
- Direct feedback
  - Reach out to GSO to let them know how to improve

Held focus groups with local entities on whether to add a meeting finder to the website.

Analytics on website traffic is provided to the GSB. No analytics are conducted at the individual and no outside vendors are used to compile statistical data.

Session Q & A

Q: Google recovery resource hub. Why/how has AA information has got there.

A. Google, web scrapped it. GSO did not know about the recovery hub before it's launch.

Q: Is there any discussion/vision concerning any type of push technology?

A: One step in that direction is the use of the meeting guide app. Via, information passed to GSO.

Q: Can you explain how an intergroup meeting information that is possibly more accurate can have predominance over maybe the area or state level?

A: There is work looking into that, but it is a difficult issue. There are additional guidelines being drawn up to address that as well.

Q: Have you addressed plug-ins for other types of sites, such as Wix?

A: Priorities to get the app in a timely manner have pushed that discussion back, but there will be consideration and future discussion on that. The support website also is a good resource for these types of questions.

Q: What is the update on the AA Linkedin page?

A: This will be an agenda item at the next TCS meeting in November.

Q: Should anything be done to mitigate the loss of revenue for central offices who may be making a profit on literature and where and whens?

A: The meeting guide app itself is updated to point a local user back to their local intergroup. GSO is conscious of this and is open to ideas.

Q: Is there any thought to make the website location-aware?

A: Initial discussions at GSO, very preliminary.

Q: Is news in the news section of the meeting guide app only from the GSO, or can local entities submit news items.

A: Currently for GSO only, the guidelines are still being written, and local news is being taken into consideration.

Q: Why does the Youtube site not have a boilerplate statement about the fact that the actors are not members of A.A.?

A: There was a conference advisory action which stated there would be.

Q: What did google grant and what does it represent?

A: Google knew non-profits would not be competitive. It represents the equivalent of $10K per month in services.

Q: How does the use of google grants square with AA pays its own way?
A: If it is offered to all public non-profits then the conference said AA can participate.

Connecting through tech at the Area level (Using Technology to Facilitate Connection) Speaker: Royce E.

We should not be anonymous amongst ourselves. It's as much a break in our Traditions to not let people in the fellowship know who we are as it is to let public channels know who we are. Anonymity and connection are sometimes at odds with each other. We want to be connected to each other, and thus not anonymous with each other. We should be aware that when we use some technology that we need to be careful in not breaking other people's anonymity (email, phone messages). The phone is one of the best tools for staying connected. But there's email, text messages, and more.

At the end, he went through several technologies you can use to stay connected, such as TechSoup.com, FreeConferenceCall.com, social media (Facebook, Twitter, and Instagram), www.trello.org for mass texting.

Who we are?
 Many and varied.
 Trying to provide tools for the job of reaching the still suffering alcoholic and to people who may or may not have a lot of technical knowledge.

- What is Connection?
- What is anonymity?
- Technical tools to foster connection.
- Legal and moral considerations.
- Spiritual ideas vs. "real" world considerations, Are they at odds?

Anonymity and connection are often at odds with each other.

What is the connection? - Our primary interest - one drunk talking to another.
 Homegroups are good at the primary purpose of connecting to the newcomer.
 We get people that may not be in a good condition to utilize technology. There may still be a need for the paper where and when.
 Most connections are made in an A.A. meeting, vs. online.
 Connections outside A.A. meetings
 There is a limit to the number of meetings in a given area.
 Use the phone

Use intergroup hotlines

Get A sponsor

Connection in the real world.

Technology to improve the connection

Phones are a technology we use to connect. He talked some about Night Watch.

Email

Social Networks

Make sure people opt-in and can easily opt-out

Bulk mail

We go where opportunity and technology allow. Connectivity is thus more than a tool; it is an impulse from "Connectography: Mapping the Future of Global Civilization" by Parag Khanna

Anonymity concerns block connection

The more anonymous a person remains, the more difficult it is for them to get connected.

Educate people on the proper use of anonymity.

It may be hard to keep up with changes in technology.

What is anonymity?

We should not be anonymous within AA.

Legal Considerations

Trusted servants may have to provide non-anonymous information

Taking a meeting into prisons may require private information.

Tax Forms, rental agreements, leasing equipment.

Technical Tools

Techsoup   https://www.techsoup.org/

Software and hardware with discount prices for non-profits.

Need to be an incorporated entity.

Conference Calling

Freeconferencecall.com

Social Media

Closed groups

Mass Texting

Twillo.org

Mass email

Sharepoint

Included in Office 365

Coding Websites for Other Languages Speaker: Cheri J.

Alcoholism doesn't care about state lines and borders, and service work shouldn't either. Remote Communities aren't just Alaska or the desert. A remote community exists in the middle of a metropolitan area. Remote Communities exist where there are barriers of language, culture, etc *(from pamphlet f107)*

Technical background - goes back to the mid-90s. Spanish background - high school classes & active alcoholism. Flash forward to AA service and handling central service calls that came in Spanish. Able to give them a phone number and that's about it

Spanish speaking member of Kansas City AA community wanted to make a website in Spanish. DCM of Linguistic district wanted the website, but the community lacked someone with a technical background to do so. They sought help.

Challenges.
- Language.
- How to maintain the website by non-English speaking members. Eliminated a lot of common tools, like WordPress.
- Needed to be simple for non-technical people.

http://aadistrito27kc.org/
- List of meetings/groups
- Map of district coverage
- The '12 Questions' (from pamphlet)
- Meetings by city/county
    - Address
    - Directions
    - Map link
- All mobile friendly
- Calendar of events
    - Flyers
- Newsletters
    - Archives too
- Committees
- What is District 27
- Contact Us

Not machine translated. It's 'Kansas City Mexican'.

The back end - all in Spanish. Custom made.
- Control panel / settings
    - Can temporarily set special events on home page
    - Other special announcements
    - Menu items
    - Add District guidelines
        - Either public or member-only
    - Change Color scheme
        - Default HTML names in English
    - Calendar input
        - Google map of address
        - Recurring
        - Be mindful of email anonymity breaks (firstname.lastname@blahblah.blah)
    - Add meetings/groups

Difficulties. Programmed in Cold Fusion. Date format in English.

Attended district meeting. Only non-Hispanic/non-Spanish speakers in the room. Knows how it felt for a Spanish speaker to go to English meetings and stressed the importance of this project.

Machine translation. It goes word by word. Ignores grammar, sentence structure. It's like a 2-year-old wrote it. The district members wrote the front and backend. Could speak Spanish into the phone and convert to English in texts, to help facilitate the process.

Live. Active. District maintains. They've been up for 4 months.

There are AA members and groups committed to ensuring access (from the pamphlet). We here at NAATW is one of those groups ensuring that access is there.

Session Q & A

Willing to share.
Must be hosted through cold fusion host About $100 a year.

WordPress translation plugin. Still, machine translated and on English platform

SEO tools. Metadata. Expensive to buy ad words on Google.

Gender and cultural barriers

www.Kansascityaa.wamo-aa.org

No code app Development AA Speaker: Rob C.

Shifts IT development work into business units
No code revolution - more companies using
    Drag n drop
    Filters
    APIs
    Broaden appeal to non-technical users

Demo - District handbook, Meeting members contact info,
    Handbook is a document
    Created a spreadsheet for member contact info
    Uses Glide https://www.glideapps.com/
        Ingest spreadsheet. The spreadsheet is dynamic with the app, so changes in the
spreadsheet are reflected in the app.
            Glide interprets content for layout
            Has privacy settings
            Themes
            Easy layout design
            Other tools like announcements

Demo - NAATW App
    Used the Glide conference template
    Also based on a Spreadsheet

Glide does not build an app that will go onto the app store (Android and Apple). It's actually a
webpage at its core.

Session Q & A

Q: Does the spreadsheet have to be a particular format?
A: Yes it has to be in Google Sheet format

Q: What limitations are there for linking to types of documents?
A: Demo made use of a link to a PDF, and glide will work with other link types and external
links.

<u>Digital Archiving, File Management, and Rotation</u> Speaker: Joel G

Focusing on rotation for this talk. As AAs, we have a hard enough time getting people to buy into tech. How do we get people to use best practices?

At rotation, who has gotten a big binder? In technology, we use the cloud, our phones, etc. How do we communicate with archives?

No specifics on the how, but being general on the why.

Use domain emails (area for example) to help archive the conversations for the next person at rotation. Communicate at a high level, what should be archived and how to do it. What's important to roll forward. Not just the past, where we were, but the future, what will we be doing. Use the cloud. Not a personal cloud, but domain-based.

What are we going to be archiving
- Email
- Flyers
- Meeting minutes
    - Committee
    - Regular intervals to post on site

Business-class service vs personal class service. Clouds. Redundant servers. Hard-drives crash.

How do you get people, on a rotational level, to stop using paper? Need to get the info out electronically, fast. Cloud all the info to get it out to thousands. Cost savings of reducing paper. Paper registration vs online (state convention). Eliminates proverbial binder.

Creating documentation on passwords, procedures. AA more than likely won't get hacked. Handoff at rotation.

Digitizing archives (and other committees). How do you do it? Just start. Cloud-based. Business-class.

How to get people on board. Find that pain point. Do you want to carry that binder, or use your Mac book?

Come up with a plan, get the 'buy-in', and do it.

Session Q & A

Basic file structures 101. Naming conventions. Help to organize the files for future searches.

How to get 'users' to buy-in? Emphasize the ease of use. How you can pull up info fast. Don't need to lug around the binders anymore. Find the pain points. You can get ahold of your binder anytime if it's on the cloud.

TIAA Forum Update Speaker: Keith D.
https://tiaa-forum.org/

What is the TIAA.org forum?
    Online community
    For both technical and non-technical members
    Over 600 members
    Supportive for people who have questions, problems, and solutions
    General discussion on how we do what we do in AA. Service

Components
    Discourse
    WordPress
    Digital Ocean & Docker

Demo of forum site

Organization
    Board create in Aug 2019
    501(c)(3) Aug 2019
    Has service structure

Front-end design
    Looking for graphic and functional support

WordPress

Session Q & A

Q: Who is on the board?
A: Lou - Chair; Ross - Treasurer; Sheri; Lisa

Q: Why are the TIAA and NAATW separate entities
A: TIAA was borne out of a discussion at the NAATW but operates independently from the NAATW. An ad-hoc committee is looking into a merge of the two.

Q: How do we support TIAA financially?
A: There is a contribution capability on the TIAA website.

Birds of a feather - communicating with members

Hostek - has tools for managing lists of emails, they pass a tablet around their area meetings where people can subscribe to committees, self-cleansing for bounce backs, unsubscribe link, good tech support

Email list. Free through hosting. Self-contained. Custom built.

MailChimp - paid version has none of their marketing. Use airtable database through a website with MailChimp. Uses a template for reminders. Tickera (spelling)

MailChimp. The free version has a limit, less than 2000. New rules, more restrictions in place for free now. Tiered authority.

Texting service. Dropped due to expense.

Area postmaster position. Strict banding rules in their area (no chimps in the footer). Keeping the email list updated can be a large time-consuming job.

Gsuite. Google groups. Areas flows to districts, but not as far to groups/GSRs

Facebook

Slack. It's awesome. Yes, techies know. But how to get non-techies in it

WordPress announcement.

Past delegate 'fought' to get minutes sent over email, circa 2004.

Slack. Keeping it on topic. Business discussion vs. personal

Some against emails

Office365. Distribution lists. Domain email vs. personal. Taking the show on the road.

Domain emails. Distribution lists, DCMs, webmasters, etc. Team drives, shared drive, Repository for minutes, flyers, etc.

Email newsletter. Sent to all GSRs in the area.

Buy in. Urban area vs. rural.

Email list. Opt-in vs. opt-out. DCMs auto signed up. Email vs. paper. Paper going away.

Newsletters. Paper out. Posts online. some print it off from the site.

Newsletter. Still doing paper. 28,000 copies per (time period / numbers)

Crossing the Digital Divide

Birds of a feather - Bookkeeping and POS systems

IT considerations:
- AA service entities like Central Offices need tech support, but have limited budgets and often limited volunteer labor and expertise
- Cloud services avoid reliance on a single device or connection

Bookkeeping systems can require some effort to integrate with POS, reporting, etc.

POS for book sales, event registration/food/etc -- some possible overlap with payment-processing for 7th-Tradition contributions to Office, Intergroup, or Area/District.

Birds of a feather - Anonymity and Social Media/Internet

We came to no conclusions. This topic is still very much unsettled. We've talked about these issues often. Search the forums for more details.

https://discourse.tiaa-forum.org/t/how-to-see-your-public-facebook-exposure/1950

We talked about the difference between public groups, closed and private groups (in order of most public to most private) and the capability to create your own list to share with. Here is what Facebook has to say about it https://m.facebook.com/help/220336891328465.

It's important to meet people where they are (even on Fetlife).

It was brought up that so many websites feed social media, that the web today is all social media (not sure that I summarized this point correctly).

Several areas use a FB group to publish information to members. An anecdotal story was told where they send out an email that appears to be opened by 20 people but posts to social media seem to get the word out.

The 11th and 12th Traditions apply. And breaking my anonymity publicly is about my ego. The traditions protect AA from us.

DAY 2

Technology Practices in Other Countries (Remote Presenters) Speakers: Paul S. *(Kunming, Yunnan)*, Nagini V. *(Pitea, Sweden)*, Sean W. *(China)*

Paul

In Shanghai, China. Originally from the UK. Been in China for 13 years. Sober in 1995. Got a cell phone, 3 actually. Landed a job in China. No AA in China local when he first arrived for 5 years, no regular meetings. About one every 6 months in Shanghai. Found fellowship in 2011 four members. Held meeting once a week.

Found online Skype meetings. Noticed the differences (they had the wrong format, they were doing it wrong) Initially only allowed 25 participants.

We started using Wechat Limited to 9 people at a time. https://www.wechat.com/en/ Held a big book study.

Global Speakers meeting. Found about 2~3 years ago. Counts this as his homegroup now. http://globalspeakersgroup.sxl.cn
Very appreciative of online members from America who could attend face-to-face meetings but continue to participate in the online global speaker's group.

Zoom. China blocked. Uses a VPN to still use because he's defiant (for reference https://ltl-school.com/vpn-illegal-china/). VPN's are sometimes a bit slower, which is another downside.

Chinese members using YYChat, 150 members per callu
https://en.wikipedia.org/wiki/YY.com

Gets ahold of sponsor (in America) regularly on Wechat. He also has a sponsee and works with them similarly.

Relates the story of an isolated member who found technology-based meetings by reaching out on facebook. They were referred to WebEx based meetings.

Paul attends 8 meetings a week online and a few face-to-face. Online meetings have really enhanced his sobriety.

Nagini

North Sweden near the Arctic Circle. She runs an online webshop with her husband who is also in the fellowship.

Got sober in London in 1997.

She lived in Austria and initially attended English speaking meetings until her German was adequate to attend german language meetings.

2002 joined online meetings

Attended online service meetings via email.

She describes members were virtually attacking other members and caused the online talk(chat) groups to shut down.

Visited GSO in 2011 and shared with GSO concerning issues and the use of online meeting technology.

She went to Australia and attended the homegroup of online members. The face-to-face community was suspicious of online fellowships.

Attended her first International convention in Atlanta 2015. Met up with online friends who also attended convention.

Australian National Convention in Fiji involved a PI exercise to help the local community and reinforce support via Skype meetings.

Attended a wedding in Jordan, staying connected via online presence. And was able to get to a face to face meeting from connections with online members.

2017 attended the Australian convention. She was able to meet with local members.
Has made connections through the loners international and continued to skype with members and meet at face to face conventions, sharing experience, strength and hope about living in isolated communities.

Traveled to Australia and attended a local meeting open to skype participation and brought in members from all over the world.

Attends a weekly online closed Zoom meeting.

Attending more conventions across Europe, as technology allows for better translation service to English and other languages.

Sean

Read from forward to the fourth addition about online meetings.

Initially read the forward with contempt, but eventually acclimated to the online community. Got sober in Singapore where there is a lot of meetings.

What if I'm in the jungles of Myanmar, he asked his sponsor. His sponsor stated he had to go to 3 meetings a week, so that was what spurred him to seek out and attend online meetings.

He moved to China, where his sponsor stipulated he had to continue to attend 3 meetings a week. He continued via skype, which meetings he was mostly dissatisfied with, due to cross talk and technical difficulties. His sponsor told him to fix the problem - start a new online meeting.

Started in skype, slowly started to gain members and provided Sean with a service commitment. He started reaching out to get quality speakers. People began to stick around and get involved in the meeting, with attendees from multiple countries.

Started a WeChat group called modem-to-modem (tongue in cheek)

Continued to take suggestions from the fellowship and expanded meetings. More members continued to join. Stuck to structured format e.g., literature studies and step workshops. Has a well-attended steering committee, from a diverse group across multiple countries. Meeting has become self-supporting. A women's meeting will be starting soon. Using online third tradition methods, PayPal currently.

Due to his continued residence and work in China is still unable to attend face to face meetings, online meetings have continued to be his way to meet his sponsor and his requirement for sobriety. Grateful to have his online community.

Google and Microsoft Platforms for AA Speakers: Bruce R. & Alex M.

Alex - G-Suite

What are these used for? Online virtual tools and storage.

Ability to pass on continuity of service positions and data for each job.
No expectation for the members to have strong technical skills.

- G-Suite - integrated suite of tools.
- Unlimited accounts.
- Google groups email, storage, and distribution
- Google Drive for file storage.
- Google Docs. Not as robust as Microsoft word. It can edit word documents but doesn't have all the features.
- Custom management for flexible administration
- Google voice - paid service.
- Manage google based devices should as chrome books.
- Support.google.com - basic help information
- Online customer service.
- Integrated search within the admin console
- Cost - Free 30 G storage per user, can purchase more storage per user.
- Google states you own the data.
- Trust, Multinational corporations trust google.
- Can use personalized domain names.
- How-to
  - Register with tech soup
  - Register your domain with G-Suite
  - Get a non-profit account
  - Carefully follow steps to migrate your domain to google.
  - Use google migration tools.
  - Bit titan - paid service to transition to g-suite.
  - Routing can be set-up so initially g-suite and route email back to legacy service providers for the gradual transition until G-suite is fully configured.
  - It can create aliases for multi-server routing.
- Google groups
  - Like a shared email inbox, but you don't have to log into them directly.
  - Messages sent there are copied (not forwarded) to specific email accounts
- Google Drive
  - Has both individual my drive and shared drives.
  - It can be synced to local hard drives.

Bruce - Sharepoint & Office 365

Why implement a virtual service? Use of individual accounts or legacy file format which could not be accessed by the committee or follow-on trusted servants.
Using an Office 365 E1 plan

- Sharepoint
- Office Suite
- Outlook
- Yammer
- Onedrive
- Onenote
- Other apps
- Mobile apps

Provided timeline for implementation. Took about one year to set up and get ready for rollout. Slow acceptance within the area committee. The solution is to provide training to individual districts. Just getting that underway.

Has set a date of Jan 2020 for mandatory implementation within the area committee.

Provided the areas development methodology. Six step process
- Logical design
- Service-based ID format
- Security model and groups
- Build sites and subsites w/ unique permissions
- Create admin procedures
- Rollout and training

Demo

Challenges
> Time, effort
> User skill
> Spanish Language community

<u>Technologies for the 12th Step: Email and Chat</u> Speakers: Keith D. & Ross D.

Keith

Why are we here? Technology evolves. Has changed recovery in general. Books on the phone. Texting v calling. Boils down to our common welfare.

Technology gives us the ability to spread info faster, across vast distances, reduce costs, and reach more people. Organizing fellowship via email / Facebook, we're going to dinner here tonight.

Facebook. Translation in a secret group. Used for corrections, Spanish speaking meetings.

Hurdles
- Anonymity
- Privacy
- Affiliation
- Getting users signed up
- Keeping users
- Spam filters
- Unsubscribing accidentally (or on purpose)
- Legal issues
    - Texting restrictions
    - Member not allowed on social media

Messaging apps (many more out there)
- Facebook Messenger
- Telegram
- WeChat
- WhatsApp
- Twitter
- Slack
- Teams (Microsoft)
- SMS (texting)
- iMessage
    - Ios devices only
- Twilio
- GroupMe
- Email
    - Manual
        - Gets caught in spam filters

- ○ MailChimp
  - ○ Hosted solutions
  - ○ Google groups
- ● Facebook groups
- ● Facebook pages
- ● Websites
  - ○ Contact forms
  - ○ RSS
- ● WordPress

No one perfect solution. Google groups seems to be the best so far. Maybe we (AA) could build something ourselves.

Ross

Central service office experience with chat. Tulsa, OK. Metro population ~500,000. Serves 2 districts. ~2800 members 130 groups.

Easy to implement, technology-wise. Easy to integrate into site, via HTML, WordPress plugin. Tried slack, but found the learning curve to be steep for non-techies

Based on tawk.to (that's the site and the app name). Free service.

Opted for 24/7 operation. How to recruit volunteers to 'man the chat'. Can chat from a personal cell phone through installing the app. Training volunteers, roughly 2 hours. Someone joins the chat, multiple people are notified. Primary, backups. Creating the volunteer schedule. Chat admins get emailed transcripts of all chat conversations.

Almost half of the users have no previous Knowledge of AA. About 15% are family members seeking help for loved ones. 11% send something, but no response after that, 'hang-ups'. Some AA members looking for meetings, events, info on the same website.

2~3 chats per week. Not high volume. As opposed to the old school call line (back in the day) with multiple per night.

They're passing it along to other groups/places.

Need to be mindful at rotation. Reminders of volunteer shifts.

Cultural Effects of Tech on AA Speaker: Brian P.

Provided personal background and his recent transition from a technology enthusiast to a current IT professional.

Brian encourages this to be more of a speaker led seminar with audience participation.

It provides some definition(s) of culture. Uber Simple definition. Culture is how we live our everyday lives.

Cultural change
- The ubiquity of internet-enabled mobile devices
- Technological immersion
- Explosion of new ways to do things
  - Business
  - Social interaction
  - Sharing, discovering and consuming information

Social fractures caused by generational digital divides. Rewriting the social contract. The world becoming untethered through disaggregation. (book passage, Left to Their Own Devices: How Digital Natives Are Reshaping the American Dream)

How is {insert technology} changing the way people {insert something people do} and how is that affecting A.A.?

WHY SHOULD WE ASK OURSELVES THIS QUESTION?
- The advent of new technologies might be creating significant culture gaps between A.A.s of today and A.A.s of the past.
- There might be things that we do in A.A. that do not make sense in the context of today's changing world.
- We might be keeping traditions and/or resisting progress in ways that hinder our effectiveness in reaching the suffering alcoholics of today.
- Even if these things turn out not to be so, we would be better for having examined this and could feel more confident about the things we are doing and the ways we are doing them.
- Perhaps as A.A. members who are technologists, we are in a good position to better inform and lead our Fellowship in matters of cultural change brought on by technology.
- Or maybe, as technologists, we are too close to the action to see the implications of what we are involved with. Maybe we need this exercise more than others to ground ourselves.

- "We live in an era of change. Our Twelve Steps probably won't change; the Traditions not at all likely. But our manner of communication, our manner of organizing ourselves for function, for service – let us hope that this goes on changing for the better, forever. There is a very natural resistance we have towards change. . . . I think we ought to stay open-minded on this matter of change. We reference the past and its lessons for so long as those teachings work. When they don't, we readapt and we reshift. That has been our history."
  - Bill W., speaking on the topic "A.A. in an Era of Change" at the General Service Conference, 1960

'too busy asking if we could, we never thought to ask if we should'

How Should we proceed?
    Explore together
    Allow inconsistencies and contradictions to exist.

How is {insert technology} changing the way people {insert something people do} and how is that affecting A.A.?		
{Technology}	{Something People do}	Thoughts...

Social Media	Anonymity	Social Media: everyone is doing it…
		● 3.2 billion social media users worldwide, representing around 42% of the population
		● Use of social media by generation in the U.S.:
		  ○ 48.2% of Baby Boomers (ages 55-73)
		  ○ 77.5% of Generation X (ages 39-54)
		  ○ 90.4% of Millenials (ages 23-38)
		● Globally, digital consumers are now spending an average of 2 hours and 22 minutes per day on social networks and messaging.
		
		Newer generations have never lived without it.
		● 81% of children under age two already have some kind of digital profile.

		"…the trend is increasing for a child's digital birth to coincide or even pre-date their real birth date." - In a 2010 study, 1 in 4 babies had sonogram photos posted of themselves online before they were born. 63rd General Service Conference affirmed that the Internet, social media and all forms of public communications are implicit in Tradition 11. - The Internet of today is not the same as the press, radio, TV, and films (PRTF) of yesterday. - PRTF was never used as a medium for regular people to connect with each other on a daily (hourly?) basis. In this respect, the internet is more like what the telephone was to past generations. - Telling a teenager to be anonymous on the internet could be like telling a teen in the '80s to be anonymous on the telephone. Anonymity is a bigger challenge and a bigger departure from the mainstream now more than ever before
5G networks	Integrate with technology	5G is the newest generation of cellular network technology, supplanting 4G LTE 5G networks started rolling out in April 2019 10 times faster theoretical speeds (vs LTE) - Latency < 1 millisecond - Support for 100 times more connected devices and 1000 times bandwidth per unit area 90% power consumption reduction - Better connections & mobility: Beamforming & tracking, better handoffs from system to system

		Will break through current limitations of mobile connectivity and enable: ● Massive IoT (Internet of Things) ● Tactile internet ● Augmented reality ● Critical communications use cases: ● Autonomous & remote driving of vehicles ● Healthcare monitoring systems ● Industrial robotics & drones The end result: ● More data generated by and collected from our everyday activities. ● Things around us will be more intelligent, predicting our behaviors, and reacting to and guiding our actions. ● We will be even more deeply embedded in technology. ● Who will take interest in our patterns as recovered or active alcoholics? What will Google's Recovery Resource Hub version 2.0 be like?
Artificial intelligence	Interact with people, places and things	A.I. is everywhere, and you're already using it. ● 4 billion devices carrying A.I.-powered voice assistants this year ● Spam filters, predictive text ● Voice recognition, photo recognition ● Curated news feeds, social media, targeted ads ● Suggested purchases, friends, articles… ● Behavior prediction and situational analysis ● Autonomous robots, chatbots, smart assistants A.I. is trending towards explosive growth. ● A.I. software market is projected to grow from $1.4 billion in 2016 to $59.8 billion in 2025 ● 1 billion A.I.-enabled video cameras will monitor cities worldwide by next year ● In the U.S., $10 billion in venture capital

		is being invested in A.I. ● Chinese A.I. patents grew by 190% in 5 years ● The U.K. government is financially supporting 1,000 A.I. PhDs ● Medical professionals, courts, law enforcement agencies, social services, businesses, entrepreneurs, scammers - ● Who will take interest in helping alcoholics in good faith? ● Who will commoditize and exploit the still-suffering alcoholic, the alcoholic seeking help, the recovered alcoholic? ● What will be invested? What will be created? ● Our Fellowship will need our vigilance to sort out who might be new friends of A.A. and who might do us harm.
Digital media	learning	Youtube statistics from 2015: ● Searches related to "how-to" grew 70% yr over yr. ● 67% of millennials agree that they can find a YouTube video on anything they want to learn. ● By May 2015, 100M hours of how-to content had been watched in North America in 2015 ● Of smartphone users, 91% turn to their devices for ideas while completing a task

One-in-five YouTube users say it is very important for helping them understand things that are happening in the world

% of U.S. adults who use YouTube who say the site is ___ important when it comes to ...

	■ Very	■ Somewhat	░ Not very	░ Not at all
Figuring out how to do things they haven't done before	51	35	8	5
Just passing the time	28	40	21	10
Deciding whether to buy a particular product or not	19	36	25	20
Understanding things happening in the world	19	34	28	18
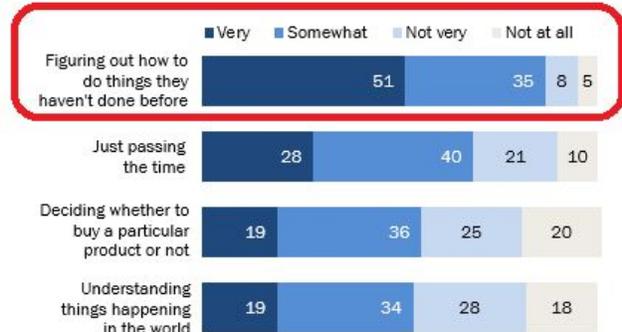
Note: Respondents who did not give an answer are not shown.
Source: Survey of U.S. adults conducted May 29-June 11, 2018.
"Many Turn to YouTube for Children's Content, News, How-To Lessons"

PEW RESEARCH CENTER

Can we better utilize channels like YouTube for Public Information?
● Video versions of pamphlets
● Detailed information about how A.A. works
● Provide content for deep learning and deep exploration of Alcoholics Anonymous for anyone who wants to know?
● Provide content for A.A. members, e.g. The 12 Concepts Animated

We learn from youtube. By 2015 100M hours of online howto was consumed. People may be going to youtube and search for "How do I quit alcohol."

OTHER OBSERVED CULTURAL CHANGES
Generation Z…
● prefers mediated interactions over person-to-person interactions.
● are less sociable, experience more social anxiety.
● have more difficulty empathizing.
● need more love?

Left to Their Own Devices: How Digital Natives Are Reshaping the American Dream
https://www.amazon.com/Left-Their-Own-Devices-Reshaping/dp/1633884449

TIMELESSNESS
- Definition of "timeless": not affected by the passage of time or changes in fashion.
- All our efforts to reach out, no matter how novel or technological, have the goal of bringing the still-suffering alcoholic into our rooms, so that they can talk in-person to other alcoholics, hear experience, strength, and hope transmitted through oral tradition, and so that they can belong to our group.
- As real and genuine human connection becomes harder and harder to find in larger society, what A.A. has to offer the suffering alcoholic could become increasingly important.

LOVE IS THE ANSWER
- The most timeless of our assets is love.
- "Love is patient, love is kind. It does not envy, it does not boast, it is not proud. It does not dishonor others, it is not self-seeking, it is not easily angered, it keeps no record of wrongs. Love does not delight in evil but rejoices with the truth. It always protects, always trusts, always hopes, always perseveres. Love never fails. . ." (1 Corinthians 13:4-8, Holy Bible, New International Version)
- In all that we do, let love guide us, and things will be okay, if not great.

Sharing Technology from Areas to Districts Speakers: Chris W. & Peter M.

Peter M. *- Area 38 webmaster*

Creating district sub-domain websites.

Launched as site redesign - www.eamo.org

- Wordpress
- Spacious Pro
- Beaver Builder

Chris W. *- Technology Chair*

Objectives
- Share with districts who want a website

- Pay for services as a non-profit
- Easy to rotate
- Backup
- Carry the Message

Hurdles
- Setup WordPress as a multi-site
  - Config files not in the correct directories
  - Old software versions
  - Easier to create multi-site WordPress obstatiation from fresh install vs. a conversion from an existing site.
- SSL
- Hosting cost
- Migrated to a new host (HostGator)
- Manual migration from the old site to new as a fresh WordPress installation was required.
- DNS migration - requires some under the hood configuration of the new WordPress site as the migration of content occurs.

Each sub-domain initially launches as a generic WordPress blog page.
Instead, each district page was set up as a consistent template webpage
      Not fully vested interest by all districts.

Also, G-suite and email accounts were provided.
Partial utilization has been realized.
Training is made available. Plenty of online resources for WordPress

What's planned for the future

- Contributions
- Multisite plugins
  - Meeting guide
  - Event Calendar
- District requests
- Keep it scalable

Session Q & A

Q: How are you handling the policies of the district sites with respect to the area policy for posting to the internet?

A: The area took a hands-off approach and allows the districts to police their own sites.

<u>Simplifying the Digital Basket</u> Speaker: Cristina R.

She brought up the long form of the 7th Tradition (https://www.aa.org/assets/en_US/en_tradition7.pdf). Part of our personal recovery came in making ourselves into responsible human beings.

What is a digital payment?

What do you do when you go to a meeting without cash?

Venmo https://venmo.com is a sub-company of PayPal. Go to the app store. Download app. Verify with an email address. Send money to anyone with a Venmo account, and can be transferred to your bank account. This is a very social app. If you want to maintain anonymity, change your privacy settings. Little to no fees. User to user costs nothing. Transfer to and from bank account costs nothing. One account per phone number. Can pass from one Treasurer to Treasurer by changing the primary phone number. You need a bank account and a phone number. One way of doing this is to have the Treasurer set this up personally, and you donate to them. The other is to have the organization set this up, but then the bank account is the groups, and then switch the phone number from Treasurer to Treasurer. Venmo doesn't work in Canada.

Paypal https://www.paypal.com. Many intergroups use PayPal. Similar to Venmo (the parent company of Venmo). It can be set up on a web page to accept payments. But also has a 2.9% fee for organizations receiving funds. There is a "friends and family" way to pay without this fee, but PayPal offers no protections on payments when you use this. The good thing about PayPal is that you get an email.

Square https://squareup.com. Need mobile dongle to swipe credit cards. If you did this at a group amount, you'd have to pass along your phone. Fee is 2.35% for organizations receiving funds. It can also be set up on a notebook or tablet.

Dipjar https://www.dipjar.com. It is a machine that sits on a table and you can put in your credit card. The minimum contribution is $3. The machine costs $399 fixed cost, plus $99 / year plus 6% per month plus $0.17 per transaction.

She did not look at Apple Pay or Google Pay.

In the Q&A Stripe https://stripe.com and Flash Debit
https://www.interac.ca/en/interac-flash-consumer.html was brought up.

In the Q&A it was brought up that you can donate by text. There are donate by text services, that are pricey, but this is an option for entities like clubhouses with multiple groups.

In the Q&A it was brought up that when you pay by these services, that the Treasurer will get your full name. Although, this is not public.

In the Q&A recurring payments were brought up. You can do this with PayPal, but not aware of other payment options to do this.

She has a slide on that we should get and put here. She said she'd put it in slack. The slide referenced http://www.aasf.org/digitalcontributions.

AA.org takes digital payments and you can setup recurring.

Groups create a card to put in the basket with the contribution information on it. Put a QR code on it.

Using Tech to Enhance AA Conferences Speakers: Phillip C. & Spencer W.

Custom Conference websites
- ICYPAA website
    - Registration - helps with analytics from year to year
    - Merch sales - Primarily for use at the convention, also allows for better analytics
    - Communication tool - Who, what, when, where. Digital archive. Bidder Information.
        - MailChimp
    - Repository - Currently using G-suite and website, includes audio recordings, relevant business data (contracts, budgets), Videos (anonymity protected).

Moderating Secret FB Group
- 15,525 members
- Early on heavy on trolling
- Hard to moderate in the beginning
- Developed some key ideas over time
    - Participation does not constitute ICYPAA group conscience
    - Trolls are gonna troll

- ○ If there are other places to hold a discussion, then go there.
- ○ FB is a great communication tool

- ○ Is not an open forum, but is now a bulletin board format to stick to specific ICYPAA related topics
- ○ Provide clear communications on what is and what is not allowed

Video Streaming - Through Facebook
- ICYPAA has robust AV requirements
  iMag requires professional-level equipment
- Provide an overflow capability
- The stream is deleted following the presentation
- No commenting available.
- Cannot be tapped into
- Helps carry the message
- Provides ICYPAA experience to those who cannot physically attend

Enhance attendee experience Through technology
- **ICYPAA App**
  - ○ Used external vendor
- Using tech to bridge the gap to other and international service entities.
- Remote reading of How it Works
  - ○ Used GoToMeeting to allow a person who was incarcerated to give the reading.

Session Q&A

Q: What is the hosting platform for the ICYPAA site?
A: External vendor

Q: Are you seeing any evidence with facebook data mining?
A: No.

Q: How can we communicate the tools which are being utilized ICYPAA?
A: This presentation is a start.

Q: How do you decide what information to be transparent about?
A: Things that carry the message are shared with all members register on the site and app. Business data is limited to business users.

NAATW Future Website Discussion Speakers: Blaine B. & Alex M.

We launched the new website this past Monday.

This was a live product demo/feature request, and a sharing session.

He talked through the current website organization and showed the admin experience of Wordpress. He showed how the Workshop audio will be available behind a login.

Link to notes taken by the presenters...

Visions for the Grapevine Speaker: Don M.

Brief history

Group participation
- Focus Technology
- Grapevine continues to be published
- Members and friends of AA
- Not worry about funding
- Never know where good ideas can come from
- If you don't ask you don't get

Connecting FNV to Airtable to Meeting Guide Speaker: Adam S.

- Airtable is a cloud database website
- Not for profit pricing structure
- Export data from FNV to Airtable using an export button in FNV
- Writes c# code to turn the data into JSON
  - Runs on Winhost
- Feeds url to meeting guide

Day 3

2019 Host Committee Report

The Host Committee Chair for 2019, Stan H from Bowling Green Kentucky, reported:

- The committee came from around the state
- 104 paid registers
- 96 badges
- 85 people served dinner
- 71 gallons of coffee + 5 gallons that are ready right now
- 18 gallons lemonade
- 11 gallons of tea
- 6 gallons of ice cream
- 21 volunteers for hospitality from the local recovery home, most with less than 6 months of sobriety, and they were excited to be around all of us
- $810.33 total expenses hospitality room
- Seed money came from Stan H personally and Stan's homegroup
- $586 7th Tradition collected

2020 Hosting Bid Presentation

Eddy M-M - Area 72 western Washington reported:

- Sept 25-27 2020 (tentative), this date was discussed later, and it conflicts with a religious holiday and will be changed.
- Holiday Inn Seattle-Issaquah, 1801 12th Ave NW, Issaquah, WA 98027 https://maps.app.goo.gl/H6B5qJnZwgsPenuLA
- $139/night - hotel
- Budget (numbers) with expected Registration ~$60-70
- Seattle area things to do: Space Needle, Pike market, Chihuly Glass https://www.chihulygardenandglass.com, Music museum, Scifi museum.

Annual Members Meeting followed reports and presentations.