



Al-Anon Family Groups  
Help and hope for families and friends of alcoholics



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**Please read at a minimum of two successive meetings  
so that all members may have an opportunity to  
participate in the Seventh Tradition**

**Quarterly Appeal Letter  
To Individual Members in Your Group**

August 2020

Dear Al-Anon and Alateen Members,

So much has happened since we wrote the last Quarterly Appeal Letter. The world has changed, our lives have changed, and the way we held the World Service Conference (WSC) was greatly different from previous years. The first Virtual/Hybrid WSC was held in April and was deemed a great success! As a member in a small group or a large group, in a village or a large city, you may ask, "What does this mean to me?"

This means that the Delegate from your Area was able to come together with other Delegates from the US and Canada to listen to the Annual Report and Financial Report and voice opinions on the operation of the World Service Office (WSO), which provides many services to groups and members. Please see the reverse side of this letter for a list of those services.

The WSO has worked hard for all members of Al-Anon and Alateen worldwide during the pandemic of COVID-19. The telephone lines have been open, with employees ready to answer your questions. The Shipping Team has been open to take and send out orders of our Conference Approved Literature (CAL). The Group Services Team has been receiving calls and emails seeking guidance on temporary electronic Al-Anon and Alateen meetings and concerns regarding how to make Tradition Seven donations and welcome newcomers.

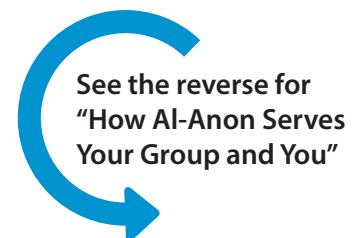
At the time we wrote this Quarterly Appeal, contributions and literature sales remained drastically below budget despite the generous response to our special appeal. The WSO appreciates your response, yet we continue to need your financial support now more than ever in order to keep these services available.

Many groups have been meeting virtually and unable to pass the basket. We know that you need to meet your group's financial obligations first, but please consider contributing an extra \$5, \$10, or as much as you are able into the envelope provided with this letter or visit <https://ecommm.al-anon.org/>.

Love in service,



Cathy T.  
Member  
AFG, Inc. Treasurer  
[treasurer@al-anon.org](mailto:treasurer@al-anon.org)



Contributions to Al-Anon Family Group Headquarters, Inc. or Al-Anon Family Group Headquarters (Canada) Inc. may qualify as a charitable deduction, but the WSO makes no judgment as to the specific deductibility of a contribution by any member.

*The last annual financial report, filed with the New York State Department, may be inspected at State of New York, Office of the Attorney General, Charities Bureau, 120 Broadway, New York, NY 10271; upon written request to the Commonwealth of Virginia, Department of Agriculture and Consumer Services, Division of Consumer Protection, Office of Consumer Affairs, PO Box 1163, Richmond, Virginia 23218; or at [al-anon.org/members](http://al-anon.org/members).*

Al-Anon Family Group Headquarters, Inc., 1600 Corporate Landing Parkway, Virginia Beach, VA 23454-5617

# How Al-Anon Serves Your Group and You

## Programs

### Group Services

- Supports face to face and electronic meetings
- Maintains group, meeting, and trusted servant records
- Creates *Alateen Talk* quarterly newsletter
- Supports Inmate Correspondence Service
- Supports Alateen and facilitates Al-Anon Members Involved in Alateen Service (AMIAS) certification
- Sends complimentary Conference Approved Literature (CAL) and other service materials
- Supports Al-Anon Information Service Centers (AISs)
- Answers questions about group issues
- Approves Area Alateen Safety and Behavioral Requirements

### Public Outreach / Professionals

- Prepares and distributes *Al-Anon Faces Alcoholism (AFA)* magazine
- Sends complimentary materials to professionals
- Attends professional conferences to share the Al-Anon message

- Performs outreach to professionals
- Supports and encourages Areas, members, Al-Anon service arms, and service entities in public outreach efforts

### Literature

- Responds to correspondence about literature and *The Forum*
- Performs research to give the most thorough response to members' questions regarding CAL
- Processes requests to reprint CAL
- Prepares and edits CAL
- Plans, schedules, and conducts Literature Committee web conference calls
- Prepares and edits *The Forum*
- Provides leadership and support on the AFG Connects communities for *Forum* and Literature Coordinators and Area Newsletter Editors

### Conference

- Prepares program and staffs the World Service Conference (WSC)
- Prepares the *World Service Conference Summary (P-46)*
- Provides leadership and support for Delegates, Area Chairpersons, and District Representatives

- Responds to all communications regarding Delegate and Conference concerns
- Develops service tools to educate the membership on the Structure

### International

- Supports International structures
- Coordinates International Al-Anon General Services Meeting (IAGSM)
- Prepares *IAGSM Summary*
- Monitors and processes reprint permissions for the International community
- Coordinates the review of translations of CAL
- Supports the International Meeting Search on the al-anon.org website

### Other Program Services

- Participates in Area and International events
- Maintains the Archives
- Provides groups with registration dates
- Creates International Convention program

## Administration and Digital Strategy

### Digital Strategy & Communications

- Designs, builds, and maintains the website
- Creates content for and manages blogs, podcasts, and social media pages
- Supports Web and Public Outreach (PO) Coordinators
- Develops service-wide PO campaigns, including Public Service Announcements (PSAs)
- Maintains *The Best of Public Outreach*
- Conducts internal research and collaborates with researchers
- Builds and distributes *In the Loop*
- Grants permissions for service arms to post the Legacies on their websites
- Collaborates with media

- Evaluates emerging technologies to determine benefits for AFG, Inc. and the fellowship

### Administrative Services

- Facilitates special projects and events, including Conference and International Conventions
- Maintains and defends copyrights and trademarks
- Coordinates Staff and World Service Office (WSO) Volunteers participation in International and Area events
- Oversees Staff implementation of the Board of Trustees' Strategic Plan
- Recruits, retains, and grows WSO Staff to support our primary purpose
- Facilitates the WSO Volunteer application process to ensure consistency in candidate selection

## Finance & Operations

### Operations

- Designs *The Forum* and *AFA*; *In the Loop*; event programs, posters, and summaries; and CAL
- Translates new and updated literature, WSO website pages, and other published materials
- Translates, designs, and distributes *Le lien* and *Al-Anon y Alateen en acción* magazines
- Stocks literature inventory

- Maintains WSO building and grounds
- Maintains AFG Connects and the online store

### Finance & Customer Service

- Pays the bills of AFG, Inc.
- Receives and processes contributions
- Processes and distributes literature orders for members, groups, and Literature Distribution Centers (LDCs)
- Receives and processes *Forum* subscriptions