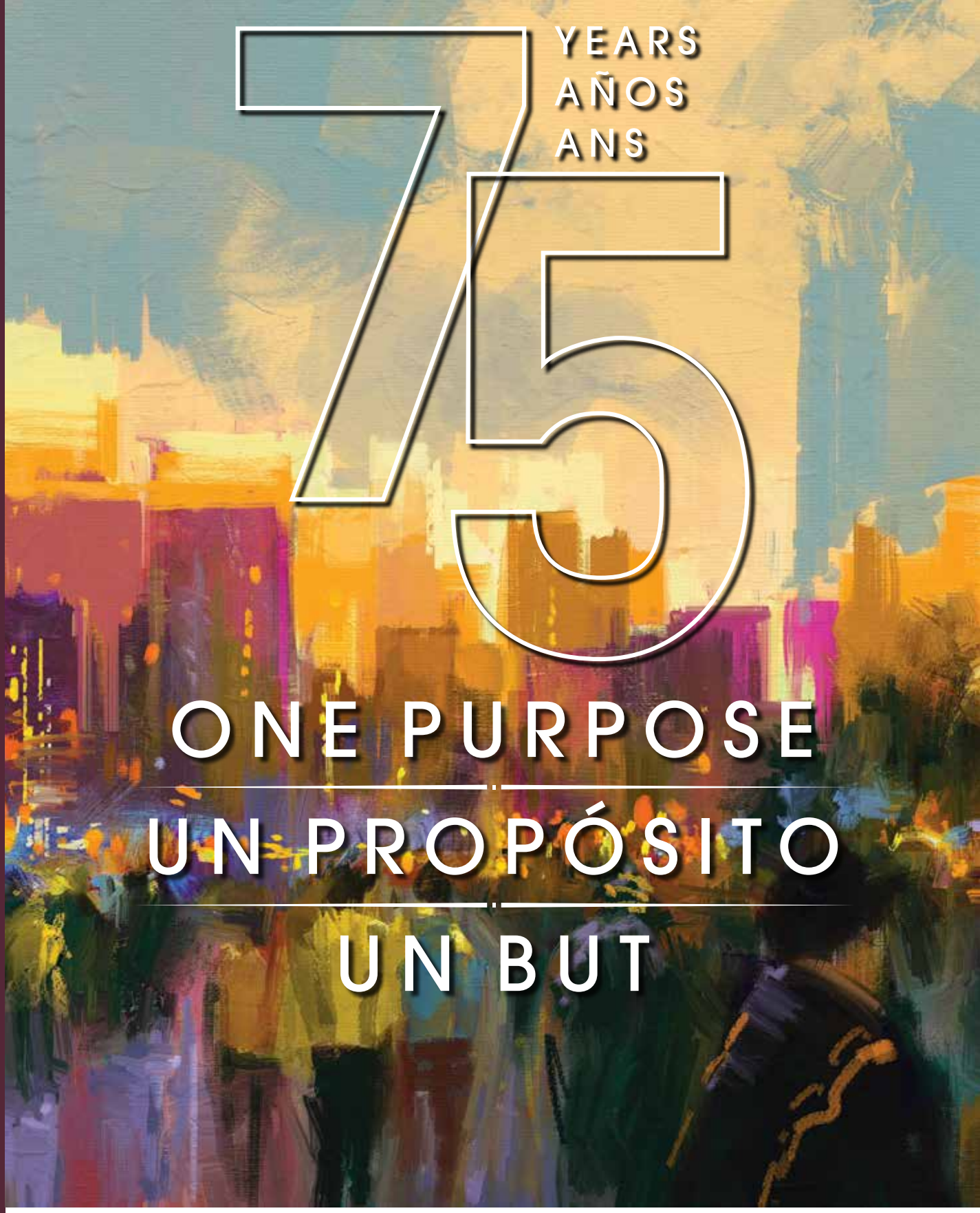
2026 WORLD SERVICE CONFERENCE SUMMARY



WSC 66th Annual
World Service Conference 2026

AL-ANON FAMILY GROUPS
2026 WORLD SERVICE CONFERENCE

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"Our World Service Conference (WSC) is the active voice and the effective group conscience of our society in world affairs."
***2026-2029 Al-Anon/Alateen Service Manual* (P-24/27), page 182**



VISION

Families and friends of alcoholics find hope and encouragement to live joyful, serene lives.



MISSION

Al-Anon Family Group Headquarters, Inc. is a spiritually based organization that helps the families and friends of alcoholics connect and support each other through barrier free meetings, information, and shared experiences.



DOMAINS & GOAL STATEMENTS

Members: AFG, Inc. connects and supports the friends and families of alcoholics.

Recovery & Service Tools: AFG, Inc. develops and publishes materials to share the collective experience of the families and friends of alcoholics.

Awareness: AFG, Inc. builds public and professional awareness of the Al-Anon program.

Financial Sustainability: AFG, Inc. encourages membership and organizational self-support by aligning resource allocation with its core purpose and strategic priorities.

Global Engagement: AFG, Inc. invests in each new generation of trusted servants to preserve our legacy and improve our structure and operations to meet the needs of the global landscape.







Concept Two

The Al-Anon Family Groups have delegated complete administrative and operational authority to their Conference and its service arms.

The *2026 Conference Summary* is available in color online at al-anon.org in the Members section. Remember, you can enlarge the text by using the zoom button.

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PRE-CONFERENCE

2026 ASSIGNMENTS FOR SELECTED COMMITTEES, THOUGHT FORCES, TASK FORCES, AND WORK GROUPS

Delegates, Trustees, Executive Committee members, and World Service Conference Staff members comprise the Selected Committees, Thought Forces, Task Forces, and Work Groups. Below are the Delegate assignments for this year's Conference.

Assignment	Panel 64 (2024-2026)	Panel 65 (2025-2027)	Panel 66 (2026-2028)
Conference Committee on Trustees	Anna A., TX(E), Chairperson Kathy D., FL(S) Liz P., IL(N)	Burt P., GEA, Chairperson Elect Claudette D., QC(E) Jennifer S., MS	Jan Marie R., UT Michelle K., IA Stephanie S., CT
Literature Committee	BJ M., TX(W) Joanne V., VT Kaui P., HI Rose R., OH	Lyria B., NC/BDA Dagny G., MP Nancy M.C., BC/YK Olive W., AB	Jody D., SD Lori M., ID Parker, NM/EP
Public Outreach Committee	Chris M., CA(N) Colleen C.D., MN(S) Irene F., TN Pauline W., KY	David C., MA Marcy F., MN(N) TMF, CO	Danny C., LA Diane S., MO Mellody G., AZ Theresa MacL., NL
Thought Force on Tradition Four	Carol C., NY(N) Suzanne H., PA	Cheryl W., WV Kimberly H., WA Laura L., VA Peter M., NJ Stephen Y., OR, Chairperson	Cindy J., AR Mary (Katie) G., IL(S) Melinda A., NH Tracy B., NV
WSC Agenda Collaboration Work Group	Gretchen S., FL (N) Theresa S., MI	Allison T., OK, Chairperson	
WSC CAI Facilitation Work Group	Kathy H., QC(E) Teresa F., CA(S), Chairperson	Debi S., MS	

SELECTION OF TRUSTEES

In a virtual session prior to the 2026 World Service Conference, the Affirmation Process convened after the Chairpersons of the Conference Committee on Trustees (CCT) and Nominating Committee reported to Conference members and two Trustees presented a brief skit on the Affirmation Process from the perspective of a potential applicant.

Conference Committee on Trustees Report

Anna A., Chairperson, Panel 64, Texas East

• • • • •

In a virtual session prior to the 2025 World Service Conference, the Chair of the Conference Committee on Trustees reported to the members of Conference.

> Greetings, fellow members of Al-Anon's World Service Conference (WSC). As Chairperson of the 2025 Conference Committee on Trustees (CCT), it is an honor to report on the Committee's work.
>
> The CCT is composed of WSC Delegates and elects its own Chairperson each year. More can be read about the CCT in Concept Eleven. Applications for Trustees at Large (TAL) and the Executive Committee for Real Property Management (ECRPM) are submitted to the World Service Office (WSO) by August 15th of each year. The CCT members review the applications submitted and score each based on the candidates' skillsets, current needs of the Board, and ability of each candidate to effectively answer the application questions. The CCT members write comments related to our scoring decisions. When completed, the scoring sheets and accompanying comments for TAL applicants are submitted directly to the WSO via an electronic system. The ECRPM scoring sheet and accompanying comments are sent directly to the CCT Chairperson who reviews the comments and rankings submitted by each CCT member, anonymously compiles the material, and forwards the compilation to the WSO in early October.
>
> The Nominating Committee uses the information submitted by the CCT, their own scores, and knowledge of the current Board needs to recommend candidates to the Board of Trustees. After the Board approves the Nominating Committee report, the CCT is notified of the selected potential candidates, at which point CCT members may file an objection to a potential candidate. The Board considers CCT objections when making the final selection of nominees at its January Board meeting. At the WSC, the TAL and ECRPM nominees are given traditional approval by the Conference. In this way, the voice of the Delegates is heard throughout the entire selection process.
>
> The CCT is composed of nine Delegates with representation from all three panels. Due to our principles of anonymity and the confidential nature of the information we receive, we are a committee that does not communicate during our evaluations. We do not discuss opinions or ideas with other Committee members. We work alone. Before scoring or reviewing applications, we pray for guidance and invite our Higher Power into the process. At times, the significance of this Committee's work can feel overwhelming; however, trust in my Higher Power is key.
>
> Last August, the CCT members participated in an electronic meeting to review the process, scoring, paperwork, and timeline for members to complete the process. In September, the Committee received seven TAL applications and two ECRPM resumés. Members spent September reviewing and scoring the applications, electronically submitting scoresheets and comments for TAL directly to the WSO, and submitting scoresheets and comments for ECRPM to the CCT Chairperson. A new electronic system for submitting TAL scoresheets directly to the WSO introduced a new challenge. Once again, I turned to my Higher Power to trust in the process, WSO Staff, and those who developed the system. Everything was completed without incident. Members of the CCT worked efficiently and in a timely manner, and all scores were submitted before the required deadline.
>
> My sincerest gratitude to all CCT members for their diligence and participation in this important process. As the nominees are brought forward for affirmation, Conference members can feel confident that the vetting process was thoughtful and thorough. I would also like to thank the Staff at the WSO for their assistance during this process. Their guidance and quick responses to questions made my work much easier.
>
> It is now my honor and privilege to introduce the 2026 CCT Chairperson, Burt P., Panel 65, Global Electronic Area.
>
> It has been my honor and privilege to serve as your 2025 CCT Chairperson, and I am so grateful for this experience.

Nominating Committee and Trustee Affirmations

Cindy M., Trustee, Nominating Committee Chairperson

• • • • •

The Chairperson of the Nominating Committee described the candidate selection process for Trustee at Large, Regional Trustee, and At-Large members of the Executive Committees.

> We have been very busy this past year, leading up to today, where our job is to affirm the selected Trustee nominations along with the Executive Committee for Real Property Management (ECRPM) nominee. Anna shared with you the Conference Committee on Trustees (CCT) process, you reviewed the affirmation video before this meeting, and the skit will walk us through the application process. When we sent out the Affirmation Process video, we noted two changes since it was originally produced: 1) that the interviews are now done online and 2) that the candidates are now given 15 minutes instead of ten to share their personal and service story, as well as to present a PowerPoint presentation before answering interview questions. The creation of the PowerPoint was done by each applicant at an earlier time in January within a specific time frame.
>
> The CCT, Regional Committee on Trustees (RCTs), and the Nominating Committee members do not take their responsibility lightly. Like anything in this program, for me, it begins with getting in touch with my Higher Power. The highlight of the skit for me is the line where a Trustee stated that this process is thoughtful, careful, and spiritual! I have certainly found this to be true.
>
> We, along with our Higher Power, thoughtfully completed our individual ratings and rankings. The Nominating

Committee receives the compiled ratings and rankings from both the Delegate CCT and RCT committees along with the Nominating Committee's compiled information. Feedback from the Delegate RCTs and CCT was carefully considered during discussion of each applicant at the October Nominating Committee meeting. This was after a spiritual reading to help set the tone. Then the Board reviewed and voted on the Nominating Committee's recommendations. Again, a thoughtful, careful, and spiritual process!

So, we are here today, ready to affirm the Board's decisions. On behalf of the Nominating Committee, I want to thank the members of the RCTs and CCT who participated in this year's process. As we begin the affirmation process, please invite your Higher Power in and reflect on our spiritual principles of mutual trust, integrity, and humility. The descriptive text for Warranty Five states in part, "We expect that our Conference will always try to act with mutual respect and love, one member for another, that no action will be taken in anger, haste or recklessness." And Tradition Two reminds us that, "...there is but one authority—a loving God as He may express Himself in our group conscience. Our leaders are but trusted servants—they do not govern."

Remember, many eyes have already thoughtfully and carefully reviewed these choices with their Higher Power. We have recognized all the positive attributes these nominees have. However, if you have any critical information that would preclude a nominee from serving on the Board, we ask you to come forward at this time.

If not, we are ready to move forward.

I invite you and your Higher Power to be a part of the affirmation process. Thank you for this opportunity to be of service.

The following were affirmed by the 2026 WSC:

Trustees at Large:
Jayme C., second three-year term
Jeffery "Jeff" F., first three-year term
Clara C., first three-year term

• • • • •

Regional Trustees:
Robert "Bob" C., US Southeast, first term as Trustee, fulfilling remaining two-year term

Miriam B., US North Central, first term as Trustee, fulfilling remaining two-year term

Noah P., US Northeast, first term as Trustee, fulfilling remaining two-year term

D. Delynn H., US South Central, first three-year term

Thomas "Tom" B., US Southwest, first three-year term

• • • • •

Board Officers:
Katherine "Kathi" M., Chairperson
Debbie P., Vice Chairperson
David B., Treasurer

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Executive Committee for Real Property Management
Brianna M., three-year term

• • • • •

The Nominating Committee Chairperson announced the Board's 2026-2027 Executive Committee appointments:
Kari O., second one-year term, Chairperson
Angela A., third one-year term
Cynthia "Cindy" B., one-year term
Sarah S., Director of Programs

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The Nominating Committee Chairperson announced the Board's 2026-2027 Executive Committee for Real Property Management Chairperson appointment:
Lori H., Chairperson

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THE BOARD'S GOALS FOR THE CONFERENCE

Prior to the start of Conference, the Board's Goals for the Conference were posted to AFG Connects, as follows:

The Conference, Al-Anon's largest group conscience, will act in the spirit of unity and goodwill to assure that Al-Anon's world services are continually available to the Al-Anon fellowship:

GOAL 1: The spiritual tone of the Conference will prevail by the demonstration of Al-Anon's core principles in action.

GOAL 2: The Conference will provide guidance to Al-Anon's Board of Trustees and the World Service Office (WSO) on services to the fellowship and guardianship of Al-Anon's Twelve Traditions.

GOAL 3: Conference members will understand the purpose of the Conference, relationships within the Structure, and be able to articulate Conference discussions and decisions.

Conference members were asked to select one Goal and share, in a sentence or two, how they will strive to support the Goal they selected during the Conference week. Thirty-nine Conference members responded to Goal One, 15 to Goal Two, and 22 to Goal Three. Here is a sampling of what they shared:

GOAL 1: The spiritual tone of the Conference will prevail by the demonstration of Al-Anon's core principles in action.

- I think it's easy to get wrapped up in the business of the Conference—understandable, since the business is important and why we're there. It's also important to remember to invite our Higher Power in and follow that guidance in whatever way it reveals itself. It always reveals itself.
- The core principle in Tradition Two of leaders as trusted servants led by one authority—a loving God expressed in our group conscience—will be first and foremost on my mind as I listen to each voice and prayerfully consider each vote.
- Recognizing and remembering the spiritual nature of our role as Conference members is essential. By applying the spiritual principles found in our Legacies in our conversation, deliberations, and decisions, we can better serve the best interests of Al-Anon Family Groups as a whole.
- The evolving relationship with my Higher Power enables me to trust the process and my peers while navigating my first year at Al-Anon's largest group conscience. When we bring our Higher Powers into the discussion for the betterment of Al-Anon and Alateen, all three goals are achieved.

- I will support the spiritual tone of the Conference by demonstrating the core principles of respect, participation, listening, acceptance, not taking things personally, and openness. The spiritual tone is so important to me and differentiates Al-Anon from other organizations. Thank you for maintaining the spirituality of the Conference.

GOAL 2: The Conference will provide guidance to Al-Anon's Board of Trustees and the World Service Office (WSO) on services to the fellowship and guardianship of Al-Anon's Twelve Traditions.

- I will honor the group conscience with God at the center (Tradition Two) to hear the voices of our fellowship by focusing on the spiritual principles of unity, open-mindedness, humility, abundance, anonymity, and most of all, love!
- I will listen carefully to what the Board of Trustees (BOT) and World Service Office (WSO) have to say about their process and decision-making and participate in the relevant discussions. I will think about how our decisions will not only serve and protect the program now, but also for future generations of members and volunteer leaders.
- As a new Delegate, I will practice surrender and acceptance to the best of my ability in order to allow the guidance of my Higher Power to inform my voice and vote. To quote a former Delegate, "When conducting the business of Al-Anon, I leave my ego and agenda at the door."
- I hope that after gathering information from our Areas, we will assist in guiding the BOT and WSO. For me, it's not about the quantity of information we provide, but the quality of the process in which the information is utilized.

GOAL 3: Conference members will understand the purpose of the Conference, relationships within the Structure, and be able to articulate Conference discussions and decisions.

- I will rely on my preparation prior to the Conference and continue to learn during the Conference by listening, participating, and connecting with the Higher Power of my understanding. I now have a greater sense of the structure, such as Delegates' and Trustees' roles and responsibilities. I am also grateful for the way Delegates can work as a group on key information we want to articulate back home. The great thing is, we will all learn and grow and contribute together.
- As a new member, I learn by example, so I think seeing the structure in action may fine-tune that for me, and my ability to articulate the discussions and decisions of the Conference should follow when I remain present.
- I will strive to support this goal by preparing and focusing myself to participate fully in all Conference activities (Concept Four) and by remaining mindful of my role and the roles of others (Concepts Six, Seven, Eight, Nine, Ten, and Eleven) as we go forth to communicate with the fellowship about what we accomplish here and how we accomplish it, in hopes of building mutual trust, respect, and abundant thinking.
- As a new Delegate, this first year will expand my understanding of service responsibilities, roles, and connections through experience. Communication and discerning when, what, and how to share information are important. I will rely on my Higher Power and the support and experience of this community as I grow in this capacity.
- I want to convey to my Area the principles used during the Conference, both spiritual and business-related. The respect and courtesy everyone shows in speaking to one another and presenting all the information always amazes and humbles me. When I pass all that information back to my Area, that's when the links of service really shine.

SHARING AREA HIGHLIGHTS

Liz P., Panel 64, Illinois North
Colleen C. D., Panel 64, Minnesota South
Pauline W., Panel 64, Kentucky
Theresa S., Panel 64, Michigan

• • • • •

Prior to the opening of the 2026 World Service Conference (WSC), Delegates held a session to share Area experiences from the past year. All other Conference members—WSO Volunteers (Trustees and Executive Committee members) and WSO Staff—were invited to attend as guests with no voice. Before the Conference, the Sharing Area Highlights Co-Chairpersons compiled Delegates' written reports on successes and challenges in their Areas. The session opened with a sharing activity, with Delegates forming two groups and moving around a circle to share the highlights they submitted with the members of the other group.

Some comments included:

- We held workshops on the new Choosing a Group's Name Policy implementation and on how to conduct Knowledge-Based Decision-Making sessions. I am truly grateful to have such an engaged Area that wants to honestly and openly communicate about matters so I can take their voices to the WSC.
- Three Area officers conducted a Traditions workshop for one of our Spanish Districts, including a question-and-answer session in which group problems were discussed in reference to the *Service Manual,* Conference Approved Literature (CAL), and spiritual principles. In absence of an interpreter, members of the District stepped up to interpret and allow participation by all.
- Currently, we do not have job descriptions for most positions; our sources of reference are guidelines, the *Service Manual*, and knowledge passed on from former trusted servants. Our Area is in the process of creating a job description template for the next rotation of service to increase knowledge sharing and remove hidden norms.
- Our Area is having trouble encouraging members to step outside their home groups and participate in service more widely.
- We held conversations and Area-wide "town halls" to discuss the Choosing a Group's Name Policy implementation with a focus on asking, "Are we welcoming to all?" We were able to agree to disagree, listen with understanding, and practice unity.
- Our Area is in the first year of a three-year trial to hold our Assembly virtually, which has so far been successful with increased attendance and participation.
- Our members volunteered alongside WSO Staff at a national conference for social workers, making connections with those who could put our literature in the hands of professionals and family members affected by the disease of alcoholism.

- Our Area formed a work group and committee to begin digitalizing our Area archives, ensuring the preservation of our history while improving accessibility for future trusted servants.
- A decrease in literature sales from local Literature Distribution Centers (LDCs) due to electronic downloads and members purchasing from outside vendors is affecting our Area and funding.
- Alateen is being revamped in our Area with a task force to initiate roles, duties, and procedures for a new Alateen Conference as part of our Area Assembly.
- Our Area has strong participation by Al-Anon members who are also members of Alcoholics Anonymous. Their sharings add to the depth of our meetings.
- A District that experienced many recent losses hosted a "Day of Remembrance" to honor members no longer with us. It was a meaningful, healing event.
- One of our Districts is working with a local hospital to enable nurses to attend virtual Al-Anon meetings and increase their awareness of the problems facing families and friends of alcoholics.
- We held a meeting for all groups with participant focuses in their names to hear their feedback on the Choosing a Group's Name Policy implementation. They were receptive to the information shared.

After the sharing session, the Co-Chairpersons facilitated an activity in which Delegates rotated in two circles to share quotes from CAL and connect with fellow Delegates. The meeting closed with the Al-Anon Declaration.

OPENING DINNER

Prior to the start of the 2026 World Service Conference, Conference members and support Staff attended an opening dinner. The Conference Co-Chairperson welcomed Conference members by reading the Conference theme, "75 Years, One Purpose," in English, Spanish, and French and reciting the Serenity Prayer.

Following dinner, the Conference Co-Chairperson invited Conference Mentors to "pin" the new Panel 66 Delegates and any other first-time Conference members. Sarah S., Director of Programs, was the opening speaker. Her talk can be found on page 52.

The Conference Co-Chairperson closed the dinner with the Al-Anon Declaration.

GENERAL SESSIONS

CONFERENCE THEME AND OPENING REMARKS

My name is Jayme C., and I am a member of the Board of Trustees. I am privileged to be your 2026 Conference Chair.

"75 Years, One Purpose." What an unforgettable theme and focus as we begin the 2026 World Service Conference of Al-Anon Family Groups.

Welcome to the continuation of the 66-year-old conversation.

Let's take a few moments to think about our theme...to remember why we are here...to invite our Higher Power in.

"75 Years, One Purpose." When I say those words, it brings me pause, and I get a lump in my throat. Speaking them is deeply spiritual to me. I think of the pioneers who came before us, guided by the same purpose as stated in Tradition Five, "to help families of alcoholics." And here we are today, 75 years later, carrying forward that same purpose.

In my grandfather's final days, both of his legs were amputated, yet alcohol was still brought to his hospital bed. Alcoholism, though unrecognized then, is a deadly, multi-generational disease.

I married my childhood sweetheart at 18 years old. I knew he drank too much, but I wanted to help him find his potential. I truly thought if I loved him enough, he would shape up and not drink. Instead, his drinking deepened, alongside gambling and womanizing. Before coming to Al-Anon, I was preoccupied and obsessed with him, so much so that I was unaware that my five-year-old kindergartener had lost 80 percent of her hearing in one ear. When the teacher called to suggest I have her hearing checked, I dismissed the concern, saying it wasn't her hearing; she just wouldn't behave or listen to me. Alcoholism had robbed me of sound judgement and clarity.

I had the gift of desperation when I arrived in these rooms. With the help of a Sponsor, finding the God of my understanding, and using the tools of our Al-Anon program, I have a life beyond recognition compared to those early days.

In 2012, I attended my first WSC as a new Delegate from California South. I was terrified to speak and convinced I had nothing to offer. Are any of you feeling that way today—lacking courage and confidence? In *Courage to Change* (B-16) on page 71, it states, "My Higher Power is the confidence within me that makes me unafraid, even unafraid to make mistakes."

If you are experiencing any doubts about your capabilities, trust that we are all exactly where we are meant to be today. Together, we are about to become part of the largest group conscience of Al-Anon Family Groups. Just like our pioneers at the first World Service Conference in 1961 when only 12 Delegates were present, we are here today with the purpose, as our Charter states, "to be the guardian of both Al-Anon's world services and its Twelve Traditions."

Over the next few days, we have important work to do. We've been entrusted with making decisions for our worldwide fellowship. We'll do our best by following our spiritual principles, working together, and trusting that God will guide us.

My favorite story about our Cofounder Lois is found in *Many Voices, One Journey* (B-31) on page 263. Lois spoke at the 1980 A.A. International Convention in New Orleans. "The A.A. members, like the Al-Anon members, claimed her for their own. There was deafening applause when she stood up to speak and the applause was even more thunderous when she completed her talk …When she exited the podium, she said…, 'Did I do all right?'"

With the same spirit of courage and humility, I know we will do all right.

"It takes one person to start something, but many others to keep it going." –Lois W., 1891-1988. And we are the ones who must keep it going this week.

Now as I tap this gavel, I am honored to officially open the 66th World Service Conference of Al-Anon Family Groups.

WORLD SERVICE CONFERENCE CHARTER

The Conference Leadership Team (CLT) recognized the value in reading the Al-Anon World Service Conference Charter at the beginning of each World Service Conference and decided to do so at each Conference going forward. The CLT invited 13 Conference members, including a mix of Delegates, WSO Volunteers, and WSO Staff, to read the introduction and each of the 12 Articles.

For the full text of the Conference Charter, see the *Al-Anon/Alateen Service Manual* (P-24/27) under the section "Al-Anon World Service Conference Charter."

WELCOME FROM THE BOARD OF TRUSTEES

Kathi M., Trustee, Chairperson of the Board

On behalf of the Board of Trustees of Al-Anon Family Group Headquarters, Inc., it is my honor to welcome you to the 66th World Service Conference. Our theme, "75 Years, One Purpose," gives me goosebumps each time I hear it. I feel privileged to be a part of this amazing fellowship. Isn't it an awesome legacy that we get to continue as we begin the 2026 Conference? My hope for all of us is that we remember our purpose during the busy days of the Conference this week.

When I attended my first Conference in 1990, Al-Anon was 39 years old. I was 37. The Conference was in Stamford, Connecticut, and the office was still in New York. The theme was "Our Warranties—a Cornerstone of Service." *Courage to Change* (B-16) was in progress, and at that time we had Red Light/Green Light sessions rather than Chosen Agenda Items (CAIs). The items not greenlighted for the General Session were discussed in smaller groups. The General Session included these topics: specialized groups, Alateen, adult children of alcoholics, members of Al-Anon who are also members of Alcoholics Anonymous (called "dual members" at that time), the question of whether we are meeting the needs of a changing society, and removing a group from a listing. Isn't it amazing how similar those topics are to what we continue to discuss?

Al-Anon's Tradition Five states that each group has one primary purpose: to help families of alcoholics. We achieve this by practicing the Twelve Steps of A.A. ourselves, welcoming and giving comfort to families of alcoholics, and understanding and encouraging our alcoholic relatives.

Isn't that why we are all here this week, to practice our primary purpose and to make sure that Al-Anon is here for those who come after us? I do think it is a little more than that.

When I started in Al-Anon, in Anchorage, Alaska, I simply wanted my then-husband to stop drinking, and I wanted the madness to stop. I had no clue that this program would teach me to be okay no matter what he was doing and that I could stop the madness.

Let's invite our collective Higher Power to join us this week and guide us to work together with the love and gratitude of this program to make the best decisions possible for the future of Al-Anon Family Groups.

CATCHING UP: OPEN CONVERSATIONS

At the 2025 World Service Conference, the Conference Leadership Team (CLT) scheduled a "Clearing the Air" session on the first day of Conference to allow Conference members to raise any concerns lingering from the prior Conference or world service-related issues that emerged between Conferences. (See *2025 World Service Conference Summary* [P-46], "Clearing the Air.")

Following the 2025 WSC, after reflecting on feedback from Delegates and the Delegate WSC Agenda Collaboration Work Group, CLT members recognized that providing a framing to Delegates to allow them to prepare for the discussion in advance, as well as reframing the session as an opportunity to catch up on these topics, might encourage greater participation. This led to adopting a new name: "Catching Up: Open Conversations."

The "Catching Up" session was held on the first day of Conference. It provided an opportunity for members to share any Conference-related topic discussed at the prior year's WSC or that had arisen since that might prevent WSC members from being fully present at the 2026 WSC. Conference members shared the following thoughts and concerns. While some concerns and questions were addressed through subsequent WSC sessions, others were answered during unanswered questions. These are also included below.

- The copies of the *2026/2029 Al-Anon/Alateen Service Manual* (P-24/27) provided to Conference members contained a printing error that led to text being printed extremely close to the binding. Is there a remedy for this issue in future *Manuals*?
  - *Staff became aware of the printing error upon delivery and, after confirming the text was legible, took the decision to make the* Service Manual *available with the error to meet growing fellowship demand. The error was reported to the vendor who provided discounts. Future issues will not have the problem.*
- At the 2025 WSC, the Policy Committee Chair made the statement, "It was never the intention of the Policy Committee to one day direct WSO Staff to enforce this policy on existing groups, ever." The "Choosing a Group's Name" timeline document seems to contradict this statement. Members in my Area had concerns about this contradiction and the possibility of the WSO directing existing groups to change names that included community identifiers.
- We've had misunderstandings in our Area about which documents can be shared, particularly those about electronic Alateen groups. Our Area would appreciate some more clarity about the confidentiality of documents at WSC.
- Some trusted servants in my Area are concerned about whether implementing a Single Trustee Process would lead to overrepresentation of our Region, which receives a large number of applications for Trustee every year.
- I appreciate the Conference members honoring the agreement to keep Conference discussions to the week of Conference and not starting the conversations earlier via AFG Connects. Last year, I had some concerns about how those conversations were being held, and the trust and presumption of goodwill exhibited by the Delegates this year has helped me in my Conference experience.
- My Area was concerned about the removal of the "Task and Thought Force" section of the "Groups at Work" in the *Service Manual* before the WSC could vote on adding it to the "World Service Handbook."
  - *While it has been gratifying to realize how much members rely upon this section of "Groups at Work," Staff acknowledged the importance of working quickly to make the materials available to Conference members and add the text to the "World Service Handbook."*
- My Area has a Spanish Intergroup that often works separately from the rest of our Area, and we've been struggling with incorporating them into our service work and dealing with translation issues.
- I hear in my Area a perception that policy changes come from the WSO and are mandates for groups, when in fact they're voted on by the Policy Committee, Board, and WSC; I've realized how important it is to inform members about where they can learn about the timeline and process of policy updates and change that perception.
- I appreciated the reading of the Conference Charter at the beginning of Conference, and I realized how important it is to remember that the decisions we make at the WSC affect our fellowship all over the world.

ROLL CALL



After the welcome from the Conference Chairperson and Board of Trustees, the roll was called, with the Conference Chairperson calling the names of each Conference member and the Conference Co-Chairperson presenting them with a keepsake medallion to commemorate their participation in the 66th World Service Conference.

PARTICIPATION IS THE KEY TO HARMONY

Jayme C., Conference Chairperson

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After the 2025 World Service Conference, an evaluation survey was sent to all voting Conference members to gather opinions and experiences from those who attended the WSC. Five key themes emerged:

- **Return to a Five-Day Conference:** This was widely supported for better pacing, rest, and fellowship.
- **Shorter Daily Schedules:** End earlier each day to reduce fatigue and improve focus.
- **More Movement Breaks:** Add stretching or walking to counter long periods of sitting.
- **Pre-Conference Preparation:** Provide more background on complex topics (e.g., Choosing a Group's Name Policy and Single Trustee Process).
- **Improved Microphone Access:** There were concerns about dominance at the mic and suggestions to ensure broader participation.

In response to these insights, the Conference Leadership Team (CLT) implemented the following changes to Conference to address the first four concerns:

- The five-day Conference schedule was restored, with more breaks included in the daily schedule and the Conference workdays shortened by 50 minutes.
- More material was provided to members prior to WSC, including WSO-facilitated pre-Conference information sessions on the Single Trustee Process and Choosing a Group's Name discussions. Conference members also received the Conference Agenda, which now includes brief descriptions of each session, in advance.
- Session presenters were asked to offer additional context on complex topics and consider the goals of their presentation (e.g., providing clarity on a topic or asking Conference members to share or ask questions).

To address the final topic, improved microphone access, the CLT asked Conference members to share their thoughts and ideas on the following quotes from the WSC Evaluation Survey:

- "The same Delegates dominated the microphone and often asked more than one question. It would be good to encourage others to come to the mic and ensure everyone has an opportunity to speak."
- "The only thought that comes to mind would be to maybe limit how many times Delegates come to the mic. Perhaps if they knew this, they would gather their thoughts instead of always coming to the mic. Often throughout the Conference, timing was limited and only members in line could speak. Some members were always at the mic and I wondered if perhaps others felt edged out? I may be looking at this in the wrong way. Just my personal thinking."
- "The whole Choosing a Group's Name Policy implementation discussion was very confusing to me as a panel 65 Delegate. Other members in my panel had no clue on the background, and it was very difficult to jump in and participate. I feel that if we had breakout sessions on this topic or invited each of the three panels to select someone willing to come up to the microphone and explain their understanding of the whole issue from start to finish, that would have helped provide clarity."
- "Allow three minutes at the mic to accommodate for the need to speak slower for translations."
- "I recognize that during most agenda topics, the floor is open to anyone. However, at times it felt like some folks dominated the mic. My suggestion would be that during the "Spiritual Reflections" segment that the Chairperson invite people to the microphone who haven't been to the mic that day and invite the others who have been to the mic to remain seated."

Some responses from Conference members included:

- I don't believe in restricting what is said from the perspective of a Delegate, but I do believe each person should get a chance to speak at the mic before anyone comes up to share for a second time on the same topic.
- I like to ask myself, "WAIT—Why Am I Talking?" and, "What are my motives?" Am I being led by my Higher Power, or am I being ego driven?
- It doesn't bother me that people come to the mic multiple times as long as the person isn't repeating themselves; some people are less afraid of the microphone and are able to express themselves more easily.
- The World Service Conference is all 91 of us, not just the people who like to talk and aren't afraid of microphones. If you're a new Delegate or reluctant to speak, I hope you can find the courage to come to the mic and share, because your perspective is equally necessary.
- Before I come to the mic, I ask myself, "Has the information already been shared? Am I trying to prove a point, be a know-it-all, or be right? Am I considering the meeting etiquette in my share?" I try to remember the principle of obedience to the unenforceable.
- Pushing myself out of my comfort zone is about my recovery. The support I get to speak makes me feel like I do belong and it is important for me to participate, and Al-Anon is the safest place I know to push myself.
- I wonder if we could have this kind of conversation about Concept Four at the beginning of each Conference, because it's something I need to remind myself whether to avoid dominance or to encourage myself to speak more.
- It was emphasized to me in my Area that we shouldn't repeat ideas others have said, but sometimes it can also be powerful for someone to say they've had similar thoughts or feelings when others share, so there's a fine line between repetition and sharing experience, strength, and hope.
- When I first became Delegate, I told someone, "I'm going to sit back and listen," and she said, "Your Area elected you to speak."
- In my recovery, I need others to tell me what I'm doing, because sometimes I can't see it myself. This is a safe place for me to practice that and for others to compassionately tell me if I'm speaking too much and for me to be more aware of what I'm doing.
- The minority opinion is necessary; even if everyone seems to have another opinion, it's important to get up and give your thoughts when you feel differently.

After the discussion, Conference members were asked what, if any, next steps might be taken so that all may participate in Conference. Some ideas included:

- A discussion like this at the beginning of Conference would help emphasize that everyone has a voice and deserves to be heard.
- An icebreaker or breakout session to help people become more comfortable with speaking.

- Having everyone new to Conference come up to speak at the mic for the first time early in the week, similar to the daily Unanswered Questions and Spiritual Reflections sessions
- More time on the agenda for discussion during sessions, more facilitation during the conversation.
- A task force could be formed to present ideas for solutions and next steps.

The Chairperson ended by thanking the Conference members for their contributions and their work to uphold Concept Four: Participation is the key to harmony.

CONCEPT SIX REVIEW



The Conference Leadership Team presented this session for all Conference members to review Concept Six: "The Conference acknowledges the primary administrative responsibility of the Trustees." The presentation began with a brief history of the Twelve Concepts of Service. The eighth WSC unanimously approved the project to adapt A.A.'s Twelve Concepts of Service for Al-Anon in 1968. Lois said, "These Concepts would help guide the interrelationship of all service functions to assure that they would be as democratic and efficient as possible." (*Many Voices, One Journey*, [B-31] p. 140) After multiple reviews and suggestions by the Delegates over two years, the Concepts were unanimously approved at the tenth WSC in April 1970.

In Concept One, groups have ultimate responsibility and authority, and in Concept Two, we learn they have delegated their administrative and operational authority to the Conference. Then, in Concept Six, we learn that the Conference delegates specific authority to the Trustees. The primary administrative responsibility of the Trustees means that the Conference depends on the Trustees to guide and oversee the business of the fellowship. Our primary purpose of helping families and friends of alcoholics can be fulfilled due to this method of delegation and assignment of responsibility.

The Trustees are expected to spearhead the formulation of Al-Anon policy and are accountable for its proper execution and making sure the fellowship doesn't get derailed. In Concept Six, the Trustees are made active guardians of our Twelve Traditions and are charged with upholding and applying these principles.

To explain the difference between Al-Anon Family Groups (AFG), the fellowship, and Al-Anon Family Group Headquarters, Inc. (AFG Inc.), the organization, two Conference members, a Delegate and a Trustee, performed a skit personifying each arm of Al-Anon.

AFG, the fellowship, is the traditional arm and does not exist in the eyes of the law. The fellowship provides for meetings and a service structure that supports the individual members and their recovery. Its governance document is the Al-Anon World Service Conference Charter, which can only be amended by the World Service Conference. Concept One places the ultimate responsibility for world services in the hands of the Al-Anon groups, which is why each group needs a Group Representative (GR). GRs are linked by group conscience to the World Service Conference through their Delegate. The Al-Anon groups have delegated complete administrative and operational authority to the World Service Conference and its service arms; the right of decision that we give to our elected representatives makes effective leadership possible.

AFG Inc., the organization, is the legal arm, which does exist in the eyes of the law and is responsible for protecting Al-Anon's logo, copyright, and name. The organization conducts the business of Al-Anon. Its governance document is the Bylaws of Al-Anon Family Group Headquarters, Inc., which appear periodically in the *World Service Conference Summaries* (P-46). The Corporation Bylaws are amendable only by the Board of Trustees. The World Service Conference is the ultimate traditional authority; as outlined in Article 4c. of the Conference Charter, the Conference may bring about a reorganization of the WSO if or when it is deemed essential and may request the resignation of the whole Board and nominate a new slate of Trustees.

The Board of Trustees meets quarterly and is responsible for the oversight of the organization; the power to manage the affairs of Al-Anon Headquarters on behalf of the Board in the intervals between meetings of the Board of Trustees is delegated, as noted in Concept Eight, to an Executive Committee that meets monthly. The Board of Trustees delegates to the Executive Committee for Real Property Management (ECRPM) the oversight and management of the real property owned by Al-Anon Family Group Headquarters, Inc. In accordance with Concept Ten, AFG Inc. ensures that double-headed management is avoided through carefully defined authority and service responsibility.

Next, the presenters reviewed who attends Conference and in what role, as found in the descriptive text of Concept Four. The Delegates, who meet only once a year, are concerned primarily about policies, plans, and actions to take effect in the future. The WSO Staff and Volunteers, because of their daily work and regularly scheduled meetings, have more firsthand information about aspects of Al-Anon business related to the present. These groups of people bring different knowledge and perspectives on matters affecting Al-Anon as a whole. Thus, the Conference has access to spiritual guidance found through the collective wisdom of all Conference participants. These individuals, despite their different service roles, share two common traits while at Conference: They listen and participate in discussions on matters affecting Al-Anon as a whole, and they vote on these matters.

Besides listening, participating, and voting on matters affecting Al-Anon as a whole, Delegates bring the viewpoint of their Areas to matters affecting Al-Anon as a whole. They also return to their Areas to share a broader perspective of Al-Anon worldwide. Delegates are the bridge of understanding that links the groups in the Area with world Al-Anon. World Service Delegates are representatives of their Areas and worldwide Al-Anon and not just representatives for their Areas.

Members of the Board of Trustees have a legal responsibility for the funds and services provided by Al-Anon Family Group Headquarters, Inc. The Board guards the legal rights of the Al-Anon fellowship, protects Al-Anon principles from distortion and dilution, and acts as the chief service arm of the World Service Conference. The Board of Trustees ensures the goals and directions

of the Conference are carried out by the WSO in accordance with Al-Anon's Twelve Traditions.

Members of the Executive Committee are entrusted with oversight of Al-Anon Family Group Headquarters, Inc. This authority is granted to the Executive Committee by the Board of Trustees in order that the Executive Committee can provide oversight on daily affairs at the World Service Office.

Voting WSO Staff members also listen, participate, and vote on matters affecting Al-Anon as a whole. They are Al-Anon members and paid workers at the WSO. Voting WSO Staff are in direct contact with Al-Anon members worldwide through correspondence and sometimes travel. They serve the fellowship in a variety of ways, all of which members have seen listed on the back of the Quarterly Appeal to Members letters. Voting WSO Staff not only support the world leadership of the Trustees, they also share world leadership with the Trustees.

The Conference is also attended by other individuals, with voice, but no vote, who have distinct roles to assist the overall efficient running of the Conference. Some of these non-voting Conference members have knowledge and information that will assist the Conference with discussions and decisions. Examples of these are the Chairperson of the ECRPM and our WSO Senior Director of Finance & Operations. As necessary, these people have a voice limited to the experience/information of their role. Others with designated tasks, like interpreters and Conference recorders, attend without voice or vote.

If there is international representation at the Conference, these members do have a voice but no vote.

The presentation ended with an interactive quiz to refresh the Conference members on the information presented and a short Q&A for any remaining questions.

APPROVALS

2025 Auditor's Report

Niketa Williams, Senior Director of Finance & Operations (non-member)



Prior to Conference, a copy of the audit, including the opinion letter of the auditors, was posted on AFG Connects for Conference members to review. The presentation from the Senior Director of Finance & Operations gave an overview of the audit process and the 2025 results.

An audit is an investigation of an organization's finances conducted by an outside accounting firm. Auditors review accounting and financial records such as check stubs, invoices, timecards, receipts, and bank accounts; obtain written confirmation of accounts by banks; and test internal controls. The annual audit for 2025 was conducted in January 2026 by the Brown Edwards LLP audit firm and reflected Al-Anon's financial records for 2025. The firm issued a clean opinion, which means all records were found to be in compliance with generally accepted accounting principles.

The audited financial statements consist of four main reports. The statement of financial position displays the organization's financial position as of December 31, 2025, similar to a balance sheet. The statement of activities displays the revenue and expenses across all three funds (General Fund, Building Fund, and Reserve Fund) during the year. This is similar to a profit and loss statement. The statement of functional expenses displays the three functional areas of expenses and shows what is being spent on the program, literature distribution, and general and administrative costs. The statement of cash flows reports cash inflows and outflows for the year.

In 2025, total revenue in the general fund for 2025 was $7,687,708. Of that total, contributions were 49 percent of revenue and literature sales were about 32 percent, with magazine sales and investment income making up the rest. Contributions for 2025 were higher than the previous year, totaling about $3.57 million, which reflects steady and reliable support for the organization's work. Overall, contributions continue to be a key source of funding for Al-Anon. The Reserve Fund also experienced a gain in investment income due to a positive market performance.

As of December 31, 2023, the net value of the Reserve Fund surpassed one year's operating expenses. In 2024, the Board of Trustees approved a number of projects on which to spend the Reserve Fund surplus (see "Excess Reserve Funds" in the *2025 World Service Conference Summary* [P-46], p. 17). So far, a total of $284,594 from the Reserve Fund has been spent on the Core Systems Overhaul, Professional Outreach—Young People, and Passing It On projects.

In 2025, AFG, Inc. delivered on 16 Strategic Plan projects, completed the *2026-2029 Al-Anon/Alateen Service Manual* (P-24/27), launched a new accounting software as part of the Core Systems Overhaul project, and participated in the 2025 A.A. International Convention and Zonal meetings with international structures. Consistent contributions and literature sales are still necessary to support the work of the organization.

Conference members had the following questions about the Auditor's Report:

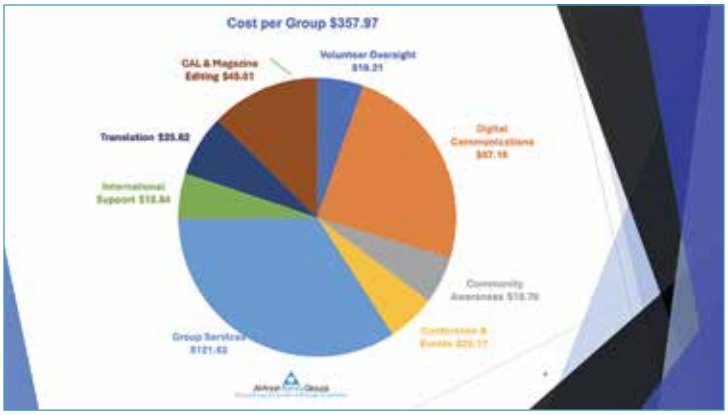
- Were there any internal control deficiencies found in the audit?
  - No.
- Are the investment managers for the Reserve Fund Al-Anon members?
  - We don't ask them about membership, but they do understand what we do and the mission of the organization.
- We've seen a decline in active Districts in our Area, and I was wondering how that affects contributions.
  - We can't specifically quantify how and where Districts going dark has affected the revenue of the WSO, but it would definitely factor into the contributions we receive year to year, since group and District participation is one of the sources of our funding through the links of service.

AL-ANON FAMILY GROUP HEADQUARTERS, INC. 2026 BUDGET

	2026 Preliminary Budget	2025 Actuals
Revenue		
Literature Sales	3,300,000	3,113,973
Less cost of goods sold	(825,000)	(770,469)
Contributions	3,431,520	3,571,021
Magazine Sales	259,800	247,892
Subscription Income	58,800	58,450
Investment Income	155,000	109,738
Fund Transfers	300,000	-
Other - currency adjustment		(47,020)
Total cash revenue	$ 6,680,120	$ 6,283,585
Noncash contributions		$ 344,560
Total Revenue	**$ 6,680,120**	**$ 6,628,145**
Expenses		
Salaries	3,547,730	3,318,153
Benefits	526,970	503,715
Payroll Taxes	272,550	251,898
Occupancy	301,880	306,444
Packing & Shipping	(23,000)	(18,069)
Postage	174,800	167,850
Telephone	57,890	57,905
Stationery & Supplies	54,400	62,879
Technology	346,260	402,899
HR/Training/Consulting	51,710	61,816
Repairs	8,500	7,262
Travel & Meetings	342,690	219,505
Conference Costs	240,310	119,823
Professional Fees	80,810	92,304
Printing	159,860	155,885
Canadian Office	2,410	2,269
General Services Meeting	86,300	-
PSA Campaign	106,389	106,389
Bank and Credit Card fees	131,000	128,801
Miscellaneous	16,550	14,327
Retiree Health Benefits	64,000	63,706
Depreciation	115,000	125,813
Total cash expenses	$ 6,665,009	$ 6,151,574
Noncash expenses		$ 344,560
Total Expenses	$ 6,665,009	$ 6,496,134
Revenue over Expenses	$ 15,110	$ 132,011

2026 Finance Committee Report

David B., Trustee, Treasurer, AFG, Inc.
Niketa Williams, Senior Director of Finance & Operations (non-member)



The Treasurer began his report by explaining the makeup and purpose of the Finance Committee. The Finance Committee meets monthly prior to the Executive Committee. The Finance Committee is composed of the Treasurer, the Chairperson of the Board, the Chairperson of the Executive Committee, the Executive Director, the Policy Committee Chairperson, and the Senior Director of Finance & Operations. The Senior Director of Finance & Operations is an ex-officio member, which means she attends with voice but no vote. The Finance Committee's statement of purpose is taken from the descriptive text of Concept Eleven, and it reads, in part, "The primary function of this Committee is to see that our World Service Office (WSO) operation remains financially sound, always aligning the use of our money with the spiritual principles of our program. This Committee conservatively estimates each year's income. It develops plans for increasing our revenues and keeps a watchful eye on expenditures. It scrutinizes the annual budgets of estimated income and expense submitted by the WSO and makes revisions when necessary. The Committee also sets literature pricing in a way that adequately supports the needs of the service structure" (*Al-Anon/Alateen Service Manual,* "Al-Anon's Twelve Concepts of Service," Concept Eleven). This is read at the beginning of every Finance Committee meeting along with Al-Anon's Mission, Vision, and Strategic Plan Domain/Goal Statements.

The Treasurer then introduced the Al-Anon Family Groups, Inc. budget for 2026, reviewed in detail with the Finance Committee and approved by the Board of Trustees. Revenues and expenses are both projected to increase in 2026, with a projection of a small surplus at year end. He finished with a personal reflection before passing to the Senior Director of Finance & Operations for a detailed explanation of the budget:

> "As we see with so much within our program, one's attitude and perspective make a difference in how we perceive something. A budget can be a key tool to help set the direction for the organization, providing guardrails and a path forward to meeting the goals and objectives set for the year. For Al-Anon, I believe our budget represents hope. The services funded through our budget develop new literature, generate public outreach materials, provide ways to find meetings, and even support hosting of meetings themselves, all of which bring hope to the newcomer seeking help to recover from the family disease of alcoholism as well as hope to members who need something new or different in their program."

The Senior Director presented an overview of the budget, including estimated revenues, expenses, and projects for AFG, Inc. in 2026, beginning with an explanation of how the budget is prepared. First, budget templates and requests are provided to all departments, including financial information and details about how their department supports the overall Mission and Strategic Plan. Departments review their routine costs as well as their projects for the year. The World Service Office formulates the budget internally, then presents it to the Finance Committee for their review and makes any suggested changes prior to presenting it to the Board of Trustees in January. The budget is presented to WSC members for review in April. During the year, the budget to actual is reviewed during Finance Committee meetings and, if necessary, a revised budget is presented in the July Board meeting. The budget is constantly reviewed during the year, and any variances are explained and accounted for.

The WSC Structure report for 2025 showed 13,032 active groups, but only 8,093 or 62 percent contributed. Still, 100 percent of those groups used some type of service from the WSO. AFG Records registers groups so they can receive materials to get their group started; members read Conference Approved Literature produced by the WSO at meetings and in their personal recovery; newcomers can call to get meeting information or use the website to find a meeting; and groups can attend a meeting from their home or any location via our *Al-Anon Family Groups Mobile App*. All of these services contribute to the budgeted expenses, and consistent contributions are necessary to support the work of the organization.

The 2026 operating budget is projected to have a small surplus, dependent on continued support in contributions and an effort to increase literature and magazine sales during the year. The budget relies heavily on member-supported income and requires a Reserve Fund transfer to balance. Total revenue for 2026 is budgeted at $6.68M, with net revenues expected to be consistent with 2025. Contributions and literature sales make up 88 percent of total revenue. Magazine and literature sales are currently below historical trends, which puts pressure on overall revenues. A $300,000 transfer from the Reserve Fund is needed to balance the 2026 budget, signaling that current operating revenues alone are not sufficient. Sustained contributions and renewed support for literature and magazine sales are critical in 2026, as the organization is balancing the budget with reserve funds due to softer earned-income performance.

Gross literature sales are projected at $3.3M, an increase over 2025 actuals, driven by the release of the *2026–2029 Al-Anon/Alateen Service Manual* and continued focus on literature sales. The new *Service Manual* is expected to generate increased demand from groups and members, making it the primary driver of the projected sales growth along with introduction of the remaining ebooks. Contributions are budgeted at $3.43M, slightly lower than 2025 actuals, but still consistent with members' historical pattern of giving. Modest growth in magazine sales ($259K) is anticipated based on increased emphasis and messaging. A Reserve Fund transfer of $300K is budgeted in FY26; no transfer was required in FY25 due to unexpected bequest income. Other income at $213K reflects steady subscription income and higher investment-related income due to market conditions.

Literature sales have declined over the past two years. Literature remains central to the program, as it carries the message and supports recovery for members. The release of the new *Service Manual* in the first quarter of 2026 is expected to help renew interest and support future sales. Targeted literature campaigns are planned throughout the year to highlight specific pieces of literature. The

remaining ebooks will be launched in 2026, with the clarification that ebook availability does not negatively impact printed literature sales. While literature sales have recently lagged, the organization is emphasizing the enduring value of literature and is relying on new releases, discounted bundles, and expanded digital availability to strengthen performance in 2026.

Magazine sales have also declined over the past two years; despite this, the magazine remains an important recovery tool, offering "Recovery on the Go" through shared member experiences, insights, and meeting discussion topics. A new *Al-Anon Faces Alcoholism* (*AFA*) magazine is planned for release in 2026, which is expected to refresh interest and support future sales.

The Treasurer shared ideas for members to help increase contributions and literature sales throughout the fellowship, including:

- Encourage personal recommendations about a member's favorite Al-Anon publication
- Invite members to share about what they're reading
  - A simple "this booklet really helped me last month" can spark interest more than any formal announcement.
- Suggest Recovery on the Go! with *The Forum* or newcomer-friendly articles from *Al-Anon Faces Alcoholism*
- Share the attractiveness of digital options
  - Remind members about the availability of online literature and *The Forum*
- Remind members how literature sales support our Seventh Tradition
- For contributions, continue with a targeted message reminding groups of the cost per group to cover WSO services, and bring this up as a goal throughout the year.
- Continue to promote contributions via the *Mobile App*

Expenses for 2026 are budgeted at $6,665,009, which is consistent with planned revenues. The expenses show a nine percent increase over 2025 actual expenses, primarily driven by one-time or cyclical items including 75th anniversary activities, the International Al-Anon General Services Meeting (IAGSM), and the use of a professional meeting planner for major events. A staffing increase from 45 to 47 employees also accounts for part of the growth.

Labor costs make up a large portion of operating expenses, including salaries, payroll taxes, and employee benefits such as health and life insurance and pension contributions. Salaries are reviewed annually to ensure they remain in line with nonprofits of similar size and location. Currently, two positions remain open at the WSO.

Building occupancy costs are tied to building maintenance, depreciation on the building, insurance, and utilities. This budget is approved by the Executive Committee for Real Property Management (ECRPM).

Technology costs for 2026 were lower than 2025 actuals because the prior year included one-time website improvements and public outreach campaign advertising. Improvements to the *Mobile App* make up part of this budget. HR/Training reflects compliance training for Staff and Volunteers, and professional fees are paid to the auditor and legal counsel along with fees for professional interpretation. Postage costs increased slightly in 2026, while stationery and supply costs decreased. The increase in Conference costs reflects the use of a meeting planner.

Staff travel in 2026 is focused on community awareness, professional development, international engagement, and key Strategic Plan initiatives, particularly tied to the IAGSM and outreach initiatives:

- Community awareness: Attendance at four professional conferences to support outreach and visibility efforts
- Staff professional development: Travel for Staff to attend relevant professional conferences
- International travel:
  - IAGSM in Slovenia (September 2026)
  - Visits to international structures following the IAGSM
- Passing It On Strategy: WSO visit to brainstorm and develop ideas to support this initiative

Volunteer travel includes an additional in-person Executive Committee meeting at the WSO along with the 2026 Road Trip! in Chicago and regular quarterly Board meetings. Certain Board and Executive Committee meetings continue to be held virtually.

The budget projects a small surplus of $15,111. Achieving the planned surplus depends on clear communication of WSO operating needs and active engagement by the fellowship through continued contributions and strong literature and magazine support. Consistent, steady giving is essential, along with physical and ebook literature and *Service Manual* sales, communication about the need for increased *Forum* subscriptions, and participation in the launch of the new *Al-Anon Faces Alcoholism* outreach magazine.

Conference members had the following questions:

- Has any research been done on the decrease in literature sales? Could it be related to an increase in electronic meetings?
  - We know that some Literature Distribution Centers (LDCs) closed after COVID, and LDCs make up a significant portion of literature sales; other than that, we don't have data to trace the cause.
- Has there been an impact on literature sales from the eBooks Globally initiative and net revenue sharing with international structures?
  - The net revenue-sharing projects are still in the planning phase, so this has not created an impact yet.
- Are there materials with deeper explanations about earmarking investments? There's an idea among members that the WSO doesn't need our money because it has enough, partly based on investment income.
  - The *Reserve Fund* Guideline (G-41) explains how investment income in the Reserve Fund works and provides more information to use in discussing with the fellowship.
- Can we add a QR code for contributions to the Quarterly Appeal to Members letter? We've done it in our groups and it's helped to increase giving.
  - It's possible; thank you for the suggestion.
- Online platforms tend to take a cut; how does that affect us? Does the WSO lose income from online contributions?
  - Every transaction charges a fee, including checks and physical contributions—it's a cost of doing business.

2025 Annual Report

After the 2025 Annual Report was posted to AFG Connects, Conference members were invited to submit any clarifying questions prior to Conference. All questions and answers were compiled and posted for Conference members to review. At the World Service Conference, the Chairperson of the Board of Trustees and WSO Staff members gave a series of updates on the work of the Board and WSO departments in the four months between the drafting of the Annual Report and the week of the WSC.

Kathi M., Trustee, Chairperson of the Board

I'd like to start by taking a moment to share an update on our WSO Committees and Board Committees and some important changes in terminology and how we work together.

First, how many of us recognize the term "WSO Committee"? Likely few, even though many are familiar with the term "At-Large Committee." That term is actually a misleading blend of the terms "WSO Committees" and the "At-Large members" who serve on them. As a result, we are working to clarify and reintroduce the original and more accurate term: "WSO Committee." Let me explain.

Our WSO Committees—the *Forum* Editorial Advisory Committee (FEAC), Literature Committee, and Public Outreach Committee—do critical work in support of the fellowship. Their focus, creativity, and dedication are central to how we communicate, carry the Al-Anon message, and support members around the world.

The *Forum* Editorial Advisory Committee is composed of At-Large members and Delegates; the other two WSO Committees are composed solely of At-Large members. At-Large members are appointed annually for one-year terms and may serve up to six years. This year, the Executive Committee—which has been charged by the Board of Trustees to review the resumes—identified the need for a thoughtful review of At-Large member requirements and committee composition. This review has been approved to begin following the 2026 World Service Conference.

In addition to Delegates and At-Large members, a Staff Liaison serves as a voting member providing continuity, operational support, and a vital connection between committee work and the day-to-day operations of the WSO. Staff Liaisons help ensure that committee recommendations, timelines, and projects move forward effectively while honoring the committee's service-driven purpose.

In past years, these WSO Committees included Trustee members as part of their composition. Over time, the Board of Trustees came to see that this structure did not serve the committees or Trustees well, as confusion arose regarding roles and responsibilities in conflict with Concept Ten. Today, WSO Committees no longer have Trustees as standing members, although the Board of Trustees retains its governance responsibility for the committees.

Last year, one committee's group inventory revealed that its members were seeking increased connection with the Board of Trustees. The insight was raised to the Trustees as part of its quarterly report, and changes were recommended and approved to the WSO Committee process.

Beginning this year, each WSO Committee now invites the Chairperson of the Board or a Trustee designee to attend the committee's first meeting of the year and their final meeting of the year. This gives the Board an opportunity to listen and learn as committees set priorities at the start of the year, stay informed without directing or managing committee work, and hear directly about outcomes, challenges, and insights at year end.

This approach strengthens communication and shared understanding while preserving the appropriate boundaries between governance, Staff responsibilities, and committee service.

The Board carries out much of its responsibilities through its standing committees. Current Board Committees include:

- Audit Committee
- Finance Committee
- Compensation Committee
- Nominating Committee
- International Coordination Committee
- Conference Leadership Team
- Policy Committee

Board Committees are Trustee led, with only the Audit Committee including At-Large members. These Committees ensure sound financial stewardship, interpret Al-Anon's basic guides, and facilitate gatherings of WSC Structure and international structure Delegates.

I'll close by revisiting related changes that have been and are being made to all applications and resumes for those interested in serving at the world service level. Last year, the Board of Trustees directed the Nominating Committee to define the service requirements for those wishing to serve as Trustee, At-Large member of the Executive Committee to eliminate the ambiguity inherent in the phrase "service beyond the group level." This review helped to clarify the needs and corresponding minimum requirements for each of these service roles. The Board of Trustees looks forward to these changes encouraging more members to serve the worldwide fellowship.

Together, these changes reflect a maturing governance structure, one that values transparency, trust, and clearly defined roles. By improving communication and language and clarifying how committees and the Board interact, we are better positioned to support the mission of the WSO now and in the future.

I am deeply grateful to everyone who serves—At-Large and Delegate committee members, Trustees, and Staff alike. Your time, experience, and commitment make this work possible, and I am honored to serve alongside you.

Vali F., Executive Director

Hello, Conference members! Here are some updates since January on Human Resources matters and three Strategies projects.

In 2025, a Staff engagement survey highlighted two consistent themes: a desire for increased access to hybrid work options and greater clarity and transparency around related guidelines. In response, the Directors undertook research, education, and sustained discussion throughout the past year to ensure that any changes would support—not diminish—our culture, collaboration, and service-first values.

In early 2026, the Executive Committee approved a new Remote and Hybrid Work Policy, replacing the prior Remote Work Policy. Staff eligibility under this Policy is determined by role requirements, with eligible positions permitted to work remotely up to two days per week. To maintain connection, collaboration, and shared purpose, the Directors team introduced the concept of office "Anchor Days" and "Anchor Weeks" when Staff are expected to meet together in the office for activities best accomplished in person. In limited circumstances where specific skills or experience—most often related to the combination of Al-Anon membership and service experience—are particularly difficult

to recruit, fully remote arrangements may be considered.

The Policy will roll out on May 4, 2026. To support this rollout, all Staff who supervise are engaged in a blended in-person and virtual training course to help us navigate what are sure to be some interesting learnings ahead. Staff response to the announcement in March was positive, and we will monitor implementation to ensure that the intended balance between flexibility, equity, and organizational effectiveness is maintained. This work reflects our ongoing commitment to being a responsible employer while safeguarding our mission.

The rollout of ebooks has continued steadily this year, with new titles launching on a monthly basis. As this initiative has progressed, we have gained a deeper understanding of the complexities involved. Each title must move through several distinct steps, including third party indexing, file loading, and approval by ebook consolidators, followed by a staggered and sometimes slow appearance across various platforms. As titles become available, links are added to the WSO ecommerce store.

While this process has required patience, we anticipate that all current titles will be fully rolled out by the end of August. At this time, we do not have plans to expand ebook offerings beyond English, Spanish, and French. This decision reflects current Board strategic priorities and recognizes the need for international structures to understand and absorb the potential impacts of ebook sales.

As will be described more fully by Tracey in the International Services team update, many groups and emerging structures rely heavily on pamphlet sales. Before expanding pamphlets into ebook formats, additional understanding and dialogue is required. Conversations with international structures are ongoing, and we remain committed to moving forward in a way that is thoughtful, principle-based, and considerate of international structure Seventh Tradition needs.

One section of the 2025 Annual Report referenced by Delegate questions was the selection and implementation of a new Association Management System (AMS). Certainly, we know this project is near and dear to many of our hearts, and we appreciate your continued interest and patience.

Our existing AMS system has served the fellowship for many years, but it is rapidly aging and becoming increasingly difficult to support. It powers Online Group Records and the Online Bookstore, and provides the data used for meeting searches on al-anon.org, making its replacement both complex and critical.

Last year's Staff efforts—supported by a third-party consultant—resulted in a comprehensive Request for Proposal and responses, along with many detailed demonstrations of capabilities by multiple vendors. We are excited to announce that work translated into the selection and licensing of a new AMS at the end of March. The chosen solution is purpose built for associations and operates on the Salesforce platform.

This new system is expected to provide improved access, visibility, and usability for trusted servants across the World Service Conference Structure, including easier updates related to service position rotation, Alateen recertification, and other key functions. To set appropriate expectations, the implementation timeline is nearly two years, with a targeted completion in 2028.

Work by several team members including our Software Engineer and AFG Records Manager began this month under the guidance of our Senior Product Owner, who is implementing a readiness plan designed to engage both Staff and trusted servants in discovery and planning. This process will help ensure that the final implementation truly supports our shared service goals. You'll hear more about our new Senior Product Owner in Scot's Annual Report Update.

I will conclude with an update on the CAL Globally initiative. Two pilots are currently underway and are now approximately halfway through their timelines. Both pilots are proving to be highly encouraging.

The first allows a smaller structure to purchase Conference Approved Literature from a larger structure at cost, expanding access while maintaining financial viability. The second enables a smaller structure to reprint CAL originally translated by a structure other than the World Service Office. Early results suggest that the agreements underpinning these pilots could serve as a strong foundation for future rollouts once the pilot phases conclude.

Niketa Williams, Senior Director of Finance & Operations (non-member)

My name is Niketa Williams. I am the Senior Director of Finance & Operations at the World Service Office. My department and I are responsible for Accounting, Human Resources, Customer Service, Shipping, Publications, Translation, and Building Operations. We have 19 people working in these different teams. We like to think of ourselves as "behind the scenes."

Since the Annual Report, our department has continued to focus on supporting daily operations and adapting to the organization's evolving needs. Here is an overview of our progress since the beginning of the year.

We have made significant headway on the accounting software implementation, a key component of the Core Systems Overhaul strategy. Data migration and user acceptance testing are now complete, and we are anticipating a Go Live date of May 1. The new software will eliminate the need for on-premises servers and manual upgrades, offer easier integration with other business systems, and provide enhanced process automation.

The WSO Translation team is collaborating closely with the General Service Office (GSO) in France and their translation team to complete an updated French version of *From Survival to Recovery* (FB-21). The French GSO is handling the initial translation of updates, while the WSO Translation team is reviewing and editing the manuscript to ensure it meets our established translation standards. This collaboration has helped accelerate the update process and reduce the workload for our team. Many members have been eagerly awaiting the revised French edition, and we are aiming to have it completed by the end of the year.

Finally, the latest *2026–2029 Al-Anon/Alateen Service Manual* (P-24/27) has been released online, in print, and—for the first time—as an ebook.

We want to sincerely and humbly thank you for allowing us to serve you.

Sarah S., Director of Programs

As Director of Programs, I work alongside a dedicated Programs team that serves as a primary point of contact for the fellowship and supports members and trusted servants within the World Service Conference and international structures. I'm pleased to share several updates since the beginning of this year.

The Programs Department has remained actively engaged with the fellowship through consistent, direct communication. As part of Al-Anon's clearinghouse of information, Programs Staff serve as a primary point of contact for members and trusted servants who reach out to the World Service Office with questions often related

to process, policy, service responsibilities, and structure. This work includes regular communication with members and trusted servants across the globe and carries the responsibility of sharing accurate information and Conference approved materials in a clear and consistent way.

One visible and ongoing part of this work continues to be Area visits. It is a privilege for WSO Staff to attend Area Assemblies, Conventions, and events when invited. Since the beginning of the year, Staff have appreciated opportunities to connect directly with trusted servants, participate in Area discussions, and share information in real time. These visits support open exchange and provide space for members to ask questions and hear information directly from Staff. As a reminder, invitations should be submitted using the WSO Staff & Volunteer Invitation form found on AFG Connects, with at least two months' notice whenever possible.

Another area of ongoing work has been the capture of long-term member experience through interviews coordinated by World Service Events & History. These interviews focus on preserving knowledge shared by long-term members about recovery, participation, service, and the development of Al-Anon over time. Preserving this information provides important context for understanding how the fellowship has grown and changed while remaining grounded in its purpose.

Since we currently have an open Associate Director position, I am reporting on Group Services. Often referred to as Information Central, this team supports members and trusted servants serving within the World Service Conference Structure by answering questions, providing guidance, and sharing information related to the links of service. Group Services also supports Al-Anon Information Services (AISs), AIS/Literature Distribution Centers (LDCs), and free-standing LDCs. While not links of service, these service entities connect through a liaison and provide vital public outreach services. Please welcome and invite their participation in AWSC and Area Assembly meetings.

Supporting the annual Area Alateen Recertification process remains a key responsibility of Group Services. The recertification process is in full swing, with a deadline of June 15, and Areas are encouraged to complete the process as early as possible. As of Friday, April 17, there are two Areas that have completed the recertification, 59 are in progress, and 16 have not yet started. There remain two Areas without Alateen certification since 2021. The Group Services team has worked to streamline the review process. When Areas submit an updated ASBR for review, Group Services asks for the documents reviewed by local counsel to be shared in MS Word format to help expedite recording changes and facilitate Area discussions. Group Services supports AFG Records and AAPPs with trainings during the recertification window, with the next one scheduled for May 2.

At the heart of the Programs work are the people—members, trusted servants, and those who participate in service at every level. Whether through conversation, email, Area visits, or preserved records, the Programs Team is always excited to provide support.

As we look ahead, I want to close by announcing that we will soon be posting another Associate Director role, formerly known as Associate Director—Group Services, as we continue to thoughtfully reevaluate our current and emerging needs. While this work has long lived within Group Services, the title and scope of the role may continue to evolve as we listen closely to how members, groups, Areas, and trusted servants connect with the clearinghouse. This role will oversee key areas we've discussed, including support of the WSC Structure and Alateen. In keeping with the earlier update shared by Vali, we are excited to offer remote eligibility for this position, helping widen the opportunity for members across the fellowship to consider employment at the World Service Office.

As more details become available, I encourage you to take this information with you—sit with it personally, talk about it with others, and carry it back to your Areas. Roles like this are often filled because someone was willing to share an invitation, start a conversation, or say, "I thought of you." I invite you to help us do that together by sharing this opportunity and encouraging participation when it feels aligned.

Thank you for everything you do to carry the message of hope to families and friends of alcoholics. And now, I am excited to turn it over to the Programs Department Staff, who will provide more exciting updates!

Scot P., Director of Communications & Community Awareness

I have the pleasure of serving as your Director of Communications & Community Awareness. I am privileged to manage a dynamic team of eight responsible for maintaining al-anon.org, the *Al-Anon Family Groups Mobile App*, and our fellowship email newsletters: *In The Loop*, *En Contacto*, and *Le Messager*. This team is also responsible for carrying out the WSO's responsibilities as it relates to public outreach by connecting with professionals, creating and distributing our public service announcements, and maintaining our presence on social media. Additional duties fulfilled by members of the Communications & Community Awareness Department include product ownership and project management of two significant projects that Staff are working on, the Core Systems Overhaul—CRM+ project and the Website Redesign project.

Speaking of the Website Redesign project, this is the first of four items in my update:

In 2025, we identified that the website which was previously built in 2017 has become increasingly unstable, and it has become quite a chore to keep up with plugin maintenance to reduce any possible vulnerabilities which could be exploited by bad actors. At times, the website has been down for several days while Staff and our third-party vendors worked around the clock to resolve the vulnerabilities and restore the website as quickly as possible. Additionally, research has indicated that the typical lifespan of a website is between two to five years, and in June, the current website will have been live for nine years. This, along with the ever-increasing threat of cyberattacks, has led us to prioritize the redesign of the website to improve security; simplify the site structure to improve navigation; review, update, and organize all its content; and modernize the design to be mobile first and accessible to anyone with visual disabilities.

In 2025, the WSO established a small team responsible for overall risk mitigation. A top priority was establishing a data classification policy to define how documents and personal information are handled. The WSO handles many documents containing Personally Identifiable Information (PII)—such as full name, home address, phone numbers, or personal email addresses—which require additional protection. To ensure PII is transmitted securely between the WSO and trusted servants, Staff have been provided with encrypted email licenses. To support trusted servants sending PII to the WSO, we have also developed simple, secure forms that allow information to be pasted or attached for delivery to the WSO. If you or another trusted servant needs to send any of this type of information, please use the appropriate form or contact the WSO to get a link to the appropriate form.

The *Al-Anon Family Groups Mobile App* is home to 44 Al-Anon and six Alateen pilot groups. These groups provide over 140

meetings each week supporting more than 278,000 registered users. The WSO is in a unique position as it relates to the *Mobile App*. Not only do we serve these groups as the clearinghouse, we also function as the meeting location or venue, like a church or community center for physical meetings or Zoom or Discord for electronic meetings. Taking this analogy a step further, the WSO functions much like a responsible landlord for the groups meeting on the *Mobile App*.

While groups meeting in physical locations are given a key to access their meeting space, as landlord, the WSO provides groups with "host credentials" so they can start and facilitate their meetings. Since the launch of the *Mobile App* in August 2020, we have only had a single report of unacceptable behavior involving these credentials. Just as a facility owner might respond by changing the locks, this incident prompted us to replace the relevant host credential password and create a practice of regularly updating these host credential passwords.

Similarly, as a responsible landlord, over the past several months, the WSO has been assessing new developments as it relates to the *Mobile App*.

The first involves legislation, as some states have instituted a requirement around age verification for minors accessing mobile apps. Working with our third-party vendor partner, we have identified the process to leverage the age verification tools provided by the app stores.

The second includes user experience improvements across different phone systems. One is specific to the latest Apple devices with their new "liquid glass" design. Without this update, the Apple user experience would be negatively impacted. Another required update addresses Android requirements related to load timing, which ultimately will also improve overall user experience.

In February, we added a key member to the Communications & Community Awareness Department: our Senior Product Owner. What does that mean? Over the past several World Service Conferences, Vali and I have been sharing about an undertaking called "Core Systems Overhaul." Both Niketa and Vali mentioned components of this project. The Senior Product Owner will be responsible for the implementation and ongoing functional ownership of the CRM, our new database system, which will replace our current system, iMIS. This new CRM will house all our data, including Group Records, service records, and other necessary information.

Heather S., Associate Director–Public Outreach

I'm part of the Communications and Community Awareness Department, and even though Public Outreach at the WSO is currently a team of one, I feel deeply supported by all of you. It's truly a privilege to work alongside the fellowship as we carry the message, cooperate with professionals, and help the public understand what Al-Anon and Alateen have to offer.

I'd love to share a bit about what I've been working on so far this year in support of AFG, Inc.'s Strategic Goals.

As part of my ongoing work, I collaborate with the Chairperson of the WSO Public Outreach Committee and facilitate meetings with our Area Public Outreach Coordinators. In my role as a voting member of the Committee and as Staff Liaison to the Area Coordinators, I'm honored to be part of this meaningful service.

With an eye toward global engagement, we currently support 66 trusted servants across 51 Areas, serving in Public Outreach, Public Information, Spanish and French Public Outreach, Cooperating with the Professional Community, and Institutions Coordinator positions. Our meetings—which include both fellowship time and specific topics—help us share experience, foster cooperation, strengthen rotation of service, and keep Al-Anon outreach fresh and relevant.

Our Public Outreach Committee includes 11 Delegates, five At-Large members, and two WSO Staff. We were delighted to welcome the Chairperson of the Board to our first quarterly meeting this year. The Committee's three subcommittees continue to support WSO work by reviewing member-submitted materials: the Social Media Work Group, the Public Outreach Toolkit Work Group, and the *Al-Anon Faces Alcoholism* Member Sharing Review Task Force.

To raise awareness among professionals, we've reserved exhibit booths at two national conferences this year. One is the Canadian Psychological Association Convention in Montréal this June, which brings together mental health professionals from across Canada. The other is the EAPA Institute & Expo in Norfolk this October, where we'll connect with employee assistance and workplace behavioral health specialists. We'll be working closely with the Public Outreach Coordinators from Québec West and Virginia to help staff the exhibits. And a third conference is included in the budget and under consideration.

We've used our milestone 75th Anniversary as an opportunity to inform the public and build relationships with media and government officials. With the help of our Senior Communications Specialist, we distributed an anniversary news release to media outlets in the US and Canada, which reached an estimated 200 million people in a span of 48 hours. Our Translation and Design teams created a trilingual media kit, available to trusted servants through the AFG Connects WSO Materials for Local Distribution community, for Areas and international structures to distribute locally throughout the rest of 2026. And with support from our Projects & Digital Specialist, we reached out to government leaders to request formal recognition of Al-Anon's contributions. Several proclamations will be on display at the Gala event.

A major effort—now in its second year—has been the development of our recovery and service tool *Al-Anon Faces Alcoholism*, our public outreach magazine. This project has been a powerful reminder of Concept Four: participation really is the key to harmony. We modeled the review process on what's used for *The Forum* and CAL, which gave us a strong foundation. Five Public Outreach Committee members reviewed and scored 80 member sharings, while four WSO Staff reviewed and scored 24 professional articles. Earlier this month, we held a joint debrief with all reviewers to reflect on what worked well, what we can improve, and what we want to carry forward. It was inspiring to hear how meaningful the experience was for everyone and how moved they were by the quality of the submissions. Because *AFA* is a service tool, its development includes creation by Staff or committees, followed by Executive Committee review and approval. The final text is then confirmed by the Executive Director, along with the Chairpersons of the Board of Trustees and Executive Committee and members of the Policy Committee. (See page 110 in the new *Service Manual* [P-24/27].) The Associate Director—Literature will share more about the manuscript development process as we work to bring this publication across the finish line and into the hands of the fellowship by year's end.

Thank you to each and every one of you for all you do in public outreach. Your dedication helps carry the message of help and hope, making Al-Anon and Alateen available to anyone who needs us. As we move forward, let's each continue to look for those small but meaningful opportunities to reach out, share our message, and make a difference. I'm truly grateful to be doing this work alongside you.

Suzanne M., Associate Director–World Service Events & History

I have the privilege of serving as your Associate Director—World Service Events & History. The Archivist & Conference Specialist is also a member of my team. We are responsible for the year-round planning and implementation that takes place in relation to the World Service Conference (WSC), as well as overseeing the *Al-Anon/Alateen Service Manual* (P-24/27) and managing the Archives.

Here's what has been happening since the beginning of the year.

With the posting of the new *Service Manual* in January, we heard from some members who were dismayed that the pages entitled "WSO Committees" detailing definitions for committee, work group, thought force, and task force had been removed from "Groups at Work." You may be wondering how and why this happened.

Prior to finalizing the *Service Manual* last year, several WSO work groups were tasked with completing various charges to review "Groups at Work," each with a specific focus. One work group's focus was to provide an overall review of the "Groups at Work" section.

The *Service Manual* is four separate books and includes the Al-Anon World Service Conference Charter and the 2003 Alateen Motion from the Board of Trustees. Staff hold the responsibility for making any necessary changes or updates to "Groups at Work," and Staff made the decision to remove the WSO Committees text on pages 70 – 72 from "Groups at Work" because the content pertains to the service structure rather than the operation of groups.

Since the WSO Committees text pertains to the service structure, Staff has recommended that the text be added to the "World Service Handbook" and included in the next version of the *Service Manual*. And because the Board of Trustees is responsible for the Handbook, and any recommended changes to the Handbook require approval by the World Service Conference, the addition of WSO Committees to the Handbook has not yet occurred.

Following through with who is responsible for the other two books in the *Service Manual*, the Policy Committee is responsible for the "Digest of Al-Anon and Alateen Policies" section, and the Board of Trustees is responsible for the descriptive text in the "Twelve Concepts of Service" section. That said, the World Service Conference votes on all changes recommended to those sections.

Moving on to the *Conference Summary*. In an effort to publish a *Conference Summary* that was more attractive to read, Staff decided to summarize the presentations and discussions, which resulted in the *2024* and *2025 Summaries* (P-46) including quite a bit less detail than past *Summaries*. Those two *Summaries* were *actual summarizations* of what occurred.

Although our intention was to bring the *WSC Summary* back into alignment with historical practices of summarization—as we had been progressing steadily toward transcription—we did not anticipate an unintended consequence of our decision. We heard from some members who were dismayed with the lack of detail in the *2024* and *2025 Summaries*. They felt they were missing out on various components of the presentations and heartfelt discussions. Our solution to provide a shorter *Summary* that might be attractive to a broader audience created a problem for those who read the *Summary* to hear the full discussions and understand what took place.

Following internal conversations, Staff made the decision to find a balanced approach between transcription and summary, more consistent with pre-2024 *Summaries*. We hope you will look forward to reading this year's full *Summary*!

My most exciting update has to do with celebrating Al-Anon's 75th Anniversary. Seventy-five years…wow! I remember how exciting it was to celebrate Al-Anon's 50th. Here's a hint about our 75th—it will be more sparkly!

In my role, I have had the pleasure of working on the 75th Anniversary Open House as well as the Gala Banquet. The Staff team has spent many hours planning for and creating a once-in-a-lifetime experience that will take place on Saturday, April 25, 2026.

In addition to tours during the Open House, where our full Staff will be in the building on a Saturday, visitors will have an opportunity to:

- view current and historical PSAs in English, Spanish, and French
- peruse the Conference displays we have here at Conference, including the special Archives 75th Anniversary display
- enjoy various photo ops, including the big blue shoe
- purchase selected pieces of CAL, including the new *Service Manual*
- have a cup of coffee and a snack
- walk the grounds of the WSO
- mingle with old friends and new ones in the tent out back
- depart with a memento of the visit

The Gala will also be an event to remember! We will:

- listen to audio clips and view video clips of some of our pioneers and longtime Al-Anon members
- celebrate years of recovery with a countdown and count-up
- hear sharings by two members who have 50+ years of recovery
- present A.A. with a memento
- receive a special commemorative gift
- We look forward to seeing many of you there!

Carol C., Associate Director–Literature

Hello, everyone! I'm Carol, a very grateful member of the worldwide fellowship of Al-Anon and Alateen. I am the Associate Director of Literature at the World Service Office. My team consists of me, the Magazine Editor, and one support Staff member, with additional support from another team, and together we facilitate the development of Conference Approved Literature (CAL) and our magazines and keep the fellowship informed about CAL. Here's what's been happening on the literature front since the beginning of this year.

As Heather mentioned, we are excited to give a progress report on the 2026 edition of *Al-Anon Faces Alcoholism* (*AFA*), our public outreach magazine. We received essential input and support from Staff and the Public Outreach Task Force, who reviewed the professional articles and member sharings, and we very much appreciate their participation and contributions. Based on their scores and comments, we made final selections of three professional articles and ten member sharings to include in the new *AFA*. As editor of that publication, I recently completed a draft of the manuscript, and it is now undergoing review by WSO Staff. Next steps will be design and translation. We are on track for a September release to align with the WSO's longstanding tradition of focusing on public outreach as our September Communications theme, as well

as to coincide with national and international campaigns that focus on recovery during the month of September. We look forward to getting this recovery and service tool into circulation to reach more families impacted by alcoholism and to continue to build public and professional awareness of the help and hope Al-Anon offers.

Regarding new literature, we continue to collect sharings for two pieces of CAL in development: the piece on PERSONAL AND SERVICE SPONSORSHIP (working title) that was approved by the 2023 WSC and the piece on FINANCES IN AL-ANON RECOVERY (working title) approved by the 2024 WSC.

Following our call last year for freelance writers interested in editing new Conference Approved Literature, the field was narrowed to four highly qualified candidates. Last month, we interviewed these finalists, all of whom brought strong professional experience and demonstrated Al-Anon recovery. Earlier this month, we made our selection and engaged a professional freelance writer/editor who is also an Al-Anon member to develop the manuscript for the PERSONAL AND SERVICE SPONSORSHIP (working title) piece.

With this milestone reached, we are ready to set a deadline and issue a "last call" for member submissions. Based on careful planning and informed estimates, we aim to introduce the finished piece in English, Spanish, and French at the 2028 Al-Anon International Convention with A.A. participation.

To reach this goal, we'll need your help spreading the word during this final, focused effort. The deadline for members to submit their sharings will be June 30, 2026, as we anticipate beginning work on the manuscript by mid-year. Have you submitted your sharing yet?

Meanwhile, we continue to collect sharings for the FINANCES IN AL-ANON RECOVERY (working title) piece, but timelines and deadlines for that piece have not yet been established.

We are grateful that members continue to faithfully contribute sharings for our magazines: *The Forum*, *Le lien*, and *Al-Anon y Alateen en accion*. We continually strive to make them more attractive and accessible.

The WSO again posted 20 quotations from CAL on AFG Connects for service arms to use in newsletters and 2027 fundraising calendars without having to seek reprint permission. These quotations should not appear on public-facing websites.

In March, Tracey and I visited the Alaska Area for an all-day recovery event celebrating Al-Anon's 75th anniversary. We met current and past Delegates, Public Outreach and Alateen Coordinators, and others in service, as well as local members. We learned about the unique geography and infrastructure of Alaska—there is only one highway, which goes north and south, and few roads linking locations within the vast interior. Many towns and villages can only be reached by air or water, which can result in a sense of isolation and separateness. So, this gathering was a special opportunity for connection, and some had traveled significant distances to be there. It was very meaningful to the members to have a visit from the WSO, and we were privileged to share a writing workshop, an international presentation, a panel discussion on the Legacies, our personal recovery stories, and some historical gems from our archives, including a 1952 letter from the Anchorage Al-Anon groups to Lois, asking for materials and support. This letter brought tears to all of our eyes, and we felt the unity of Al-Anon spanning the miles and the years.

Area visits from the WSO connect and support the families and friends of alcoholics. They inspire members to service and invest in new generations of trusted servants. They foster unity and strengthen our structure.

I'll close with a couple of quotes from Alaska members: "Thank you for bringing your knowledge, experience, strength, and hope to Alaska!" And, "The voice of recovery has many accents. Thanks for adding yours."

I'm grateful for the opportunity to have shared that experience.

Tracey S., Associate Director–International Services

I appreciate having the time to share with you some updates from the International Services team. Our team consists of myself and a part-time International Assistant & Interpreter along with invaluable time and support from the WSO Paralegal.

I continue to be inspired and amazed by the willingness of Al-Anon members worldwide who achieve so much with so little through their dedication to doing service in some of the most challenging circumstances. I am humbled by the conversations and the desire to carry the message—to be there when anyone reaches out for help from the effects of the family disease of alcoholism.

A significant part of the team's work involves ongoing consulting with international structures about what can and cannot be translated as a country begins its journey to establish Al-Anon meetings. Public outreach materials are essential in the early days of establishing meetings in a structure where no Conference Approved Literature (CAL) is available in the native language. Translating free, downloadable leaflets provides resources structures can use to begin carrying the message prior to seeking permission to translate and print CAL, which typically occurs once the structure becomes fully self-supporting.

Since the beginning of the year, the International Services team has met with contacts in structures that are forming their very first Al-Anon meeting. Some countries have struggled to sustain meetings due to the lack of CAL, limited access to the internet, challenges maintaining regular contact with the WSO, or concerns related to governmental mandates or outside issues.

The team has recently held several meetings with Bulgaria, working through the process of translating CAL into Bulgarian in collaboration with the Independent Reviewer. A gentle, spiritually based process was followed by all involved, and although it took time, the collective wisdom of the group brought the Bulgarian members to a place of reflective unity through talking to each other and reasoning things out.

Other countries making progress include Latvia, which is preparing to translate books. Ukraine is currently focused on translating five books into Ukrainian. Czech Republic, Hungary, Belarus, Nepal, and Georgia have all attended Regular Structure Meetings (RSMs) with a focus on establishing Al-Anon, ensuring access to and CAL and service tools, and working towards translation, reprint, copyright, and trademark processes.

As a follow-up to efforts described in the 2025 Annual Report, Staff drafted an informal agreement for General Service Offices (GSOs) interested and qualified to participate in the WSO Board of Trustees' commitment to share backdated net revenue from global eBook sales. Meetings held with eligible GSOs helped clarify the steps needed by the end of 2026 to qualify and explain high-level parameters to be included in legal agreements that need to be executed by the end of 2027 in order to participate.

As Al-Anon continues to grow around the world, 2026 will mark the 23rd International Al-Anon General Services Meeting (IAGSM). Planning for this biennial meeting began last year and has gained momentum over the past several months. This work reflects careful and intentional collaboration with our international partners and a commitment to remain unified as a worldwide fellowship as identified in Tradition One.

Early in the process, Staff invited IAGSM Delegates to share ideas for a meeting theme. From this input, a theme was selected through a spiritual process, seeking guidance and unity rather than simply choosing words. The theme speaks to how we come together across languages, cultures, and structures as one fellowship, while honoring the many voices that inform and strengthen us. The 2026 IAGSM theme is: "One Fellowship, Many Voices, One Journey."

Much like the World Service Conference, the IAGSM Delegates have the opportunity to submit chosen agenda items. This provides insight into what international structures view as most relevant and helpful in supporting participation in service within their own structures and sets the tone for participation and inclusion reflecting the wisdom in Concept Four.

A new element for this IAGSM is the use of a professional meeting planner. Engaging professional support for logistical planning allows these services to be handled carefully and efficiently. This support has also allowed the ICC to focus more fully on communication, coordination, and planning the meeting itself.

General Service Offices have the opportunity to send two IAGSM Delegates. Registration is well underway. We anticipate a deepening of connection with those who will be attending in the beautiful setting of Lake Bled, Slovenia. As a side note, those interested in learning more about how Al-Anon principles supported the Slovenia GSO in submitting their bid are encouraged to read their reflections in the June 2026 *Forum*.

Since the IAGSM is taking place in Europe, the WSO has been in conversation with some structures about the possibility of arranging WSO Staff and Volunteer visits. Discussions during Regular Structure Meetings (RSMs) help identify where these opportunities may unfold and allow for listening, shared experiences, and physical connections beyond geographic boundaries.

We look forward to sharing the spiritual connections from the IAGSM and international visits at next year's Conference.

This offers just a small glimpse into the work of the International Services team. Is it enough to spark your curiosity? Do you, or someone you know, feel drawn to being part of these international conversations that take place day to day?

The International Services team is seeking an Al-Anon member who has participated in service beyond the group level, preferably at the Area level, and who may feel called to serve in this way. With the availability of hybrid remote options, we hope this opportunity may be accessible to members who feel inspired to support the growing needs of our international members.

If this speaks to you, or to someone you know, I invite you to speak with me or visit al-anon.org, where the newly revised job description for the Member Services Specialist – International role at the World Service Office will be posted once it becomes available.

SPIRITUAL REFLECTIONS

At the end of each day, Conference members were invited to share the spiritual experiences they would take away from the WSC, reinforcing Al-Anon spiritual principles in service work. Some reflections included:

- The experience of coming to Conference, feeling valued and welcome, and seeing everyone participate and presume goodwill is sacred. My experiences here have made me realize the privilege I've enjoyed as a member of Al-Anon.
- Al-Anon is the only place where disagreement and conflict lead to a deeper embrace and understanding of the principles.
- Seeing the way Conference members interact and speak to each other reminds me that even though we're here to conduct important service work, there's always time to be polite and kind.
- In my home District, we use red/yellow/green color codes at our Assemblies to indicate whether we want to accept hugs, and I still usually use yellow or "maybe." After experiencing the welcome line at the WSO and accepting hugs from everyone who offered them, I started thinking that I might change my color to green.
- I want to carry as much of the spiritual tone of this Conference as I can back to my Area, and I know it won't just show in my words but also in my actions and attitudes.
- My Area has had many struggles over the past year, and hearing and participating in presentations about Step Four, Area Inventories, and resolving conflicts made me realize that Higher Power is right beside me today.
- When I experienced the receiving line at the WSO during the mid-week visit, as everyone was hugging me and welcoming me home, I imagined that someday, when I get to heaven, my loved ones who have gone before me will be there with open arms, telling me "welcome home" in the same way.
- I realized that my District has almost the same number of trusted servants supporting under 100 meetings as the WSO has to support tens of thousands. It brought home the meaning of having grace for everyone and showed the power of the fellowship.
- My first Sponsor used to say, "Watch people's actions, not their words." I've seen love, integrity, and working of the program in the actions of all the Conference members, and I'm so excited to bring that back to my Area.
- For me, this group conscience is a family where everyone is good enough, no matter what they say or do. Even when we don't agree, there's more love and support than I can find anywhere else. I hope my service journey continues, because I will miss that so much.



WORLD SERVICE OFFICE VISIT

Midway through the Conference week, Conference members and their guests visited the World Service Office (WSO) for a tour of the office building and Archives. WSO Staff and Volunteers welcomed the Delegates home with a receiving line of greetings and hugs.

Delegates formed small groups to tour the office, meet WSO Staff and hear about their work at the Headquarters, explore the Archives, and view artifacts from Al-Anon's history, including portraits of Cofounders Lois W. and Anne B., Lois's typewriter, and pamphlets and mailings from the early days of Al-Anon and Alateen worldwide. In addition to the tour, Delegates had the opportunity to take Panel photos and participate in an Al-Anon meeting with Conference members and WSO Staff who are members of Al-Anon.

INTERNATIONAL CONVENTIONS

Vali F., Executive Director
Sarah S., Director of Programs
Suzanne M., Associate Director–World Service Events & History

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2025 A.A. International Convention with Al-Anon Participation

Al-Anon and Alateen members joined with members of Alcoholics Anonymous (A.A.) and guests at A.A.'s 2025 International Convention July 3–6, 2025, celebrating 90 years of the Alcoholics Anonymous program, in Vancouver, British Columbia, Canada. Although attendance at the International Convention, including the Al-Anon program, was lower than usual due to outside issues, the mood inside and outside the Convention Centre and across the city was reverent, as members of both programs expressed their gratitude for the lives they had gained as the result of working the Twelve Steps.

Due to the color-coding of Convention badges, Staff and Volunteers were delighted to observe many attendees registered with A.A. as their primary program joining and appreciating Al-Anon's daytime sessions on Friday and Saturday. Sessions were held in English, Spanish, French, and American Sign Language. Spanish-speaking members had the opportunity to participate in a writing workshop to share their experience, strength, and hope in their native language for possible inclusion in one of two pieces of CAL in the works: FINANCES IN AL-ANON RECOVERY and PERSONAL AND SERVICE SPONSORSHIP (working titles).

Forty-four teenagers attended Alateen meetings during Al-Anon's Friday and Saturday sessions. Three Alateen meetings were held each day, including a daily open Alateen meeting, which anyone interested in Alateen was welcome to attend. Certified Al-Anon Members Involved in Alateen Service (AMIAS) from the WSC Structure volunteered to maintain an appropriate AMIAS-to-teen ratio.

Thirty-five members from 31 countries outside the WSC Structure attended a gathering where members connected and exchanged insights about their service structures to take back to their home countries. Bringing Al-Anon international attendees together during the Convention created a meaningful opportunity to foster connections and strengthen unity among members worldwide. Other highlights of the International Convention included a Block Party Thursday night at venues around the Convention Campus, the Big Meetings on Friday and Saturday nights and Sunday morning, and nightly dances.

2028 Al-Anon International Convention with A.A. Participation



With Staff planning for the 2028 Al-Anon International Convention with A.A. Participation underway, the Executive Director encouraged members to plan their own trips to Minneapolis, Minnesota in July 2028 to attend the Convention, coordinate fellowship time, and explore the city's tours and attractions. Registration for the Convention opens in September 2027; before year end, WSO Staff will have finalized key International Convention planning milestones and launched the official 2028 International Convention website page.

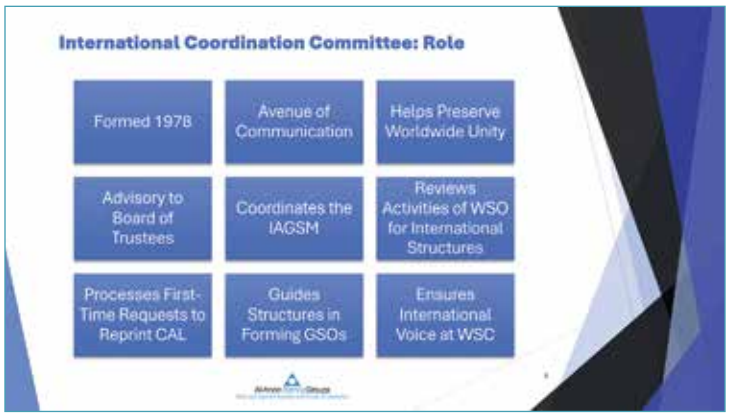
The Convention will be held Thursday, July 20 through Sunday, July 23—later in July than previous Conventions to reduce travel costs and avoid holiday conflicts. The event will begin on Thursday with the Day of Connecting, with its focus on service and connection, and a Thursday evening Kickoff Party. On Friday morning, the Love Parade will begin the Convention itself, full of costumes and acknowledgement of how far the Al-Anon message reaches around the world. The first of three Big Meetings, bringing together Al-Anon and A.A. members from across the globe, will occur Friday morning, followed by a full schedule of workshops, panels, speakers, and meetings.

The Al-Anon hotel block for the 2028 International Convention is primarily reserved in the two hotels attached to the Convention Center, improving members' ability to gather together wherever they choose to stay. Rooms in this block are priced at $249-259, while less expensive rooms can be found for $175 in non-connected hotels. Outside of the Convention, the city of Minneapolis offers opportunities for outdoor reflection and meditation near lakes and riverfront paths along with local cultural experiences, including museums and culturally diverse neighborhoods with plenty of interesting food options. Minneapolis is easily accessible from most parts of North America and the world, with a walkable downtown that brings hotels, the Convention Center, restaurants, and activities close together.

INTERNATIONAL COORDINATION COMMITTEE (ICC)

Ann Marie Z., Trustee, ICC Chairperson

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The Chairperson introduced this presentation about the work of the International Coordination Committee (ICC) over the past year. The ICC ensures that the international members' voices are heard and represented at the World Service Conference. Before the Conference, the Committee holds a special meeting to review each agenda topic from the perspective of international structures.

Committee members discuss potential global impacts and capture notes to ensure these voices are represented thoughtfully during WSC discussions. The WSC is designated as the "senior conference" for Al-Anon in the WSC Charter, and all Conference members share the responsibility of considering members and structures beyond the WSC Structure when making decisions.

Background information on the ICC can be found in the descriptive text for Concept Eleven under "Al-Anon's Twelve Concepts of Service" in the *Al-Anon/Alateen Service Manual* (P-24/27). The IAGSM Summary archives on al-anon.org also offer a history of the work, challenges, and successes of trusted servants worldwide.

The Chairperson informed Conference members that the goal of the 2026 ICC presentation was to share the real experiences of ICC members working with international structures, demonstrating the effects of their work and how it connects to the WSC Structure. She finished her introduction with the words, "Our hope is that you feel excited and inspired, that you see how deeply we touch each other's hearts, and that you leave excited about what we can do together."

The next to speak was the Executive Director who is a voting ICC member. Her presentation began with an account of the CAL Globally pilot projects, intended to address the frequent requests to increase access to Conference Approved Literature among international structures. Several years ago, WSO Staff responded to this persistent request to expand CAL access by establishing a Strategic Plan Strategy. The Strategy defined two pilot projects:

- One to support a smaller structure purchasing from a larger one at cost, allowing their members access to affordable CAL
- Another to create an opportunity for a second structure to reprint CAL originally translated by another structure

In 2025, the International Services team, along with the WSO Paralegal, partnered with four structures to advance these pilots. The structures in the first pilot successfully navigated the practical challenges of cross-border logistics and cost constraints, while the structures undertaking the second pilot responded to financial limitations by creatively opting to reprint a pamphlet rather than a book. WSO Staff attending the European Zonal Meeting reported on this progress and were moved by the enthusiastic response as the structures attending expressed eager willingness to participate. General Service Offices (GSOs) and evolving structures look forward to supporting newer structures with cross-border, service arm-to-service arm sales, while newer structures eagerly await the opportunity to reprint translations completed by established structures. As of year-end, both pilots had participated in at least one quarterly check-in, and the first pilot is progressing positively toward completion in 2026.

Next, the Co-Chairperson of the ICC shared about the Global Gatherings hosted by the International Services team to increase communication and participation among international structures. These meetings are held electronically between four and six times a year and last about three hours. Participants join from nearly every populated continent, often at dawn or late evening. Presentations are held in English, with French and Spanish interpretation, and translation transcription technology is available to ensure as many participants as possible can participate in the Gathering. When translation transcription is not available or does not yet provide the quality necessary, some structures have found creative solutions, hosting "watch parties" including interpretation for local members.

Though all international structures are invited to attend the World Service Conference in person, practical barriers make full involvement difficult. Global Gatherings provide the opportunity to share the World Service Conference conversations, thought and task force reports, and motions shortly after the week of Conference. For trusted servants who have historically had to wait months or longer before they have access to these conversations and decisions made by the senior conference of Al-Anon Family Groups, this created a sense of connection and the welcome feeling of being included. Other meetings throughout the year have discussed topics such as resources, service tools, and the Traditions and Concepts.

At the most recent Global Gathering, international trusted servants stepped forward to facilitate and share their experience on Al-Anon's Twelve Concepts of Service. Sharings from Austria, Costa Rica, Denmark, France, India, Peru, Poland, Russia, South Africa, Switzerland – French, and UK & Eire proved that these principles live in all Al-Anon Family Groups, no matter the language, culture, or geography.

A Trustee spoke from her perspective as a US/Canada Delegate to the International Al-Anon General Services Meeting (IAGSM). She described the selection process for the host site of the 2026 IAGSM: Following the 2024 meeting, a solicitation for bids to host the next meeting was sent to all GSOs. During a special virtual meeting of the IAGSM Delegates, Slovenia presented a bid to host the 2026 IAGSM. Their presentation conveyed how meaningful it is for them to support the IAGSM, carry its purpose forward, and share in the experience. The ICC relies on a high level of commitment and participation for the IAGSM to be held within a structure, even though the WSO Staff provide the logistical oversight for the meeting. Throughout this process, it was evident that the members of the Slovenia Structure see the value of the IAGSM and want it to continue, recognizing it as an opportunity grounded in abundance.

The US/Canada Delegate shared, "Personally, I was also struck at how similar this process is to when the WSO solicits bids to host a Road Trip! You and Your Board Connect event, or when, in my home Area, bids are requested to host Area Assemblies. I experienced this as Concept Four coming to life: Participation is the key to harmony. I participate as a way to help create harmony and feel a part of."

The Associate Director—International Services, also an ICC member, presented on the 2025 virtual Reunión Iberoamericana de Servicios de Al-Anon (RIASA), at which the Uruguay Structure hosted 15 structures from Spanish- and Portuguese-speaking countries to share their voices, experiences, and hopes in service. The ICC is invited to attend, share updates from the WSO on recent activities, and be available to answer any questions. The theme for this 12th RIASA was "The Fruit of Love Is Service in Unity" / "El fruto del amor es el servicio es la unidad." Before the meeting, the structures produced a 210-page binder including details about each structure and their activities; during the meeting, changes were made to the agenda, and some topics required further discussion, but kindness and patience were demonstrated as the structures talked things through and reasoned it out. Seeking clarification from the ICC members helped guide the discussions with factual accuracy and clarity.

The host country shared: "We discover that cooperation has no limits and that our true strength lies in unity. We have worked with the common purpose of helping, strengthening, and mentoring one another, knowing that together we can carry the message of hope to every corner of the world."

The Chairperson of the Board of Trustees, who is a member of the ICC and the WSC Structure Delegate to the IAGSM, spoke about her experience attending the 2025 European Zonal Meeting (EZM)

in Italy. Along with the Executive Director, she presented on the IAGSM and WSO updates for the attendees, discussing the Board and Executive Committee efforts to increase mentoring and education for new WSO Volunteers, as well as the "Passing It On" project. The Chairperson described two interactions from the meeting that represented her experience of connection and inspiration from the international trip:

> "There was a young man attending the EZM as the International Representative from Austria. He was very enthusiastic about both topics. When he and I spoke after the presentation, I told him, 'You give me hope,' and he replied, 'You give me hope.' At that moment, we weren't an older woman from the US and a young man from Austria. We were two Al-Anon members connecting and sharing. And isn't that what it is all about?
>
> "Another moment of hope for me at this EZM arose from the memory of the 2022 visit to German-speaking Switzerland that I was privileged to be a part of in my role as the ICC Chairperson. When we met with the local members, we met a newcomer who had only been in the program for nine months. I was surprised at that time to see him participating in the business meetings when he was so new. I remember those members sharing, 'We can't get people to serve and asking, How do we get others to participate in service?' At the EZM, that newcomer we met in German-speaking Switzerland two years earlier was also there. He is now a part of their Board and was chosen to represent them at the EZM. What an awesome feeling to see that growth and to know that our visit in 2022 may have helped to inspire him to continue in service and carry the Al-Anon message."

The Executive Director shared that she was also inspired by meeting many young trusted servants willing and able to commit their time to service in the fellowship, as well as by seeing newer structures represented at the EZM. For instance, Bulgaria sent two representatives—common for the EZM, but notable because, prior to the WSO's 2022 visit, this "structure" was simply a collection of groups. In preparation for that visit, members had organized into a service committee, not realizing they were laying the foundation for what would become their service structure. Upon arrival, WSO Staff recognized immediately that these members had already completed the steps necessary to qualify them to form an international Al-Anon Information Service.

The Executive Director described how participation in the EZM helped this and similar newly formed international structures feel "a part of" and know they are not alone, with the International Coordination Committee and their fellow structures ready and willing to help. The Zonal meeting event organized by the Italy Host Committee reinforced the same message: wearing aprons with the 2025 EZM logo and the phrase "One Recipe at a Time," participants came together to cook fresh pasta and gnocchi, another reminder of unity created through shared participation.

The Executive Director also spoke about the eBooks Globally Strategy, which was identified as a significant concern by international structures at the 2022 IAGSM, due to the unintentional impact on their Seventh Tradition self-support. For those present at that IAGSM and the 2025 EZM, the translation of the WSO's amends into action with an offer to share net revenue for ebooks sold within international structures was enthusiastically received. The offer involved not only many hours of Staff research and investigation, but the willingness of the WSO Board of Trustees to forego ebook sales revenue in favor of fellowship unity and the willingness of the international community to practice our spiritual principles of acceptance and forgiveness.

Next, the ICC Chairperson and Associate Director—International Services spoke about the trip they made along with the Director of Programs to Central American and the Caribbean. First, in Guatemala, WSO Staff participated in two virtual meetings with members from throughout the structure, with Guatemala's new Board coming together to make sure all could take part in this opportunity. The WSO also participated in meetings with their Board of Trustees on topics like "How the WSO Board of Trustees operates," "Cooperation with A.A.," and "Alateen face-to-face meetings and virtual meetings." Guatemala's Board was excited to learn that the future of electronic Alateen groups was going to be discussed at the 2026 World Service Conference.

WSO Staff also participated in Al-Anon meetings with two local groups. The Chairperson had this to say about their experience in the structure:

> "In listening to members speak, just seeing their eyes, their emotions, we could understand what they were saying even before the translator gave us the words. It was at one of these meetings that we met a woman who was one of the pioneers of Al-Anon in Guatemala. What an amazing woman she was! She was so alive and so passionate about her love of Al-Anon.
>
> "The final event was open to members and held at a beautiful hotel built around the ruins of their old capital in Antigua, a setting that reflected both deep cultural pride and genuine warmth. Over 100 attendees pre-registered, but when additional members showed up, chairs were pulled up without hesitation, and everyone was welcomed. Two discussion panels used questions from *Healing within Our Alcoholic Relationships* (P-95), with three different Guatemalan members joining us on each panel. And who was on one of the panels but the pioneer? She was draped in a ribbon with cards containing the slogans in Spanish. At the day's end, we signed the backs of the slogans, which were then cut from the ribbon and given to members in attendance as a keepsake. This simple but heartfelt gesture symbolized our shared experience, mutual support, and the unity of our fellowship across borders."

The Associate Director—International Services described their next stop at the Ecuadorean Structure. Over multiple years, Ecuador members have built a connection with the WSO and grown their structure into a General Service Office (GSO). Since international structures can feel isolated, having regular communication is incredibly important, and receiving a visit from the WSO solidifies and strengthens this connection. The AD—International Services shared some reflections from members in Ecuador about this visit:

> "We all benefit when one takes that action. This is a result of others offering encouragement, and guidance, freely given to structures who are beginning to grow…"
>
> "We begin by thanking our Higher Power of Al-Anon for making it possible for our colleagues from the WSO to visit us and for helping us so much with their visit, first by helping us understand that Ecuador is part of Al-Anon worldwide. It was a wonderful, enriching spiritual experience and celebration, especially for many of us who, for one reason or another, are unable to attend international meetings. The

great love and wisdom of our loving members showed that in Al-Anon we not only speak with words, but with actions and with our hearts…"

"…and may this not be the only time they visit Ecuador. We will always be waiting for them with much love."

The third stop on the trip was to Costa Rica, which was recounted by the Director of Programs. Of the three structures, Costa Rica had the most established relationship with the WSO; Costa Rica was among the first Spanish-speaking structures to walk alongside the WSO as Staff renewed their focus on international responsibilities, and the visit was especially impactful due to that history.

Staff were welcomed by General Service Office staff, longtime trusted servants, and the office administrator. The meeting topics and events were thoughtfully planned to support members at every level of service, from those members serving beyond the group level to members who were interested in learning more about service. The WSO's presentations focused on strengthening understanding of how the World Service Conference and World Service Office function, how they complement Costa Rica's General Service Conference, and how international structures' voices are carried forward at the WSC.

The Executive Director joined electronically to share about Board responsibilities and the Trustee selection process, grounding those discussions in the spiritual principles that guide our service structure. These discussions reflected Concept Two and Concept Nine and served as a reminder that while willingness and dedication are essential, effective leadership also requires knowledge, skills, and a commitment to upholding the Board's fiduciary responsibility. The second day of the visit was dedicated to studying the Twelve Concepts of Service, leading to conversations about applying the Concepts in all service roles. The unity, openness, and shared commitment to pass it on resonated with all members.

The visit concluded with a gathering at a former member's farm, who willed their home for fellowship events for Al-Anon and A.A. after their passing. Members shared experience, strength, and hope using *When I Got Busy, I Got Better* (P-78), with a focus on facing fears about stepping into service and the familiar questions, "What if I do it wrong?" and "Am I enough?" Also in attendance was a pioneer who helped bring Al-Anon to Costa Rica and who had met Henrietta, Al-Anon's first General Secretary.

The Director of Programs shared:

"As I reflect on our time in Costa Rica, what stands out most is gratitude—for the hospitality, the shared spiritual experiences, and the love that flowed so freely. This visit reaffirmed for me that when we trust our Higher Power, practice our spiritual principles, and are willing to be of service, we are guided exactly where we need to be. I can assure you that we learned just as much from the members of Costa Rica if not more than we were able to share. Al-Anon in Costa Rica is alive and well, and it was truly a privilege to be a small part of the many miracles that occurred during our visit."

To sum up, all presenters shared a short reflection about their experiences serving on the International Coordination Committee.

- "A member in Guatemala shared that they connected with my curiosity and genuine presence. Their sincerity and the simple interactions we shared left a lasting impression on me. It reminded me how powerful it is when we show up openly and allow ourselves to truly see and be seen."
- "Global Gatherings are spaces where wisdom is shared and strength flows between us. I feel the presence of my Higher Power, and I am reminded that I'm held for a purpose far greater than my own—one of the miracles of connection."
- "Connecting with international structures expanded my understanding of what it truly means to be a *worldwide fellowship.* In the process, my heart opened and my spiritual connection with a Higher Power deepened as I came to see both how much alike we are and how beautifully different. I am deeply grateful for the opportunity to make these connections."
- "Through our shared experiences with international members, I have seen our one purpose transcend borders. It reminds me that we are globally united through spiritual principles and guided by a loving Higher Power."
- "I am in awe of the power of international collaboration and the growth that comes when we learn from each other's experience, strength, and hope. By working together across borders, united by our primary purpose, we are strengthening our global connection and ensuring that when anyone, anywhere, reaches out for help, the hand of Al-Anon and Alateen will always be there."
- "I am humbled so many times when I interact with international structures. We learn so much from each other at every meeting, in person or online. I experience a deep spiritual growth when the principles of Al-Anon are practiced in service. Whichever part of the globe members are in, our primary purpose remains the same, and we are united in our togetherness, all as equals connected through our eyes to the heart."
- "My spirit is genuinely inspired whenever I connect with the many amazing international trusted servants who demonstrate such fierce determination and passion for this program, despite facing hurdles that we in the World Service Conference rarely experience."

The ICC Chairperson closed by saying, "It is always a pleasure to share the voices of the international structures, and we hope you feel more connected and informed about Al-Anon as a whole and the vital part that the international team plays in growing Al-Anon worldwide. Our hope is that as you see the effect your role as a WSC member has on the international structures, you will keep that in mind as part of your decision-making. Your voice, presence, and service extend far beyond what you may see—international members feel it and depend on it. Together, we are shaping the future of Al-Anon, expanding the reach of hope, and ensuring that anyone, anywhere, can find the same love, support, and spiritual connection that supports each one of us."

ROAD TRIP! YOU AND YOUR BOARD CONNECT

Rachelle C., Chairperson, Road Trip!
You and Your Board Connect Work Group



The members of the Road Trip! You and Your Board Connect Work Group began by recognizing the success of the 2025 Road Trip! in Omaha, Nebraska and looking forward to the 2026 event, which will be held in Chicago, Illinois. To encourage Areas to submit bids to host the 2027 Road Trip! event, the Work Group shared about the purpose and value of the Road Trip! event and the process of selecting host Areas for the yearly event.

Road Trip! You and Your Board Connect is held annually in October, in a different Area every year, to coincide with the quarterly meeting of the Board of Trustees. The unique event is a day-long opportunity for members, WSO Volunteers, and WSO Staff to connect through fellowship while sharing leadership skills and encouraging the use of our Legacies among current and future trusted servants in a creative and engaging manner. The event provides an opportunity to experience firsthand how the groups are connected to the Areas throughout the WSC Structure, WSO Staff and Volunteers, the Board of Trustees, and Al-Anon worldwide.

To submit a bid to host the event, Areas must have a city with an airport that supports the major airline carriers serving the US and Canada and a full-service hotel with affordable airport transportation and an event space large enough to comfortably seat up to 200 attendees. Meeting space for Board Week (held prior to the event) must accommodate up to 22 Board and the Executive Committee (EC) At-Large members.

For the application, Area trusted servants share with the hotels the Request for Information Form or RFI. This form, which is standard practice in the industry, outlines the specifications that must be met by applicant hotels to ensure that the venue can adequately service the needs of the event. The Area's completed application will consist of the RFIs from suitable hotel(s) that meet the requirements in the proposed host city and signatures from the Area Delegate and Area Chairperson. Areas must mail or email the application and the hotel RFI responses to the World Service Office by Friday, September 11, 2026 to be considered for next year's event.

During the selection process, WSO Staff compiles all the applications submitted by the Areas and provides that information to the Board of Trustees who, at their October meeting, select three potential sites at random "from the hat." Next, WSO Staff verifies the feasibility of the chosen Areas' hotel(s) and locations in order before selecting the best fit. All Areas will be notified of the next host city by the end of February 2027.

Board and EC Volunteers assigned to the Road Trip! Work Group will then begin reaching out to the Area Delegate and Area members willing to serve on the event's Area Welcome Committee. By August 2027, Area trusted servants will begin to see event details posted in AFG Connects communities, and the general membership will see details published in the monthly *In The Loop* electronic newsletter and on the WSO website event calendar.

The Board is responsible for hosting the event, creating the agenda, and developing the program content. WSO Staff are responsible for hotel logistics, registration, and publicizing the event. The Area Delegate, along with a four-to-five-member Area Welcome Committee, is responsible for encouraging attendance and sharing information about the event with local members and members in neighboring Areas.

The presentation closed by encouraging Areas to submit applications for the 2027 event, with a reminder that the following Road Trip! event will be held in 2029, due to the 2028 Al-Anon International Convention in July.

DISCUSSIONS, PRESENTATIONS, AND WORKSHOPS

CHOOSING A GROUP'S NAME POLICY IMPLEMENTATION

Debbie P., Trustee, Policy Committee Chairperson

Prior to the 2026 WSC, Conference members were encouraged to read the overview in the *2025 WSC Summary* (P-46) of the Choosing a Group's Name Policy—Member Appeals discussion and the history of the conversation provided there.

Additionally, Conference members were provided with a framing document summarizing the background and timeline of the Choosing a Group's Name discussion, as well as the chance to participate in a WSO-facilitated information session to prepare for the discussion. A survey was sent out to collect the feedback Delegates received from their Areas on the issue.

The 2026 Choosing a Group's Name Policy Implementation discussion was then held over two sessions, with the first session dedicated to hearing Delegates present representative feedback on the common themes that emerged from that feedback followed by small group discussions with all Conference members. Summary of representative feedback on the two perspectives on each of the three themes identified can be found below.

Identifiers in Group Names: Helpful focus or risk of exclusion

Groups in support of including community identifiers said that they found the use of identifiers in group names to be a successful and welcoming way that many members used to find Al-Anon. They expressed concern that technical limitations of alternative strategies like the meeting search "participant focus" filter created confusion for newcomers looking for support. They noted the history of specialized groups with participant focuses going back to the early decades of Al-Anon. Regarding the risk that groups with community identifiers in the name would not welcome newcomers outside their participant focus, Delegates reported their groups believed an education plan focused on the importance of being welcoming, facilitated or assisted by the WSO, would be a more effective approach than directing Staff not to approve group names containing community identifiers.

Groups in support of the policy implementation directing Staff not to approve these group names felt that community identifier use in names does risk confusing newcomers and excluding Al-Anon members not included in the participant focus, threatening Al-Anon's primary purpose to be welcoming to all. Concerns were raised about newcomers finding few options other than participant-focused groups, creating a possible barrier to their finding recovery, in Areas with fewer total groups or more Districts with a low number of groups expressed.

Welcoming: Shaped by both group naming and member behavior

Groups in support of community identifiers in names felt that welcoming was driven by the members' adherence to the Steps and Traditions and that groups with or without identifiers in the name can be equally welcoming or unwelcoming. They believed community identifiers often brought newcomers into Al-Anon by providing an increased feeling of comfort and inclusiveness but agreed they should not be used to exclude anyone seeking support.

Suggestions were provided for increasing awareness and encouraging adherence to welcoming anyone affected by someone else's drinking, including giving away newcomer packets and CAL, carrying the message about newcomer meetings, greeting and encouraging newcomers, giving grace to all members, and more clearly explaining meeting topics and meeting structures.

Policy Development: Requires clarity about future implementation

Groups in support of registering group names with community identifiers expressed confusion about the policy implementation, particularly as it applies to existing groups, and concern about group autonomy. They said that the participant filter in the meeting search was less user- and newcomer-friendly than including the identifiers in names and did not inherently make groups more welcoming or appealing to newcomers.

Groups in support of continuing the approved implementation process expressed that many members, especially newcomers, were not aware that all Al-Anon members are welcome at any Al-Anon group and that Area conversations about the issue helped trusted servants learn and educate others on the principles of Tradition Three. They felt that the current implementation process still allowed for interested members to find groups with a specific participant focus while removing the elements that may dissuade members from attending focused groups. Groups also expressed that if implementation continued, an education effort would be necessary among all groups, not just those proposing names with community identifiers, to increase awareness of Tradition Three and the importance of welcoming.

After hearing the different perspectives on the themes, Conference members broke out into smaller groups to discuss the question, "What different perspectives can we offer to expand the collective wisdom on how we, as World Service Conference members, can proceed on this topic?"

After discussion, the breakout groups shared their thoughts:

- Meeting lists in our Areas only display meeting days and times, not names. Some members aren't aware this is a problem.
- There are gray areas in the implementation that Staff have had to deal with. How can we make this as clear as possible?
- Some groups may choose not to register with the WSO if their group name is rejected.
- Maybe we should add more education about inclusivity and welcoming to the Suggested Welcome or other places in the *Service Manual*.
- Most international structures don't use identifiers in their group names and don't understand why WSC Structure groups would debate including them.
- Is it equitable to allow existing groups to keep their names with community identifiers while rejecting new group names?
- Professionals looking at our meeting lists might not understand that anyone can attend any meeting, or they may be looking only for groups with identifiers that apply to their clients.

The second session began with a reflection on what was learned in the first session and from the results of the Area feedback survey. The Chairperson of the Policy Committee summarized these takeaways as follows:

"First, after what we recognize has been many thoughtful discussions, substantial unanimity was not reached amongst the groups and Areas regarding whether the benefits of allowing identifiers in group names outweighed the risks of exclusion or vice versa. Second, the Areas all felt it was critical that our groups and members understand the Traditions and the need to be welcoming to all."

After establishing the results of the previous session, the Executive Director spoke about next steps and what a plan of spiritual action for both WSO Staff and the WSC might look like. An action plan addressing all the themes revealed through discussion would address clarification and education via the continued practice of involving Area Delegates and Group Records Coordinators in conversation with groups submitting registrations and name changes including identifiers in their group name to ensure they will welcome anyone in accordance with Tradition Three. The plan would also include the development of a strategy to increase education opportunities about welcoming newcomers, especially welcoming those who do not match the group's community identifier. Finally, the Executive Director identified that, though not yet conclusive, Staff and the Policy Committee interpreted the discussion and feedback as the Conference leaning toward the idea of directing Staff to continue to allow group names to include identifiers.

When Conference members were asked to respond to this action plan, they echoed the sense that Areas and groups had not come to a consensus on whether or not community identifiers should be included in group names and that the current implementation was still a concern for some members. They reflected that the discussion had brought more education and awareness to their Areas about Tradition Three and the importance of welcoming and agreed that continuing to inform groups and members about the issue would be necessary.

After the two sessions, a motion was proposed to direct WSO Staff to adhere to the following guidelines for implementing the "Choosing a Group's Name" Policy:

- Allow community identifiers such as men, women, parents, adult children, young adults, other gender identification/sexual orientation, etc. in group names.
- Consistently notify the Area Delegate and Area Group Records Coordinator whenever a group submits a registration or name change containing a community identifier to request these trusted servants have a conversation with the group to ensure their group conscience is to welcome anyone affected by someone else's alcoholism in accordance with Tradition Three and advise the World Service Office of the result and decision regarding whether to register the group.
- Develop a plan to increase education opportunities to share experience, strength and hope with Area trusted servants on how to be welcoming to newcomers, especially those who do not match a group's community identifier, and to have conversations with group members regarding group names and welcoming.

The motion passed. (See Motion #4, p. 61.)

CHOSEN AGENDA ITEMS

Prior to the World Service Conference, Conference members were invited to submit topics for WSC discussion as Chosen Agenda Items. Conference members were then asked to vote on 23 possible topics submitted as Chosen Agenda Items (CAIs) with the stipulation that the Topics and Rationales had not been fact-checked, edited, or proofed. The two items with the most votes, both of which brought together multiple CAI submissions on similar topics, were discussed in separate Conference sessions.

Chosen Agenda Item I

Public Outreach: What steps can we take to achieve Al-Anon name recognition and name exposure in the general population and with all demographic groups?

Rationale:

Al-Anon needs name recognition/exposure in the general population to attract newcomers and assist Al-Anon Family Groups to help families of alcoholics. We have heard the story multiple times: a member mentions the name Al-Anon in conversation with acquaintances and professionals. The person responds, confusing the name with Alcoholics Anonymous. We have to explain what Al-Anon is. Most people in the general population know about Alcoholics Anonymous. Al-Anon needs the same name recognition for its spiritual program.

Comments:

- My Area is very active in public outreach, and our Public Outreach Coordinator goes to medical conferences and talks to many professionals who don't know what Al-Anon is or haven't heard of it.
- If a doctor had asked me whether someone's alcoholism was harming me, it would have made a difference. After I found Al-Anon, I told my doctor about the program and how it helped me so that she could inform others about it. One of the buzzwords in our Area is mental health. I'd like to incorporate that into our public outreach more, but I'm not sure how.
- Our PO Coordinator hands out old *Forum* issues and *Al-Anon Faces Alcoholism* to police officers and doctors all around our Area, as well as sending letters. We send people, including representatives for Alateen, to staff a table at conventions in our city as well as at Alcoholics Anonymous (A.A.) events.
- We had a table at a convention for social workers in our Area; everyone there knew A.A., but not many knew Al-Anon unless they were already members. Having tables like that might not get people in seats today, but it does raise awareness of what Al-Anon is and how it helps people, and it spreads knowledge of how important public outreach is among members, too.
- One of the first things I did in service was go to the local police department to share my Al-Anon story. Our Area has an ongoing program at a women's substance abuse center and has also been sending CAL to prisons.
- Since A.A. has more name recognition and our programs cooperate with each other, I think increased collaboration with A.A. can help the Al-Anon message reach more people. Sharing the data from the Membership Survey about how Al-Anon improves peoples' lives and mental health could also make an impact.

- Our Area works with A.A. to speak to professionals about Al-Anon, A.A., and Alateen. We also do outreach in open A.A. meetings, because a lot of people don't realize Alateen is available for teenagers who have been affected by alcoholism.
- I encourage all the Districts in my Area to have District Public Outreach Coordinators who work with the Area PO Coordinators—it's a big job for one person, so we try to increase collaboration and have as many District Coordinators as possible.
- Our Area did a public outreach project where we requested *How Al-Anon Works* (B-32) in Spanish and English in every library in our Area, and we ask groups to check out the books in their local libraries to keep them in circulation. We take *AFA* to the bail bonds offices around the jail. We can't know if there's a result from it, but it doesn't matter, because we're sowing the seeds and getting Al-Anon out there.
- When your Area creates new public outreach projects, those ideas can be submitted to the Public Outreach Toolkit online to be available to all our members.

Chosen Agenda Item II

Artificial Intelligence: How can Al-Anon explore responsible uses of Artificial Intelligence to carry our message in today's digital world?

Rationale:

Artificial intelligence is rapidly becoming a primary way people seek information, guidance, and support. To remain relevant and accessible, Al-Anon could benefit from thoughtfully exploring how AI could be used—consistent with our Traditions and Conference Approved Literature—to support orientation, public information, and service efforts, while safeguarding anonymity, spiritual principles, and human connection. A Conference discussion could help discern appropriate boundaries, opportunities, and risks before Al-Anon's presence in these spaces is shaped by others.

Comments:

- At a meeting recently, I heard a member say something I believe came from misleading AI results about a spiritual principle. I would appreciate some guidance grounded in Al-Anon principles to help me talk about AI to my Area.
- My biggest concern is about submissions to Conference Approved Literature and whether we have a way to make sure CAL remains written by humans, not AI. How do we ask the membership to refrain from using AI tools in their writing for CAL?
- AI is here to stay, and it's a very useful tool; if we acknowledge its use in our recovery, we will be better served. We need to adapt and do our best to prevent AI use from negatively affecting Al-Anon in the future.
- AI isn't a member of Al-Anon, so I can't ask it spiritual questions; I need to ask a member. I think of it as a promotion of my character defects like self-isolation.
- When I've seen AI used to write reports or policy suggestions in my Area, the wording and tone often diverges from Al-Anon and our spiritual principles. By using these tools in our service work, it prevents us from being self-supporting and practicing Concept Four.
- When I read emails and reports from trusted servants in my Area, I hear their voices and the way they talk in their unique writing style. If we let AI do our writing and reporting, will we lose this connection and miss out on the chance to make our mark on our service position during our term?
- AI can't be part of an informed group conscience; member education is essential to protecting our copyright and anonymity. How can AI know what my experience, strength, and hope is?
- Early in my service journey, I loved using templates in service work, but those were templates that came from a human. Letting AI guide our service work prevents us from developing our own unique perspectives.
- What happens outside of Al-Anon is outside of our control, and we can apply detachment to this issue like any other, because AI isn't going anywhere.
- We have our Legacies and spiritual principles, and we can use those guidelines in reasoning things out in regard to AI even in the absence of specific guidance. We need to do our best with the tools we have to keep defending our copyright and trademark.

Questions:

- When might we see some guidelines from the WSO about the use of AI?
  - We're in the process of creating a service tool, and we've recently received conceptual feedback from the Executive Committee on the project. We understand the urgency and are working toward creating some guidance for members on the topic.
- Is there any way for Al-Anon to address the incorrect results and summaries that search engines' AI overview sometimes gives about the program?
  - We're ultimately powerless as to how these outside tools use our online content, but we are factoring in the way that AI and search engines interpret information into our website redesign.

ELECTRONIC ALATEEN VALIDATION AND IMPLEMENTATION PLANNING (EAVIP)

Sarah S., Director of Programs

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The Electronic Alateen Validation and Implementation Planning (EAVIP) Strategy was approved by the Board of Trustees as a Strategic Plan Strategy in 2023, following the completion of the original Electronic Alateen Group Feasibility Strategy, which focused on gathering information about the possibility of recognizing electronic Alateen meetings as Al-Anon Family Groups. The conceptual framework for supporting electronic Alateen groups was first proposed to the 2024 World Service Conference. It consisted of a proposed set of World Service Conference Structure Electronic Alateen Safety and Behavioral Requirements (WSC EASBR) and requirements for Al-Anon Members Involved in Alateen Service Serving Electronic Alateen Groups (AMIAS-E). (See the *2024* and *2025 World Service Conference Summaries* [P-46] for more information.)

In 2025, based on feedback from the Areas and the Policy Committee, the World Service Office began implementation planning for electronic Alateen meetings being recognized as Al-Anon Family Groups. The Director of Programs began the presentation with a review of the work done to accomplish the WSO's commitments to the 2025 WSC:

- The WSO's general counsel conducted a complete review of the 2003 Alateen Motion from the Board of Trustees, the World Service Conference Electronic Alateen Safety and Behavioral Requirements (WSC EASBR), and the Global Electronic Alateen Safety Minimums (Global EASM), and found no issues requiring changes.
- Further, the International Global EASM Task Force reviewed and supported the Global EASM, agreeing that the language is clear and adaptable across different international service structures.
- Staff defined the processes for AMIAS-E certification and recertification, electronic Alateen group registration, and coordination between geographic and the Global Electronic Areas within the WSC Structure.
- Finally, Staff gathered and incorporated Area feedback to inform the EAVIP Strategy prior to the 2026 WSC presentation.

After that introduction, the presentation focus shifted to sharing information with Conference members about the recommended EAVIP implementation approach and facilitating conversation about Area perspectives on implementing electronic Alateen groups.

Before sharing implementation details, the scope of the WSC EASBR was clarified as applying only to electronic Alateen *groups* registered and connected to a geographic or the Global Electronic Area (GEA) within the WSC Structure. Staff were excited to share that, under the proposed implementation, the GEA could opt in to support electronic Alateen groups, provided participation was limited to Alateens who reside within the WSC Structure. The participation restriction is equally true whether the electronic Alateen group is hosted by a geographic Area or the GEA. The WSC EASBR excludes support for all electronic events involving Alateens including electronic conventions, workshops, or larger gatherings of Alateens.

The first section outlined AMIAS-E certification and the three possible scenarios for how an AMIAS-E might support electronic Alateen groups in the WSC Structure: serving in their own Area, residing in one Area but serving in another, and serving within the GEA. Each potential scenario was described then illustrated by a skit demonstrating how each would play out in reality. Each skit began with a reminder that the current Policy for Alateen found in the "Digest of Al-Anon and Alateen Policies" establishes that certification and recertification occur in the Area in which the member physically resides. This maintains legal compliance, protects teens and AMIAS, and keeps processes consistent across the fellowship. WSO agreed to share the skits with all Delegates after the 2026 WSC, while only portions are included here for illustrative purposes.

In the first scenario, a member lives in a geographic Area that has opted in to support electronic Alateen groups and wants to serve as an AMIAS-E in an electronic Alateen group connected to that same Area. In this scenario:

- The member resides in the geographic Area.
- The Area certifies the AMIAS and completes AMIAS-E certification.
- The Area maintains all records.
- The Area completes annual recertification.
- The member serves only electronic Alateen groups connected to that Area.

Skit One: Serving as an AMIAS-E in the Area Where You Reside

MEMBER: Hello! I live in Missouri, which has opted in to support electronic Alateen groups, and I'd like to serve as an AMIAS-E to ensure teens in my Area have access to additional opportunities for recovery! What do I do first?

MISSOURI ALATEEN PROCESS PERSON (AAPP): Your journey begins with AMIAS certification. This includes adherence to Missouri's certification process to serve as an AMIAS found in Missouri's Alateen Safety and Behavioral Requirements. You will also need to complete Missouri's AMIAS training and submit the required forms for certification and recertification annually. This matters because Missouri has the responsibility to ensure compliance with the 2003 Alateen Motion from the Board of Trustees, Alateen Policy, and Area ASBR and to maintain your records.

NARRATOR: The member completes all AMIAS requirements and is certified to move forward.

MISSOURI AAPP: Great! You are now an AMIAS. Your next stop is AMIAS-E certification. Since Missouri has opted in, you are eligible to become an AMIAS-E. For adherence to the WSC EASBR, a few additional steps are required: completing a background check every two years, agreeing to serve as a mandatory reporter, and completing AMIAS-E training. Remember: Missouri will always be responsible for your AMIAS and AMIAS-E certification and annual recertification, even if you later serve electronically in additional Areas.

NARRATOR: The certification is complete. You are now ready to serve electronic Alateen groups connected to the Missouri Area.

In scenario two, a member lives in one geographic Area that has opted in but wishes to serve an electronic Alateen group connected to another Area that has also opted in. While the context is electronic, the principle remains familiar: certification stays with the Area in which the member physically resides. The receiving Area simply verifies the member's status before service begins. In this scenario:

- The Area of residence certifies AMIAS and AMIAS-E.
- The Area of residence maintains records and completes annual recertification.
- The member contacts the service Area's AAPP.
- The service Area's AAPP verifies certification with the AAPP in the Area of residence.
- Once verified, the member may serve the electronic group in the service Area.

Skit Two: Serving as an AMIAS-E in a Different Area Than Where You Reside

OHIO MEMBER: [to Texas West AAPP] Texas West, I would like to serve your electronic Alateen groups.

TEXAS WEST AAPP: [to Ohio AAPP] Before your Ohio member can support Texas West, can you verify the following:

- Has Ohio opted in to support electronic Alateen groups?
  - OHIO AAPP: Yes
- Has your Ohio member certified as an AMIAS and AMIAS-E?
  - OHIO AAPP: Yes
- Are your Ohio member's background checks and AMIAS-E training current?
  - OHIO AAPP: Yes
- Will Ohio recertify this member annually?
  - OHIO AAPP: Yes

TEXAS WEST AAPP: Great! Thank you for confirming that your Ohio member is certified!

TEXAS WEST AAPP: [to Ohio Member] You may now serve in Texas West.

Scenario Three expands the model to include the Global Electronic Area. A member resides in a geographic Area that has opted in, and that Area completes all AMIAS and AMIAS-E certification responsibilities. The member then chooses to serve an electronic Alateen group connected to the GEA. In this scenario:

- Certification and recertification remain with the Area of residence.
- GEA AAPP verifies eligibility with the Area AAPP.
- Participation is limited to Alateens who reside within the WSC Structure.
- GEA verifies eligibility; it does not certify or recertify.
- When verified, the member may serve groups connected to the GEA.

After going through the three scenarios, the presentation described the details of the proposed AMIAS-E certification process, starting with the initial certification of AMIAS-E. This step ensures that an applicant meets all AMIAS requirements and completes the additional requirements needed for AMIAS-E service, including documentation, AMIAS-E training, and a signed agreement with the WSC EASBR.

Next, the presentation described how Areas could register new electronic Alateen groups. The process starts with submission of the group's information through an updated records process which will allow the WSO to track these groups appropriately. This process provides visibility to all electronic Alateen groups across the WSC Structure, whether the group is connected to a geographic Area or the Global Electronic Area.

Finally, the presentation described the process for electronic Alateen recertification, which occurs annually. The Area where the member resides remains responsible for recertifying AMIAS-E, even when that individual serves an electronic Alateen group in another Area or in the GEA. The Area of residence remains responsible for ensuring all AMIAS-E living in their Area remain in compliance with the WSC EASBR. As with physical Alateen group annual recertification, the Area that registers an electronic Alateen Group is responsible for confirming each year that every AMIAS-E supporting that group is fully certified as part of the annual recertification process.

After describing the process overall, Staff confirmed that to support the implementation of electronic Alateen groups, the WSO would be offering two training sessions open to all Area Delegates, Area Alateen Coordinators, AAPPs, AMIAS-Es, and any trusted servants supporting electronic Alateen. These sessions would cover two WSO training modules:

- The first module describes the certification and annual recertification process for AMIAS-E. This module will walk through how the Area of residence certifies AMIAS and AMIAS-E. It will also explain how Online Group Records supports certification and record-keeping, and how annual recertification ensures that AMIAS-Es remain in compliance with established safety requirements.
- The second module describes how Areas will support electronic Alateen groups in alignment with the WSC EASBR. This module offers examples of procedures that Areas may use or adapt as they determine how to implement the WSC EASBR within their Areas. The intent is to provide Areas with helpful examples as they prepare to host electronic Alateen groups safely and effectively.

Before certification can occur, however, an Area must formally opt in to support electronic Alateen groups. This occurs when the Area Delegate submits the signed copy of the WSC EASBR, indicating that the Area agrees to support electronic Alateen groups by implementing the requirements outlined in that document. Currently, the start date for Areas to submit this paperwork is September 1, 2026, after which the WSO will begin registering electronic Alateen groups.

Each Area will be responsible for creating its own internal procedures to support the WSC EASBR. The WSO will not review or approve these procedures, because the Area's signed WSC EASBR is the formal commitment that the Area procedures created meet the WSC EASBR requirements. It was noted that some Areas already include mandatory reporter training or background check requirements within their existing ASBRs, while others do not. Areas that do not currently include those steps in their ASBR will need to develop procedures to ensure those requirements are integrated before supporting electronic Alateen groups.

The Director of Programs then shared an important update relating to the Alateen Policy in the "Digest of Al-Anon and Alateen Policies" section of the *Al-Anon/Alateen Service Manual* (P-24/27). Recently, a Staff Work Group completed a comprehensive review of this section and determined that the Alateen Policy, as it is currently written, mixes both policy and procedure. The Policy Committee agreed that Alateen Policy should be separated from Alateen procedures, and is recommending that the Board be asked to consider adding Alateen procedure to the "World Service Handbook," where WSC Structure trusted servants more regularly go for guidance related to procedures. This approach would also benefit international structures, which are asked to practice "obedience to the unenforceable" with Al-Anon Policies but which are free to modify the "World Service Handbook" to reflect their structure's practices.

Based on this determination, a team will be working on removing Alateen procedures from the "Policy Digest" and relocating them into a dedicated Alateen section within the "World Service Handbook." This shift will more clearly distinguish Policy (our spiritual interpretations) from procedure (the legal and traditional actions we take), place Alateen guidance where trusted servants expect to find it, and allow international structures to develop their own procedures that comply with their local laws while honoring Al-Anon principles.

Finally, the question of global Alateen participation was addressed. Currently, the *Al-Anon/Alateen Family Groups Mobile App,* which has hosted Alateen groups as part of a pilot project for multiple years, is the only place where teens from anywhere in the world can attend electronic Alateen meetings. Staff clarified that teen participation in electronic Alateen groups within the WSC Structure beyond meetings on the *AFG Mobile App* is not currently included in the EAVIP Strategy. Participation by teens across geographic boundaries is a worldwide conversation, and laws governing minors, digital platforms, and cross-border communication are evolving quickly. Given these realities, and the fact that most international structures can only start their electronic Alateen requirements evaluation once the WSC approves the Global Electronic Alateen Safety Minimums (Global EASM), the WSO cannot safely support global participation outside the *Mobile App*.

Conference members had the following questions:

- If we don't require mandatory reporting for AMIAS in our state, how do we hold AMIAS-E to the standard of being a mandatory reporter?
  - We can't legally mandate it, but we need to practice obedience to the unenforceable while also establishing a standard for people in our program to be able to work with minors, so we can protect the Alateen name.
- How often will AMIAS-E need to undergo background checks?
  - The requirement is every two years, based on the most stringent laws found in the WSC Structure.
- Will we want to announce to the Alateens in our groups that the AMIAS-E in the meeting is a mandatory reporter?
  - That decision would be part of the electronic Alateen procedure in your Area, which is up to Area autonomy. The training module on Area procedures will have more information on how to implement decisions like these.
- My Area has been reluctant to opt in because of concerns with anonymity and the requirement for teens to participate in screening interviews before participating in electronic Alateen meetings. Can you speak more about why that requirement was included in the EASBR?
  - Early in the process of developing the EASBR, we had pilot projects with international structures, some of which required parental permission. One idea we took from those projects was an interview process. The purpose of the interview is for the security of all Alateens, to verify the age and identity of the teens participating in the meeting before sharing the meeting link.
- Can we attend the training if our Area doesn't have our electronic Alateen procedures figured out yet?
  - Yes, representatives from any Area can attend no matter where your Area is in the process, or even if your Area is not sure they want to opt in yet.
- How are the existing *Mobile App* pilot meetings going to change?
  - These meetings will have 18 months to decide whether they'll transition to become an electronic Alateen group and abide by the WSC EASBR, or the meeting will need to close.



After discussion, motions were made regarding three decisions central to electronic Alateen implementation: recognizing electronic Alateen meetings as Al-Anon Family Groups; implementing the WSC EASBR; and recognizing the Global EASM. All three motions passed. (See Motions #5, 6, and 7, p. 61.)

OPEN BOARD OF TRUSTEES MEETING

Kathi M., Trustee, Chairperson of the Board

Conference members observed an open Board of Trustees meeting focused on the topic of Board evaluations and the reflection process. The meeting began with a reading of the AFG, Inc. Strategic Plan and an overview of the organization's financial position presented by the Senior Director of Finance & Operations. Trustees then shared about their experiences participating in Board evaluation surveys and how they felt the process could be improved or enhanced. Some topics discussed included:

- Length and frequency of Board evaluations
- The connection between accountability as a Board and the self-reflection encouraged by the Al-Anon program, especially the Fourth and Tenth Steps
- Conference evaluations and the positive responses to the Conference Leadership Team's incorporation of survey feedback
- Self-inventory in addition to inventory of the Board as a whole; focusing on areas of improvement as well as positives
- How the Board evaluation process can best aid the fellowship as a whole

The meeting closed with all Conference members joining to say the Al-Anon Declaration.

PASSING IT ON

Sarah S., Director of Programs



At the 2025 World Service Conference, the Growing Future Volunteer Leaders Task Force (TF) presented a proposed concept for WSO Staff, past and current WSC members, and WSO Volunteers to develop a "Passing It On" project to create content for sharing with Areas. Content would support passing on program recovery and service experience from one generation of members and trusted servants to the next. This project was conceptually approved by the Board of Trustees and is being funded as a special project from our Reserve Fund surplus. When introducing the Passing It On project, the TF asked WSC members for input on what to keep and add on to the conceptual plan, how to accomplish the project, and any other ideas for growing future leaders. (See "Excess Reserve Funds" and "Growing Future Volunteer Leaders" on pp. 17-18 of the *2025 World Service Conference Summary* [P-46] for more information.)

Having received positive Conference input, a new seven-member Passing It On task force (Passing It On TF) was charged with overseeing the creation of study guides and toolkits. As the Director of Programs shared, "Service knowledge—how to collaborate, how to prepare materials, how to lead a meeting, how to present with confidence, how to live out the Legacies in everything we do—has often been passed by one person at a time, like a baton handed off informally, with no written map of the course. That informality is part of our beauty. And yet sometimes, when someone's leg of the service race is done, they might unintentionally take their knowledge with them, and the next runner is left reaching without a clean handoff. New members can feel alone as they try to find their pace." The goal of the Passing It On project is to develop a plan for helping members from the group level through the District and Area to bridge this gap.

Passing It On will cover service knowledge including working with others, giving and receiving feedback, preparing materials, leading meetings, delivering presentations, organizing legally and traditionally, and understanding how the Legacies shape our shared efforts. All service tools created will belong to the World Service Office and be available to the whole fellowship. Before content development begins, the task force will complete a Module Syllabus outlining what the study guides will cover in what order.

To create this content, the Passing It On TF will invite members with service experience and effective communication, collaboration, and presentation skills to translate their experience and knowledge into content modules for a cohesive set of workshop materials reflecting the varied service journeys of the members involved. The content developer selection process includes:

Step One: Content Developer Application. Members from around the globe are invited to submit an application and two samples of materials they have created or used in service that show how they think about preparing and sharing information.

Step Two: Application Review. Each application is scored using a structured rubric evaluating experience, facilitation skills, knowledge of the Legacies, collaboration, and material preparation.

Step Three: Candidate Interview. Candidates who meet the standard are invited to a structured interview. Each receives the same questions designed to understand their approach to service, their relationship to feedback, and their ability to carry the voice of the fellowship into written materials.

Step Four: Content Developer Selection. After interviews, the Passing It On TF selects three course content developers by simple majority vote. All candidates will be notified with gratitude, whether selected or not.

Delegates were invited to encourage members in their Area with the relevant skillsets to apply and pass on their gifts and experience to the fellowship.

The next steps for the Passing It On TF are as follows:

- Finalize and gain Executive Committee approval for the content developer selection criteria and Module Syllabus
- Open the application window and oversee developer selection
- Support developers as they begin building the first modules
- Review existing service knowledge resources and identify gaps

The service tools created will be reviewed by the Policy and Executive Committees and shared with the World Service Conference. These materials will carry the voices and experiences of members across the fellowship, shaped by pilot testing, feedback, and the ongoing wisdom of those who serve.

The Director of Programs closed by thanking the WSC members for their help and participation.

Conference members had the following questions:

- Will you provide examples of the kind of work you're looking for in applicant samples?
  - Yes, when the TF gets to that step we can include creating example materials for applicants in the process.
- Can Canadian members apply?
  - Yes.
- Who will be on the Passing It On TF?
  - It will be composed of WSO Staff and current and past WSC members. The content developers will be selected from outside the Passing It On TF.
- How many members are you looking for to develop content? What is the expected timeline and work commitment from someone who might be selected as a content developer?
  - We don't have that information yet, but we will share more details once the syllabus is approved.
- Is there a minimum amount of service experience or length of time in Al-Anon that will be required of content developers?
  - We don't have a specific requirement, but we're looking for members with service experience they can share and pass on to the fellowship.
- Will the content developers be gathering feedback and input from other members of the fellowship?
  - Thank you for the suggestion; the Passing It On TF will consider the possibilities.

- We did a similar project in our Area and it was very well received, especially now that two of the past Delegates whose experience was incorporated have passed.
- Will this be a physical pamphlet or online?
  - We're planning to create a physical study guide.
- Will there be a balance between the experiences of longtime and newer members in the content development so it can reflect the diverse opinions of the fellowship?
  - Yes, that will be a factor in selecting the content developers and developing the syllabus.
- How did the idea for this project come about?
  - It came about in part because of the Conference members suggestions for projects on which we could use the excess reserve funds available at the end of 2023. Delegates talked about the importance of capturing knowledge and connecting through Area visits, and the Board of Trustees' Envisioned Future Work Group and WSO Staff were also having similar conversations about how to pass on service experience between generations of trusted servants.

SINGLE TRUSTEE SELECTION PROCESS

Kathi M., Trustee, Chairperson of the Board
Vali F., Executive Director

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The Single Trustee Selection Process discussion was held over two sessions, with the first session dedicated to gathering feedback from Areas as well as from WSO Staff and Volunteers on the work presented by the Single Trustee Selection Process Task Force at the 2025 WSC. The charge to the Task Force was to identify options for a single, consistent method of selecting Trustees, address concerns about maintaining diversity of geographic representation, and ensure Areas have meaningful input in the selection process.

Under the current structure, applicants for Trustee at Large apply directly to the WSO, while those seeking the Regional Trustee role must first gain Area approval. Although both positions carry the same responsibilities once elected, the pathways to candidacy differ significantly. Recent experience has shown that the number of applicants for Trustee at Large has been steady, regularly exceeding the number of available positions, while many Regions submit few or no applications through the Regional Trustee application process. As a result, the Board has frequently operated below capacity, averaging 72 percent of positions filled over the last five years. The Task Force developed three potential options for a single, unified process intended to encourage more applicants, maintain Area input, and increase the Board's capacity.

- **Option One:** Redefine the composition of the Conference Committee on Trustees (CCT) to include the geographic/regional voice across panels and expand its mandate to review all Trustee applications, replacing the current Area approval step.
- **Option Two:** Continue the practice of having both CCT and Regional Committees on Trustees score applications to preserve the Area voice but eliminate the Area approval requirement.
- **Option Three:** Keep the CCT as-is but expand its responsibilities to include reviewing all Trustee applications. Instead of Area approval, Delegates from each applicant's Region would be asked to provide feedback to ensure geographic representation in the process.

Delegates were asked to take these options back to their Areas with the following questions:

- For Areas in favor of a single trustee selection process:
  - Are there any of the options presented that the groups would prefer to see implemented?
    - What do they like about the idea and option?
  - Do the groups have different suggestions for an option?
  - What are their specific concerns with the current options?
- For Areas not in favor of a single trustee selection process:
  - What specific concerns do the groups have with the idea?

Delegates were invited to relay their Areas' feedback and responses to the questions in an open discussion. A selection of Delegate responses is included below:

- My Area favored the options that involved some Area or Area World Service Conference (AWSC) involvement; the primary concern of the groups was about the Areas losing an opportunity to educate groups about the Trustee process and what the Board of Trustees does. They preferred an option that would combine elements of options one and two and include Area feedback and Regional input at all stages of the process.
- Our Area had an experience in which a member wanted to put her name forward for Trustee and officers in the Area objected; this kind of input wouldn't occur using a single trustee selection process.
- Many of the respondents in my Area were undecided or not informed enough to give an opinion, but the majority of those who did have a firm response were in favor of a single trustee selection process.
- When I spoke to my Area, I heard many concerns about dominance and handing over control to the WSO, even when I explained that it wouldn't be the case if a single trustee selection process was implemented.
- My Area was concerned about potential dominance or overrepresentation of certain Regions in the Board of Trustees; their preference was for either option one or two, because it retained Area involvement in the process.
- My Region hasn't had a Regional Trustee applicant in multiple years, so concerns about underrepresentation don't resonate as much, since we haven't had representation under the current process either. The idea of a single trustee selection process feels like an attempt to alleviate the workload of the Board and support Regions where members aren't applying for Trustee, so my Area was in favor of potential implementation.
- My Area was in favor of option one, and some members were still concerned about lack of Area involvement. As a former CCT member, my concern was about an increase in workload for the CCT, though technological improvements may help mitigate that.
- When we discussed the options, my Area was in the middle of establishing a Regional Trustee process, and they were in favor of implementing a single trustee selection process as a means of keeping it simple.

- The consensus in my Area was that filling seats on the Board was more important than representation of specific geographical areas, since Trustees work for the good of Al-Anon worldwide, not to represent particular Areas or Regions.

The Conference also heard from non-Delegate members of the WSC who spoke about the heavy workload of the Board and the lack of applicants for Trustees leading to smaller Boards with more work spread across fewer members.

After the discussion and a straw poll of Conference members, it was evident that the majority of Delegates were in favor of implementing a single trustee selection process. Feedback favoring implementing a single trustee selection process was split equally between the three options for implementation, with the main concerns being the potential loss of the Regional voice in the Trustee selection, potential Regional imbalance on the Board, and increased influence of the WSO in the selection process.

With this information in mind, the Task Force presented a revision of the first implementation option to the Conference, with changes meant to address these key concerns relayed by Delegates. The "Revised Option One" was as follows:

- Expand the composition of the CCT to include Regional and panel representation, ensuring that each Region has at least one representative on the CCT.
- Add Area feedback collection to the application process, with each Area given a minimum of two months to submit feedback on any applicant from their Area. The process for gathering Area feedback would be up to Area autonomy.
- Move up the deadline for applications by two months, with all applicants for Trustees submitting their materials by June 15, with Area feedback due by August 15.
- Forward Area feedback to Regionally balanced CCT and Nominating committees for them to incorporate into their scoring process.
- To work to address the concern that a Region may lose its voice or that one Region may gain a disproportionate number of Trustees, the CCT will incorporate a new tool into their scoring process showing all current Board members, their Region, and when their term expires. This will give the opportunity to allow for some geographic balancing of applicants and existing Board members. CCT's ranked list of applicants will be forwarded to Nominating to be considered in their process.

Implementing Revised Option One would be done on a trial basis. The trial would not require an update to the AFG, Inc. Bylaws, but it would entail recategorizing all current Regional Trustees as Trustees at Large for the duration of the trial. In anticipation of possible Conference approval, the Chairperson of the Board shared that implementation of the new single trustee selection process could not begin until the August 2028 application cycle for service terms beginning in 2030. She explained this delay was due to the other current strategic priorities committed by the Board.

Delegates had the following questions about the Revised Option One and the implementation process:

- What would expanding the composition of the CCT look like? Would the number of members increase or would the membership change to reflect Regional representation?
  - The CCT selection process has a method in place to ensure panel representation, so that would be expanded to cover Regional representation as well. Since the CCT doesn't have a maximum number of members, it could be expanded if necessary to balance Regional representation.
- What would happen if the Area doesn't give feedback by the due date?
  - If an Area chooses not to give feedback, none will be considered.
- Will this option still allow a Regional objection? Will Regional delegates still get a chance to look at applicants from their Region?
  - Both the Delegate from the applicant's Area and the Regional representative on the CCT would have the opportunity to object.
- What was the intention behind leaving the feedback process up to Area autonomy rather than providing a structure for feedback?
  - The goal is to get feedback from the Area; the Board and CCT/Nominating don't have a specific kind or amount of feedback we're looking for, so we want to give Areas the choice on how to gather and what feedback to give and how.
- Would the Board ever change the number or composition of Regions?
  - Those changes could only be made by the World Service Conference, not the Board.
- Were there any concerns from current Regional Trustees about their roles being recategorized?
  - We haven't received any concerns from Trustees.
- Does this revised option include the ability to see the materials submitted by the applicant when giving Area feedback?
  - Yes, the Area would receive the application.
- Is three years enough for Areas to create or adjust processes for Regional Trustees serving a three-year term?
  - With the single trustee selection process, the Area could have multiple applicants and wouldn't need to abide by a single Regional Trustee per panel, so the process could be adjusted as many times as necessary. The trial could also be extended in the future if the Conference votes to do so.

After discussion, a motion was proposed to implement on a three-year basis a single Trustee selection process including the opportunity for Area feedback, expanded Regional CCT composition, and an expanded CCT/Nominating ranking system. The motion passed (see Motion #8 on page 61).

SPECIAL PRESENTATIONS

Before the opening of Conference, while Panel 66 members attended the Orientation for New WSC Members, Panels 64 and 65 were charged to create presentations on specific topics to deliver during Conference.

Panel 64

Panel 64 presented on healthy ways to deal with conflict in the Area. Their presentation was divided into sections:

- **Types of conflict:** Dominance/control, personal agenda/ego, lone wolf/trust issues, misinformation/gossip, tunnel vision, poor communication, presuming ill will, resistance to change
- Ways to address the **emotions** of Area conflict: invite Higher Power in, take a breath, presume goodwill, don't take it personally, be aware of feelings in the moment
- **Words and phrases** to address conflict: "I'm looking for clarity"; "let me get back to you"; "we're just having a conversation"; "we're trying something new"; "I'm listening to you"; "this is what I'm hearing"
- **Actions** to address conflict: Ask for a moment of silence, say the Serenity Prayer, listen for the details, share with others, gather all the information, call Service Sponsor
- **WSO resources** about conflict: *2026/2029 Al-Anon/Alateen Service Manual* (P-24/27); Conflict Resolution Kit (K-70); *Let's Talk About Safety in Al-Anon Meetings!*; Conference Approved Literature; WSO Guidelines; Area guidelines and bylaws; links of service

Panel 65

Panel 65 performed a skit to illustrate different ways of collecting information at Conference for the Delegate's Report. Their suggestions included:

- Ask what's most important
- Take notes as you go
- Look at the Annual Report
- Take pictures
- Use Conference notes
- Write down spiritual principles that resonate to take home the feel of the WSC, not just the facts
- Keep a list of acronyms
- Decide what's important and what works for you
- Take the notes you liked and leave the rest

TASK FORCE: APPLYING STEP FOUR TO ENCOURAGE AREA INVENTORIES

Jason W., Panel 64, Ontario South, Task Force Chairperson



The nine-member Applying Step Four to Encourage Area Inventories Task Force was charged by the Board of Trustees at its October 2024 meeting as a result of conversations about issues faced by Area officers, such as dominance and lack of volunteers willing to serve in Area positions. Their charge was to "create a presentation that encourages and inspires Areas to conduct regular searching and fearless Area inventories, applying the same spiritual principles of the Fourth Step that we utilize in our personal recovery to Area-level service responsibilities." Resources used by the task force during its work included Conference Approved Literature, *Conference Summaries* (P-46), past WSC Chosen Agenda Items, blog posts on al-anon.org, and the Guidelines *Taking a Group Inventory* (G-8a/8b) and *Reserve Fund* (G-41).

To present the results of their work, the task force members performed a skit depicting an Area World Service Conference (AWSC) meeting dominated by gossip and complaints.

The members eventually decide to address their Area's problems by doing a Step Four inventory and inviting a Higher Power into their service work.

> DEL: We need help with all of this! Can't we turn this over to someone who could take care of it?
> ALATEEN: Hey, this all sounds familiar—maybe like Steps One, Two, and Three?
>
> DR: I'm happy to admit my powerlessness over all these problems, so maybe a Higher Power could help us!
>
> TECH: Don't you think that Tradition Two could help us use our group conscience to work through all this? Working together, we stand a better chance of averting a crisis.
>
> DR: Our groups do group inventories to deal with their problems, so can't we do the same? Can't we ask for help from a Higher Power like that?

The performers each then listed a benefit they predicted would come from the Area inventory.

After voting and performing the inventory, the skit showed the Area trusted servants describing the things they learned during the process:

> ALATEEN: I heard things that helped my personal recovery—even when they weren't about me!
> DR: The things I didn't dare say? Someone else said them. What a relief!
>
> DEL: And we don't have to fix it all at once—we've got a plan.
>
> ALL: Thank you, Higher Power—Area inventory, we're so glad we did it!

After the skit, the task force described the spiritual principles that were included in their charge and/or emerged during their work, illustrated by corresponding quotes from Conference Approved Literature.

Courage: Courage helps us rise to the level of searching and fearlessness that a thorough moral inventory requires. The same can be said of an Area inventory. As page 39 of *Paths to Recovery* (B-24) says, "When we courageously and carefully examine where we are, the door to change is opened."

Accountability: At the 1962 World Service Conference, the Conference Chairperson closed by emphasizing the importance of strong Assemblies for the future success of the Conference. She stated, "HQ is the hub and you are the spokes and how well this Conference rolls depends on you" (*1962 World Service Conference Summary* [P-46]). Completing an Area inventory is a way to practice Tradition One. When our Area is healthy, we contribute to the common welfare of Al-Anon as a whole and to unity worldwide.

Honesty: *Paths to Recovery* says on page 103, "Just as it was in Step Four, it is very important to include...the things we did well in addition to the mistakes we may have made." We can ask ourselves and our Areas where we see improvement or what positive characteristics we see exhibited. There are likely plenty of aspects in our Area structures that work well!

Mutual Respect: Page 109 of *Discovering Choices* (B-30) says: "In time we no longer see those we resented, despised, or gossiped about as any less worthy of respect than we are." Just as we are humans who will fall short of perfection, so are the other members in our Areas. Inventories can provide new insight and wisdom into our lives and our relationships.

Trust: On page 51 of *Blueprint for Progress* (P-91), it says, "In Al-Anon we are learning not only to trust our Higher Power, ourselves, and our fellow members, but also that we deserve to be trusted." Embarking on an Area inventory requires us to have trust in others and in our Higher Power.

Balance & Self-Awareness: Page 191 in *Courage to Change* (B-16) reminds us, "I can't cope with something unless I acknowledge its reality." Of the three A's, the first is Awareness. We can begin to address our Area's shortcomings once we know what they are or what may be contributing to them.

Leadership & Service: Bill W.'s essay on leadership says, "No society can function well without able leadership at all levels, and we are no exception" (*Al-Anon/Alateen Service Manual* [P-24/27], p. 200). Taking an Area Inventory can help our Area's leadership continue to be healthy, as well as result in better Area leaders in the future.

Gratitude: Page 25 of *Reaching for Personal Freedom* says, "It's with gratitude and fearlessness that I now embrace Step Four as a means of living life more fully and freely." One member shares in *Paths to Recovery* about how we don't have to do it perfectly, but their life improves every time they take an inventory. An inventory is an opportunity to learn, grow, heal, and help us become better versions of ourselves.

Encouragement: The *1998 World Service Conference Summary* describes how the World Service Conference conducted an inventory of its own leadership. Conference members attended breakout sessions to inventory the Conference, considering questions relating to the Twelve Concepts of Service. One response to the question of whether the Conference was living up to the principles in the Concepts was, "When we do an inventory we get better because we start studying how to make things better and we get a greater sense of what we are supposed to be doing. It brings about greater clarity."

The presentation ended with an original song performed by the task force members.

After the presentation, the task force asked members to share on the following two questions: "What has your Area gained from conducting an Area inventory?" and "What holds your Area back from beginning an inventory?" Multiple members shared that they would take the presentation back to their Areas to attract interest in performing an Area inventory. Those who had performed Area inventories in the past shared their Areas' methods and timelines, which included performing an inventory every two years or every three years after each new Delegate term; reaching out to past Delegates or officers from other Areas to lead the inventory; sourcing questions and advice from Areas and trusted servants who have performed inventories in the past; creating an inventory guideline to include in the Area manual; and performing inventories regularly, not only when a problem arises.

Other sharings included:

- Our Area has scheduled our first inventory at our next AWSC, which is being supported by Delegates from other Areas. This presentation helps me know what to look for and gives me ideas for when that inventory occurs.
- We've never had an inventory in the 23 years I've been at the Area service level; I was elected to encourage change in our Area, and after I presented something similar to this, our Assembly put together a task force to make a list of questions. I asked in AFG Connects and had four different Areas send me their inventory questions and advice. We plan to do one next year and hopefully every two years after that.
- My Area has an Area Assembly inventory guideline in our Area manual; we do it every three years, and we ask a past Delegate from a different Area to facilitate it. It's become a spiritual experience, and it's made a difference in the tone of our Assemblies and AWSCs.
- Our Area does one every Delegate term, with the Alternate Delegate in charge; we try to keep the Area Assembly educational and fun, and it's brought a lot of new people into service in our Area, including younger members, and helped with morale.
- My Area did an inventory during my first year as Chairperson; our past Delegates reached out to other Area Delegates to perform the inventory. We only had 42 groups fill out the inventory, and we did our best to implement the suggestions. The most powerful one was that people didn't know enough about the Concepts and Traditions, so we had people put together skits for each Legacy at our Assemblies. The inventory brought cohesiveness; we went from an Area with infighting to one that was calm and worked well together.
- Sometimes we do inventories because there's a problem, but sometimes we do one just to see what's going on. In the last inventory, we learned members wanted more opportunities for fellowship and more workshops. We got our Convention going again and voted to expand our one-day Assembly so we can add opportunities for fellowship, speakers, and workshops. We do evaluations as part of our Assemblies and AWSC, so our trusted servants are getting constant feedback.
- We need an Area inventory. We've had some struggles and transitions; we had an inventory for our Board, but it didn't accomplish anything. This is perfect timing, because so far it's been too soon for an inventory. I love the idea of doing it at the AWSC level. We've done surveys before, but we need more positive ideas and feedback. The skit inspired me because laughter is good and we learn in the process.

TASK FORCE: WSC CHARTER PRESENTATION

Teresa F., Panel 64, California South, Task Force Chairperson

The World Service Conference Charter Presentation Task Force was charged with preparing a presentation to share and engage the Conference members in understanding the World Service Charter and, specifically, each member's role in achieving its responsibility to be the guardian of both Al-Anon's world services and its Twelve Traditions. The Task Force presented a *Wizard of Oz*-inspired skit, following a first-year Delegate as she learns about the history, purpose, and content of the World Service Charter.

GLINDA: I am your Mentor, Glinda, and I am here to help you find your way through your first World Service Conference. We get to sit together, share stories, and snacks too!

DOROTHY: Oh, good. I am a little confused and not sure where to start.

GLINDA: Well, it's always best to start at the beginning; let's open our brand-new *Service Manuals* together to the last tab, the Conference Charter.

Before there was a World Service Conference, 87 known groups were meeting independently in many areas across the United States and Canada. Lois W. and Anne B. wrote to these groups and asked if they wanted to band together in unity under one umbrella; 50 groups said yes and were registered by what was then called the Clearing House. Those first groups were polled, and they voted to accept the name Al-Anon Family Groups.

By 1960, there were nearly 1,500 groups, and polling all those groups for decisions was becoming impractical. So, at the A.A. International Convention that same year in California, 400 Al-Anon members attending with their spouses held their own workshop simultaneously. There, they approved a three-year trial plan for an Al-Anon World Service Conference. The plan was sent to those 1,500 groups, and they agreed to the plan.

In 1961, the first World Service Conference was held with the first 12 Delegates representing the most populous meeting areas in the United States and Canada. Then, the second and third years of the Conference each added a new set of Delegates, later referred to as Panels. This staggered election allowed Conference to always include a panel of Delegates with two years' experience.

In 1967, the WSC unanimously adopted the Conference Charter. The Charter defines the purpose of the Conference, its role within the Service Structure, and the framework to govern its operation.

CAROL: A little-known fact; the 12th article in the Charter later became Concept Twelve's General Warranties.

LIZ: Yes, the Charter came first. The Concepts weren't adopted until 1970!

DOROTHY: Wow! Thanks for the history lesson, you guys!

KIMBERLY: This Charter is something, isn't it?

DOROTHY: Does the Charter say anything about the purpose of the Conference?

GLINDA: Yes! The main purpose of the Conference is to be the guardian of Al-Anon's Twelve Traditions and its world services.

ALL: Yes, we are all the guardians. We serve to protect Al-Anon's world services and its Twelve Traditions.

DOROTHY: Oh, I see. I am a guardian, too. Anything else?

SUZANNE: The second purpose of the Conference is to be a service body, not a government.

GLINDA: It's important to note that the provisions of the Charter are not legal. They are traditional.

DOROTHY: I see. So, who attends the WSC?

The Conference is attended by Area Delegates from all Areas in Canada and the United States (including Puerto Rico), Bermuda, and non-geographically based areas like the Global Electronic Area. The Charter details other Conference members besides the Delegates, including the Board of Trustees of AFG Headquarters, Inc., the Executive Committee, and voting members of the WSO Administrative Staff. The Conference also welcomes representative from any international structures and non-panel Areas within the WSC Structure.

Delegates are free to vote as their conscience dictates and not necessarily as instructed by their Areas. This principle is the basis of Concept Three, "The right of decision makes effective leadership possible." All members of the Conference take under advisement all matters affecting Al-Anon as a whole. Delegates are the bridge of understanding that links the groups in Areas with world Al-Anon. As the Charter says, "The Conference acts for Al-Anon in the perpetuation and guidance of its WSO services." The Conference is a vehicle by which Al-Anon can express its views on policy and note deviations from Traditions. The Conference thus has a significant responsibility to consider worldwide Al-Anon and Alateen in its decision-making.

As equal members of Conference, the Board of Trustees, At-Large members of the Executive Committee, Delegates, and WSO Staff bring different knowledge and perspectives on matters affecting Al-Anon as a whole. These individuals, despite their different service roles, share two common traits while at Conference: they listen and participate in discussions on matters affecting Al-Anon as a whole, and they vote on these matters. The Board of Trustees has the responsibility to determine policy and manage the business affairs of the World Service Office; the Trustees have legal rights, while the rights of the Conference are traditional. The Board delegates full authority for routine management of Al-Anon Headquarters to its executive committees. The Executive Committee meets in between meetings of the Board of Trustees to better manage the day-to-day affairs of the WSO. As defined by the Charter, the Board reserves the right to decide which of its decisions may require referral to the Conference. The Charter provides checks and balances; a two-thirds vote of the Conference members in attendance is binding upon Trustees.

LIZ: The Charter also says: "Except in great emergency, the Board of Trustees ought never take action liable to greatly affect Al-Anon as a whole without consulting the Conference."

DOROTHY: Hopefully we don't encounter any emergencies at this Conference… You know I've often heard that the Steps, Traditions, and Concepts, also called the Legacies, are protected. Could they ever be changed?

GLINDA: Good question! The Charter thought of that, too; it would take the written consent of three-quarters of the Al-Anon Family Groups to change our Legacies.

DOROTHY: Well, what about changing the Charter?

SUZANNE: Conference members can change the wording in the Charter by a three-quarters vote.

LIZ: However, the protections afforded to the Legacies may not be taken away or lessened by a Conference vote.

DOROTHY: This is a lot of good information! It seems that there is a strong and healthy relationship between AFG, Inc. and the Conference. I do have another question on my mind. I'd like to know about the Conference Procedure.

A quorum of the Conference consists of two-thirds of the members registered at the Conference. This ensures Concept Five is upheld, so every member can be heard, including the minority opinion. Since Area Assemblies' primary concern is with World Service affairs, the Charter also creates a framework for Area Assemblies.

LIZ: By electing Delegates and participating in Al-Anon's global decision-making, our Assemblies help uphold Al-Anon's Traditions.

GLINDA: It helps maintain consistency across the fellowship…

SUZANNE: …and ensures that the collective voice of Al-Anon is heard and respected worldwide.

CAROL: Area Assemblies are essential to Al-Anon's global unity and service structure.

KIMBERLY: So, you see, Dorothy, yes; the Charter applies to *all* levels of Al-Anon.

The Conference members give consideration to all matters affecting Al-Anon as a whole. They "engage in debate, appoint necessary committees, and pass suitable motions for the direction of the Board and the WSO." The Charter also says they may recommend action respecting serious deviation from Al-Anon Traditions and Concepts of Service.

The General Warranties of the Conference limit the Conference's power by embedding principles of shared leadership, financial restraint, non-governance, and democratic process. They act as a spiritual safety net, protecting the fellowship from internal conflict, financial risk, and misuse of authority, while promoting unity, compassion, and shared purpose. This structure ensures that the Conference remains a trusted servant, not a ruler, preserving the spiritual integrity and unity of Al-Anon.

OUTCOME OF TASK FORCES

After the two Task Force presentations, the Chairperson of the Board asked Conference members where they would like to go from here. Following the conclusion of comments, the Chairperson of the Board thanked the Conference members for their feedback and noted that there would be no follow up for either of the two Task Forces in addition to posting to AFG Connects.

SHARING OURSELVES

DELEGATES (PANEL 64)

Chris M., California North

Before attending Al-Anon, my purpose was to take care of family and friends, doing for others what they needed to do for themselves even at the expense of my own health and happiness. I had to do it all in order to feel safe, and I learned that I was miserable and just as sick as the alcoholic. Thanks to the kindness and love of people in the program, I learned that one of my responsibilities is to heal from the effects of the disease of alcoholism and share my experience, strength, and hope. I have a loving Higher Power that guides me and supports me. I need to remember to keep the focus on myself and not deprive others of their own experience. By changing my attitude and trusting my Higher Power, I have learned to better trust others and build relationships. I don't know what is best for anyone, even how they should work their program and what meetings they should attend.

Today I know that we are all different, yet the program works if we are willing to follow these principles in all our affairs, respect our differences, and focus on our similarities. As an Alateen Sponsor, I was always told we plant seeds and wait for them to bloom. My purpose is to keep planting seeds and share this opportunity of recovery.

As an organization, we have grown and recognize that Al-Anon is not just for wives of alcoholics that need our support. Anyone, anywhere could be affected by the disease of alcoholism and benefit from the program. By supporting our structure, Al-Anon Family Groups, we support ourselves. Welcoming members and supporting meetings around the world creates this worldwide fellowship.

I have learned that each service opportunity helps me grow, and I gain confidence and skills that support me in the next one. I am incredibly grateful that the fellowship trusted me enough to represent them in the world's largest group conscience. The experience has deepened my understanding of our structure and our Legacies. It has helped me connect with more members and continue to learn and grow. I know today that my primary purpose is the same as Al-Anon's—to welcome and give comfort to families and friends of alcoholics. By taking the time for personal recovery, I have learned to take the time for service to help preserve our Legacies. In Service We Soar.

Teresa F., California South

On this milestone anniversary, I reflect on my journey and what has been and continues to be the most important purpose in my continued growth, offering loving service to others in our fellowship. My experiences have changed along the way. In my first months in meetings, it was about getting. I needed help, support, experience, strength, and hope from others. I quickly learned from others' examples the importance of giving back. I arrived at meetings early, stayed late, helped out, listened, and engaged. After meetings, I met up with members in fellowship and built strong connections. I began to take on varied group service commitments and studied the Legacies with others. I learned to be there for the newcomer and all members, as others have been there for me.

I served at the group level for many years. I hadn't thought about the world of connection beyond my weekly meetings. Perhaps my groups hadn't considered it important, or perhaps I thought it wasn't for me. Then, after a move to a new city and joining new meetings, I heard a Group Representative report, and my eyes and heart opened wide. Since then, my service journey has been guided by something much greater than myself. My Higher Power whispers, along with offering me opportunities, and instead of asking why, I ask, why not. My favorite phrase is still, "Get out of your comfort zone and get into service."

I have gone through many worthwhile growing pains along the way, and I anticipate more. There is amazing joy in serving alongside others. I have discovered a calm and peace in recovery that service greatly enhances. I deeply respect our links of service, every trusted servant, and our desire to grow. I know I will find new ways to serve and grow, because I want to do my part to ensure Al-Anon continues in the spirit of unity. I hope I inspire others to serve as well. Growing in service isn't getting bigger; it's going deeper. I have heard it likened to being a healthy tree, with continued spiritual nourishment and service with others; we get what we need to flourish. I try to always lean on my Higher Power's guidance so I can keep learning and growing. The purpose of life is a life of purpose. Our one purpose together of carrying the message of help and offering hope is a purpose worth having.

Phil (Philomenia) D., Delaware

75 years, One Purpose. Well, I am not quite there yet—meaning 75 years—but with the help of my fellow Al-Anon members, I have become aware of my purpose, and it has evolved through the years. Where do I begin? I thought I would start when I came into the fellowship back in 2006. My purpose then was to get help, for my loved one and for me, but especially for my loved one. My life was unmanageable and I was powerless, but no one could tell me at that time. I thought I was in control and I could handle anything and everything. I could fix "this," so I thought. There is a saying in the rooms: time takes time. So, my journey began.

At first, I was toe-dipping—testing the waters but not really submerging myself into the Al-Anon ways of life and beliefs. I was getting "it" but very slowly through osmosis, bringing my body, week after week, with my mind tagging along.

Four years into my program, something happened, a tragedy: my loved one died from alcoholism. Something shifted in me. Though I didn't know it at the time, it was my purpose. I had to make a choice. I could either let alcoholism take me or I could fully embrace Al-Anon. As I am learning about my recovery, everything begins and ends with me, so "Let It Begin with Me."

I needed to bump up my meetings to four to five a week, getting a Sponsor was a *must*, and getting involved in service. It was about learning the Al-Anon language. Before, I would read the Legacies, and all they would be is a bunch of words. Today, I understand and talk about their meaning and how I can bring them into my life. Al-Anon has and is helping me with how to put words to my feelings. It is like I shared in *The Forum,* November 2017, "The Best Me Ever": "For me, working the program is like working on a puzzle. It has many pieces, and all of these pieces are interdependent. Each one serves a purpose, and together they create a healthier me, so I can become the best me ever."

Purpose! Yes, I have a purpose, and that is to pay it forward in whatever I do. Thanks to Al-Anon for helping me find my way in helping families and friends of alcoholics. Here is to another 75 years of carrying the message of Al-Anon and Alateen.

Gretchen S., Florida North

When I first came to Al-Anon, I thought I came in through the back door, because I dress in tie-dye and because it was through my sister's alcohol treatment that I learned about Al-Anon, not my spouse, child, or parent. Today, I understand that I bring myself to Al-Anon, but at the time I wanted to fit in, and I felt like a fraud.

This reminds me of our Conference theme, "75 Years, One Purpose." It didn't matter who my loved one was; anyone affected by another's alcoholism can be helped here. I learned that I am in Al-Anon for me, and I have been welcomed with patience, love, and acceptance.

I found a Sponsor, studied the Steps, and kept coming back. I discovered that my mother was an adult child of an alcoholic and that I grew up with some of those "isms." I had accepted my mother's expectation of me to be "perfect" and demanded perfectionism of myself. Thank you, Higher Power, for showing me Step Ten (I was an early adopter), and the slogan "Progress Not Perfection." Weight off my shoulders!

Through service I deepened my spiritual growth, studying the Traditions and Concepts with my Service Sponsor. In various service roles, I learned to use our *Service Manual*, the Legacies, and other Al-Anon tools in addressing challenges in my group, District, and Area.

My Higher Power does for me what I cannot do for myself. The privilege of serving as Delegate today is in my HP's time, not mine. At the Al-Anon International Convention in Albuquerque, many past and current Conference members encouraged me to stand for Delegate, having attended the most recent Conference as Alternate Delegate. That old perfectionism had me believe that because of my full-time job I "should" not stand for Delegate. My HP spoke to me though others that day in Albuquerque, and I became willing.

Now, as an outgoing Delegate, I reflect on my experiences over the past three years with awe, deep gratitude, and humility, and find our Conference theme, "75 Years, One Purpose"—helping friends and family of alcoholics—has been my guiding star.

As Chairperson of the Agenda Collaboration Work Group last year, I had the honor of working alongside fellow Delegates, our CLT Chair, and our Executive Director to ensure Delegates contributed to the Conference Agenda.

My service as Delegate has flowed imperfectly, and today I see myself reflected in my tie dye: perfectly imperfect.

Kathy D., Florida South

I stand before you today with gratitude for the members that were there when I walked through the doors of Al-Anon for the first time. You told me to "Keep Coming Back," and I did, even though I did not understand why. You let me stay, even though I did not have a Higher Power, and you gave me space to find my own. You welcomed me, unconditionally, and taught me how to accept others unconditionally.

It took me years before I asked someone to be my Sponsor—trust was the issue. We went through the Steps, delving deeper into who I was. I learned to accept myself as I am while also changing the things I can. With my Sponsor's support, I took a service position and gained confidence in myself. You helped me see that there is not a right or wrong way of doing things—there are many ways, not just my way (ex: loading a dishwasher). I used to see things as black and white; now I see gray *and sometimes colors!* I have become less rigid and more *flexible* in my thinking and actions through service.

When I started serving at the Area level, I found it helpful to ask another member to be my Service Sponsor. By studying the Traditions and Concepts of Service with her, I got a deeper understanding of how this program works, and I was able to put the principles of the program into practice in my service journey and personal life. I got a voice and was heard; I became more visible and was seen.

Here I am as the Panel 64 *(In Service We Soar)* Delegate for Florida South. I will be forever grateful for the opportunity given me to serve my Area and Al-Anon worldwide. I grew so much serving in this leadership role. I can truly see the value each member contributes to this fellowship. I will continue to do my part by carrying the message to those in need. I will share my experience, strength, and hope and history with fellow members and encourage and support our future leaders.

Thank you, fellow Delegates and Conference members, for your participation and dedication in keeping this program growing, "One Day at a Time." 75 Years, One Purpose: to help families and friends affected by the disease of alcoholism. I'm honored to continue the mission of our pioneers, Lois W. and Anne B.

Kaui P., Hawaii

I graduated high school in Honolulu with the class of 1975. I am proud to say it has been the alma mater of some well-known celebrities over the years. Yes, I carry my school spirit with pride!

I wish I could say my high-school years were the happiest times of my life, but unfortunately, they were tainted by the disease of alcoholism in my home. My father, the alcoholic, was mostly unavailable. My mother used housework as therapy. Therefore, not surprisingly, everything was well kept. When it came to my father's drinking, she could work herself into a rage. Home definitely lacked the joy and warmth I craved.

I learned early on that my purpose was to please my mother and help stop my father from drinking.

In fact, I made up purposes for every stage of my life. After I married the alcoholic of my choice, I made it my purpose to do whatever I had to do to keep up the facade of a normal family and try to stop the alcoholic from drinking. It was exhausting.

In 1994, the alcoholic hit his bottom, and through a hospital recovery program, I was introduced to Al-Anon. I was nervous. I didn't think the alcoholic could stay sober. My new purpose was to learn everything I could so he would stay sober. However, I learned in Al-Anon that keeping him sober was not my purpose at all. My purpose was to keep the focus on me. I soon became involved in service after my first Al-Anon meeting. I knew my purpose in each service position I held. I could fulfil my purpose because the loving support of the fellowship guided me.

As Hawaii's 18th Delegate, I am blessed to be on this journey. I am clear on my purpose. To support, on a worldwide level, those just like myself who once thought life was hopeless, living with someone else's drinking.

Happy 75th Anniversary, Al-Anon! Thank you for staying laser-focused on our purpose. You have taught me to be an advocate for recovery in this program. What a gift to be part of this fellowship. Like the high school spirit I still hold, I will always have a blue triangle around my heart.

Mahalo.

Liz P., Illinois North

Purpose: "The reason something exists, is done or created."

Before coming to Al-Anon, I existed, but I had lost the reason why. I had lost all sense of purpose. I was either the Higher Power or my alcoholic was. Expectations were high. Acceptance was not to be seen.

But walking through the doors of Al-Anon, I felt accepted and heard. I leaned on that acceptance until I could accept myself and know a loving Higher Power. I was encouraged to give back to the group and to others in Al-Anon from the beginning. I now know this is a gift I give to myself.

At my first Conference as Alternate Delegate four years ago, I was mostly a fly on the wall, observing. I nervously went to the mic one time that entire Conference. My mentor said, "Good to hear your voice." I think my purpose at that first Conference was to be willing and stay teachable. Ask for help. Al-Anon taught me that. You taught me that. My fellow Delegates taught me that.

Coming back as a member of Panel 64 was a different experience. I understood my purpose being here: to be the voice of my Area; to listen more deeply to the experience, strength, and hope that was so freely being offered; to take in the vastness of the healing effects of this program around the world; and to expand my understanding of the word "worldwide."

Last year, I understood my purpose through the Concepts of Service even more deeply: to listen to those members who stood in the minority and to freely participate in the discussion, because, quoting *From Survival to Recovery* (B-21), I "had something to contribute and that is enough."

This being our third and last year, I look out at all the faces I can now call friends. I look back and recognize the work that we have accomplished. I'm grateful to be privy to the bigger picture more fully. I see my purpose, our purpose, as one purpose: we are the voice of Al-Anon worldwide. I've experienced us uphold our Traditions and I've changed because of it—because of you.

I believe the reason we are celebrating this milestone of 75 years is that we have always stayed true to our purpose of being there for family and friends of alcoholics. I love you; I love Al-Anon. It gave me back my life—a life worth living with purpose.

Brenda K., Indiana

Al-Anon has been such an influential presence in my life since I was a small girl going to the meetings with my mother. She did not continue going, and because of this I was not around healthy relationships during my formative years. But what this time in my life did show me is Al-Anon is available to me when I am ready for it.

What our Conference theme, "75 Years, One Purpose," tells me is that Al-Anon will be there for the next person who needs it as well. My father stopped drinking when I was seven years old. I did not think I was affected by his alcoholism, since he was not actively drinking. But, in my "plans" for life, one thing I was not going to do was marry an alcoholic. That does not sound like a very serene thought.

So, imagine my surprise when, 20 years later, I meet a recovering alcoholic, who invites me to an Al-Anon meeting as a date night. My Higher Power has a sense of humor. Al-Anon was there for my mother 20 years ago. It was there for her in her time of crisis. It would be there for me to prepare me for times of crisis. I may not have thought I had a problem with alcoholism the way many of us do, but I did suffer from alcoholism in that it did not show me how to have a healthy relationship with anyone, whether they were an alcoholic or not.

My hope for all of us is for Al-Anon to be there for the next 75 years, just like it was there for my mother, for me, and for my niece in Alateen. The worldwide fellowship of Al-Anon and Alateen has made my relationships at work, in the community, at church, and anywhere else I use the tools of the program so much more fulfilling than they were before I started going to Al-Anon. The friendships I have made in the fellowship are so much deeper than many of the relationships I have outside of the program. At any time in my life when I am having an emotional breakdown, my Al-Anon family is there for me without any questions or advice.

The support we have for each other in the program is something I will cherish always, and I am so glad to have been part of the first 75 years.

Joan K., Panel 64, Kansas

I will never forget the day I knew that I couldn't take it anymore. I was begging to the universe to do something to take away my pain, fear, and loneliness with no answer. I called 1-888-4AL-ANON and went to my first meeting that night. I found a group of people who knew what was happening in my home, because it had happened to them too. I kept returning, and I listened to their experiences and solutions. Each week, I carried some solutions and just a tiny bit of hope home with me. I learned to trust the program without understanding how it worked. Little did I realize that I was at a turning point in my life and I was embarking on a journey that was beyond my imagination.

When I became a District Representative, my first Service Sponsor found me! She was a Past Delegate and Past Trustee. At those first Area meetings, she would slowly turn her head and smile at me, giving me the signal to raise my hand to serve, and I did! Later, when she was near the end of her life, she told me that I would become a Delegate someday. Again, in early service, I learned to trust the program without understanding how it worked.

My first Service Sponsor saw value and worth in me that I could not see. Today, I can see the same in others who cannot yet see. I now come from a different vantage point. My Service Sponsor knew that I didn't need to master all of the rules, be perfectly eloquent in my public speaking, and never make a PowerPoint mistake. I just needed to be *willing* to help others.

Al-Anon's purpose to help families and friends of alcoholics has not changed in 75 years. But in the past 31 years, my purpose has changed. My first purpose was to get the alcoholic to stop drinking so I could be happy. Later, my purpose became to not make mistakes in my service positions to avoid some imagined judgement. As I grew, I realized my only true purpose in this program is to help the newcomer and mentor others in service by staying strong in my own program.

These years as Delegate have given me unspeakable pride and happiness. I will miss you all and remember this time forever. And I will continue to live Al-Anon's purpose.

Pauline W., Kentucky

When I walked into my first meeting, I believed my primary purpose was to get *him* sober. In truth, I had at least 47 other purposes as well—most of them involving other people—and I was certain you were going to tell me how to fix them all.

I remember clearly how hurt, broken, and hopeless I felt when I first walked through those doors. And yet, because you were there—sharing the language of the heart and staying focused on our one purpose—I left that meeting with a glimmer of hope. My spirit felt lighter, held by compassion, and wrapped in loving hugs.

And as I sat beside you in many follow-up meetings, I slowly came to see that you had only one purpose: to help those affected by the family disease of alcoholism. And help me you did. Through your shared experience, strength, and hope, you helped me personally, and you quietly showed me the profound power of service to others.

My first opportunity to serve was chairing a meeting. In that moment, and in many that followed, I didn't always recognize that the task I was performing or the role I was filling was in direct support of Al-Anon's one's purpose. Over time, with the loving guidance of a Sponsor and the collective wisdom you shared, I began to understand. Every effort, mine and so many others', was truly aligned toward one common purpose. Whether assembling public outreach materials, selling raffle tickets, serving as a GR or DR, or stepping into any other responsibility, each act of service carried the same intention. For me, that purpose was, and still is, to keep Al-Anon alive, functioning, and available to all who are affected by the family disease of alcoholism.

For 75 years, Al-Anon service has been freely given and humbly shared, shaped by the lived experiences of its members. I am continually reminded that to keep what was so freely given to me, I too must freely give it away. Through service—to those I sponsor, in meetings, and throughout my District, Area, and beyond—I am continually invited to carry the message, to personally heal, and to serve families affected by the disease of alcoholism. In answering that call, I try to live our one purpose, transforming shared experience into hope, healing, and compassionate support.

Thank you.

Debbie H., Manitoba/Northwest Ontario

Gratitude is a word I reflect on with my recovery journey in Al-Anon.

Many of us arrive at the doors of Al-Anon feeling overwhelmed and desperate for answers. How do we live while being affected by the disease of alcoholism? We don't see ourselves as healthy individuals, with purpose and value, until we fully understand how the family disease has affected us and those we love.

Without the work of Lois W. and Anne B., who realized how wives were being affected by their spouse's drinking 75 years ago, we would continue to flounder through chaos and lose ourselves in resentment, anger, and disappointments, all because of the effects of the disease of alcoholism.

Our longtime fellowship has provided recovery for many in our program. Our attitudes change over time—fear becomes hope, anger becomes compassion, and self-pity becomes self-worth.

Service work has helped me to focus on my recovery and detach myself from the journey of the alcoholics in my life. Their recovery is not dependent on mine. I am rewarded daily because my recovery has come from being involved in the wider, loving fellowship of Al-Anon.

I am able to share my experience, strength, and hope with those who come to Al-Anon, looking for a place to feel safe, to ask questions, to share their stories, and finally find peace and serenity.

We come to accept that alcoholism is a disease and that we did not cause it, we can't cure it, and we can't control it. Our Steps and Traditions help us to navigate the choppy waters associated with living with an alcoholic, whether they are still actively living with the problem, or have found sobriety.

I remember being given the Conference Approved Literature When I Got Busy, I Got Better (P-78). It took me a while to decide that I needed to grow in Al-Anon by stepping up to do service. Whether it was making tea for a meeting, setting up chairs, or getting more involved as a Group Representative and District Representative and in special events, I kept myself engaged in the program. I met wonderful mentors who encouraged me and built up my confidence.

Lois and Anne deserve so much credit for being courageous and willing to make a difference in the lives of families living with the effects of alcoholism.

Dolores McK., Maryland/District of Columbia

Originally coming to Al-Anon because I was married to a daily drinker, I quickly became a regular member with a Sponsor and a home group. I began working the Steps to the best of my ability. I thought I was creating an environment conducive to my husband's following me into the program across the hall—A.A. He came to a meeting or two with me, but A.A. did not initially "stick" with him. I kept going to Al-Anon, learning about alcoholism, and pursuing my own recovery.

I realize now that my deceased ex-husband had additional, serious emotional problems, magnified by his alcoholism. He could have used, but was unable to accept, professional help. Despite that, he gained and maintained sobriety for many years. The short version of our story is that we separated, he kept attending A.A., and he met someone else (in the same Al-Anon group as me, I might add). I continued to go to meetings anyway. I heard Al-Anon was for me, just as much as A.A. was for him.

Through the Steps, I got a relationship with a Higher Power I would never have had otherwise. Through service, I met people from all over our Area and beyond. Involvement in the program at all service levels helped me feel like I belonged. I stopped watching what my ex-husband was doing, how many marriages he had, and his problems. I got my own life. Recovery in Al-Anon gave me the people skills and the trust in myself to pursue graduate school education. I had a great career working with interesting people. I traveled in the US for business frequently by myself. I would take advantage of the opportunity to go visit national parks and other scenic locations. I always said I was not traveling alone; I was taking my Higher Power with me. My Higher Power gave me so much!

Throughout all this, I did service at all service levels. From getting speakers for meetings to serving in Area positions and now Delegate, service has given me an appreciation of all the work that it takes to keep the program running. Our Area of Maryland and Washington, D.C. has a rich history. While the pandemic has changed us, we hope to continue to reach family and friends of alcoholics and offer them the same hope and friendship we have enjoyed.

Theresa S., Michigan

Welcome, family.

Sadly, my first 13 years in Al-Anon did not incorporate service beyond the meeting level. As my first Al-Anon meeting was less than welcoming, subconsciously, I became mistrustful and fearful of Al-Anon rejection, thus choosing to not serve. Not only did my program not grow, I missed out upon the recovery associated with service.

After moving from Indiana to Illinois, I asked someone who wasn't also sponsoring to be my Sponsor. Insisting that I do service outside the meeting, she told me to stand for our home group's next GR rotation. District came next, followed by Area service. As I began serving outside our group, my recovery soared leaving me to realize I had missed so much by forgoing service. Finally, I understood the quote, "I came to a meeting for relief; I came to service for recovery."

Once I began service, I never looked back. Al-Anon service has filled my world with program wisdom, vital recovery, and a worldwide Al-Anon family, whom I love and respect dearly. I've found service through sharing is a gift from my Higher Power as He speaks to and through me. It's His words always, not mine. Al-Anon service has allowed me to put life into perspective. I now see others and myself through different, more principled eyes.

Step Twelve challenges me to carry the message to others, to practice the principles in all my affairs. Service work is my tool to

meet this challenge. I have found there is no right or wrong way to serve; I just have to be willing. Service allows me many opportunities to help others and myself to grow in the Al-Anon program. As a young adult, I had no idea my life would take me where it has physically, emotionally, and spiritually. I never foresaw Al-Anon being such a huge part of my life. My favorite piece from *Reaching for Personal Freedom* (P-92) states:

> The path of my life is not what I had planned, but is richer, larger, and more wonderful than I could have imagined. I limit myself and the world but God doesn't.

I challenge each of you to no longer limit yourself or your thinking. Thank you for all you do to keep Al-Anon's message available for anyone seeking recovery. I am beyond grateful to be a small part of this life-changing program.

Colleen C. D., Minnesota South

Three years ago, I stood in the doorway of the conference room on my first day, unsure of what to expect. I felt the weight of representing thousands of members, fear and apprehension settling in as I looked around at a room full of strangers. The responsibility felt heavy, and I questioned whether I was truly prepared for the role I had accepted.

Today, when I stand in that same doorway, I see something entirely different. I see family. I feel the unconditional love and support of my fellow Delegates and the Staff here at the WSO. What once felt intimidating now feels deeply familiar. The room that once held strangers now holds trusted friends, mentors, and partners in service.

Over these past three years, I've had the privilege of experiencing a side of Al-Anon that few ever do. I have witnessed firsthand the care, integrity, and dedication that guide every discussion and decision. I have watched people with differing perspectives come together in unity, always placing "principles above personalities." I have seen how thoughtfully and prayerfully each voice is heard, and how seriously we take the responsibility entrusted to us by the members we serve.

Serving in this capacity has changed me. It has strengthened my faith in our process and deepened my understanding of what true service means. I have learned that leadership is not about having the loudest voice, but about listening with humility. It is not about personal recognition, but about collective growth. I have grown in patience, in courage, and in gratitude.

Most of all, I have felt supported every step of the way. When doubts surfaced, encouragement followed. When challenges arose, guidance was never far behind. The fellowship I once viewed from a distance has become a source of profound connection and belonging.

Our theme, "75 Years, One Purpose," continues to guide me. Lois and Anne's vision of the Clearing House's mission—to help families and friends of alcoholics—called members to "pass it on" and carry the message forward. Sustaining the program remains our challenge, reminding us that Al-Anon's future depends on ongoing service, encouragement, and support.

As I reflect on this journey, I am filled not with fear, but with gratitude: gratitude for the trust placed in me, for the relationships formed, and for the opportunity to serve. What began with uncertainty has become one of the greatest honors of my life.

Carol C., New York North

What brought me to Al-Anon and why I needed Al-Anon were two different things. What brought me here was my husband's drinking problem. While I didn't cause and couldn't control or cure his alcoholism, I contributed to the underlying cause of the disease. I needed Al-Anon because I suffered from a malady. I was trying to love my husband better, but I hadn't actually learned how to love. I had learned to mother, manage, manipulate, and play the martyr and thought that was loving. It's no surprise that no one was feeling the love, especially not me.

Before Al-Anon, I was not really living life; I was just getting through it. I was focused on achieving success that was measured by money, property, and prestige, and I never had enough. I was conditioned and programed to perceive life through the lens of scarcity and fear. I didn't learn how to process and manage my feelings. I suppressed and denied them so that I could get things done. Life felt like a chore. I did not know how to be in the moment; I was either regretting the past or worrying about the future. I couldn't make a decision to save my life, and I needed to make a decision to save my life.

It was about 75 years ago that my father would have taken his first drink that slowly poisoned him and cut his life short. And my husband was 57 (75 backwards) when his life ended. And while I couldn't save their lives, 75 years ago, a lifeline was created for me that helped me save my life. Al-Anon is that lifeline. It turned me around and showed me the path toward spiritual healing. Service is how I bring love alive and practice being in loving relationships.

Now I can make conscious decisions and take right action guided by principles. I can live in the moment aligned with a Power greater than myself. I experience abundance and live by faith, not fear. I am, have, and do enough. I practice gratitude and experience joy. I no longer seek approval, acceptance, respect and love from others, I show up with it. My purpose is to be a light in the world and to let love expand and amplify through service in Al-Anon. It's simple, but not easy. And I can't do it alone. Thank you for being the light of Al-Anon!

Rose R., Ohio

When I began this journey of recovery, I never could have imagined I would see myself here. I used to say, "When I grow up in Al-Anon, I want to be a Delegate." It was not said with the seriousness that it deserved, because I never thought I could carry that load. Beginning in service immediately due to my Higher Power guiding me to a group where recovery meant service, I was taken and molded by some wonderful people.

In the beginning, my main purpose was to stop the madness in my life. It took time to realize my upbringing affected my life choices, and I had to learn to take responsibility for them. My low self-esteem and defeated attitude added to the hiring of those "committee members" that took up space in my head. My sole purpose in life at that time was to control whatever I could and take care of everyone.

The first ten years and a few Fourth Steps helped me to understand what I was doing, and service showed me I was worth more than I gave myself credit for. As it states in *Courage to Change* (B-16), "My Higher Power is not limited by my lack of imagination." I was told to "Keep Coming Back," but I couldn't see why I would need to find space in my busy life for meetings, service, and more years of this "simple" program. After all, I was intelligent, and I was running the show!

As I accept the grace my Higher Power has shown me, I am learning how to listen without judgement, to place "principles above personalities," and to have gratitude—things I never learned in my early years growing up. When I stepped up to the Alternate Delegate position, I had a wonderful example of the purpose of service from those who had gone before me. I was still not prepared for the work and joy becoming a Delegate would add to my program.

When I think about our purpose as members of the worldwide fellowship of Al-Anon and Alateen, I see such potential in all of us together in this circle of family. The Alateens we encourage and the recovery and joy I hear in Al-Anon and A.A. gatherings lead me to believe that if I continue to walk this path with all of you, we will succeed in our purpose for another 75 years.

Jason W., Ontario South

In May 1944, a woman hosted Annie S. and four other women at her home in Toronto. All six were married to members of Alcoholics Anonymous. This gathering was the beginning of Al-Anon in Ontario.

A second group of A.A. wives was formed in 1947. The following year, Bill and Lois W. came to Toronto. Bill spoke with the members of A.A. while Lois spoke with the wives—about 200 of them. That gathering sparked interest, and many more groups were formed.

In the early days, my entire province was one Area—all 416 thousand square miles, from Niagara Falls all the way up to the icy waters of Hudson Bay. Our first Assembly was in 1961 in Burlington, a suburb between Toronto and Hamilton. There, we elected our first Delegate, Panel 1, Ontario.

Our theme for this year's World Service Conference—75 Years, One Purpose—has me thinking about our shared history and the part I've been fortunate enough to play.

For 75 years, members have showed up early to unlock the doors, make the coffee, and put out the chairs, so others can find the same hope, peace, and serenity we have.

For 75 years, members have extended a hand to others in the same despair and hopelessness we once felt. We invited them to join us, we gave them rides to meetings, we said yes when they asked us to be their Sponsor.

For most of those 75 years, Al-Anon members have been kind and generous enough with their time to provide a space for our teenagers to recover from the effects of the family disease of alcoholism.

Because of all of that, these programs—Al-Anon and Alateen—were here when I was ready, after sobbing with utter despair one summer evening in 1997, when my parents had a screaming match in the middle of the street.

After I attended my first Alateen meeting, for the first time in a long time, I no longer felt alone.

This fall, my Area's Assembly will return to where it began—Burlington. I will deliver my final Delegate's Report at the same hotel where I attended my first Assembly back in 1999.

My heart is full. I write and talk for a living, but words cannot express the vast gratitude I feel at being a part of this Conference, this fellowship, and its next 75 years.

Thank you.

Suzanne H., Pennsylvania

My recovery, I like to think, is unique, although it is like many others that came before me. I am a compilation of many recoveries. I am a miracle with gratitude in my heart, admiration, and love from my soul for the Al-Anon program. All that I have been offered and all that I have gained and taken with me is a huge supply that I now have to give and give freely.

We all come from different walks of life and wear different shoes, though the fit may not be the same. It is our purpose—our common goal, to help friends and families of alcoholics—that makes the path, the journey for those different shoes the same.

In my childhood, I threw many things. When I was ready, I did not throw a shoe, but I pouted, stomped, and cried before asking for help to find the Al-Anon meeting. Even over the years, 75 years, human nature and spirituality has not changed, and the theme this year reminds me of just that.

When I first came into the rooms, I sat next to a lady and I shared how no one is like me, and no one understands what happened. Everybody nodded their heads, signaling to me that I was right and they heard me. After the meeting, a lady came up to me and she said, "I will not have any advice for you, but I will listen and I will understand." She was just like me; she lived blocks away from me, we had worked together in the past, we were the same, and I knew she would understand. I believe everyone in that room understood, as we were all in the same shoes at one point. What a beautiful recurring story with 75 Years, One Purpose.

Kathy H., Quebec West

For the last nine years, I have been serving at the Area level. It has been quite an adventure doing so in different roles, and being voted in as Delegate was a dream come true. Why? Typically, Quebec West has had Francophone Delegates. When I first became GR of an English-speaking group and attended my first Area Assembly, I wished that two members from our much smaller English-speaking groups could serve together on the Area World Service Committee. Half of that dream came to be; unfortunately, we have been without an English-speaking Secretary since 2021.

A little about me: I am the eldest of four children and grew up being groomed to caretake. I was taught at a young age that I was responsible for my parents' arguments and that I needed to care for my siblings, particularly the youngest, who was ten years my junior. Although active drinking was not present in our home, the "isms" were alive and well, including the weapons of guilt, judgement, belittling, and shaming, as well as living in an atmosphere of mistrust.

Will you be surprised to hear, then, that I became overly responsible? That I put others' well-being and feelings before my own? That I was well prepared to fall for and become an alcoholic's savior? Feeling needed, feeling important, and feeling like I was finally worth something were like drugs to me. However, in time, of course, drama became the norm, and oddly (but not so much for those of us in these situations), I found myself full circle back to the feelings of my upbringing.

Luckily, I was only 33 years when I found my way into the rooms of Al-Anon, and now, I can proudly say that I have worked my recovery for the last 30 years—years that have benefitted and bettered my life. This does not quite add up to 75 years; however, my purpose is to continue sharing the message of Al-Anon by being "attractive," by continuing to work my recovery to the best of my abilities, by being of service "in all my affairs," and by keeping my mind and heart open to love, being loved, trusting myself and others with my Higher Power's help, and continuing to be a link in the chain that binds us together in Al-Anon. This is my part in keeping Al-Anon alive and healthy for another 75 years…to continue to help friends and families affected by someone else's drinking.

Barb W., Rhode Island

Tradition Five is my favorite tradition. It states that Al-Anon's one purpose is to help families of alcoholics and that I can be helped by working the Twelve Steps, encouraging and understanding the alcoholic, and welcoming and giving comfort to other Al-Anon members.

By the time I walked into my first Al-Anon meeting in Chicago in 1992, I felt as though I had tried everything I could think of to get my alcoholic husband to act normally, to no avail. I was in deep

despair, hopeless and in pain. I reached out for help by walking into that Al-Anon meeting, and it was such a relief to feel open to help for the first time in my life.

I had asked for help before, but I never actually wanted feedback. I used my problems and extremely chaotic situations as topics of conversation to gain attention and shock and distance people. The "help" I received was never helpful, so I nodded, smiled, and quickly and disdainfully discarded suggestions.

At my first meeting, I realized I had found people who understood and whose sole purpose was to help me! By attending these early meetings, I was gently helped by listening, sharing, working the Twelve Steps, and reading literature. Al-Anon appeared to be set up to give me no reasons to criticize or reject what I was hearing and no way to mess it up or fail at it.

Al-Anon was my lifeline. Everyone was kind and I began to feel heard, "a part of" despite sharing my great imperfections, and it was a fantastic and new feeling. After a meeting, I felt poured back into my body. I began to understand the disease of alcoholism and that there were reasons for my struggles, and it all made sense. I learned to have more compassion for myself, my family, alcoholics, and friends and families of alcoholics.

Before Al-Anon, helping others gave me a reason for existing. In Al-Anon, I have learned to accept that I benefit myself by giving only what I am able to give, which benefits others by allowing me to offer help without strings or resentment.

Aversion to help is a primary way that I've been affected by the disease of alcoholism. I volunteered for service as third-year Delegate to continue to give service when I can, to develop my ability to accept help from a mentor, a Service Sponsor, and members, to try new scary things and to accept my imperfect humanity. Attending the WSC is yet another opportunity for me to show gratitude for the gift of the Al-Anon program through service.

Irene F., Tennessee

Al-Anon's one purpose is to help friends and families of alcoholics, which means me.

I am so fortunate to have found Al-Anon and its life-giving vision and support structure. It has sustained me throughout my recovery journey. I have had several "single purposes" in finding my way through life's challenges and its graces.

So many single purposes: the ever-popular "how to cure my alcoholic," "how to cure everybody else"; after that comes "how to work my way through my recovery," and, laughingly, "when do I get to graduate?"

So many single purposes to follow in my journey. Could just one purpose be the answer to my prayers and hope for a better life?

Once I had a little relief in my life, it was my responsibility to share it with others. I was taught to give back in equal measure to whatever I was involved in. Since Al-Anon encourages *obedience to the unenforceable*, it needs my support even more. Who would believe an organization could survive and thrive without "have tos", with only suggestions and gentle guidance? And there's more: to be self-supporting. We are an unbelievable structure.

Other organizations can only look on in amazement at our slogans and practices, such as "assume goodwill." In the corporate world, that concept is laughable. Yet here we are, promoting love and goodwill toward one another and giving our alcoholic "motivator" the love and respect they deserve. How can that be? We lift each other up and encourage one another to become more than we ever believed we could be.

I never imagined I would be the Area Delegate, but it has been a privilege and an honor to be a part of the World Service Conference. It has opened new paths in my recovery journey. My Higher Power had new lessons for me to learn and experience.

Only by the grace of my Higher Power do I stand here as a humble servant of my group, Area, and the Al-Anon organization. I am "in love" with the Steps, Traditions, and Concepts. They guide me in how to live my life. It's rich, wonderful, and serene, all thanks to this awesome program.

It is my privilege to serve. Thank you!

Anna A., Texas East

Our beloved program celebrates its 75th birthday this year. What a milestone! I am blessed to be here for the celebration and to be part of this extraordinary fellowship.

As crazy as it sounds, I never want to forget what got me here. My husband's disease brought me into these rooms, but I am also an adult child of an alcoholic. My dad was an untreated alcoholic, so I have lived with the effects of the disease my whole life. Al-Anon has only been with me for the last 15 years, and I am eternally grateful, although it was not love at first sight.

I did not consider my first Al-Anon meeting anything to write home about. I was blessed that my second was different. This time, the person chairing handed out the *Al-Anon Dos and Don'ts*. I read through both lists, and the insanity in the Don'ts was jarring. It was the first time it ever occurred to me that I needed to work on myself, since I was doing the Don'ts and not doing the Dos.

So, I kept coming back. I found that I liked what was being said in the meetings, and I loved the people. We were all crazy because of the disease *and* our own personal defects. No matter how different our stories were, everyone in those rooms understood the anxiety, fear, anger, denial, disappointment, and regret that come with this devastating disease. We often say to newcomers, "Keep Coming Back." I'm sure most think, "Why? You didn't give me the instruction manual to fix the alcoholic." The answer for me is: the fellowship. I believe it has been the most powerful of all the Al-Anon tools for the last 75 years.

My sincerest gratitude to the giants upon whose shoulders we stand and who kept the program alive for all of us in the last three quarters of a century. I think of Lois and Anne when we refer to giants, but there are so many more. My giants are the Sponsors; all the members who conduct service without a title; the longtime members who attend and bring such comfort to my little home group on Thursday nights in Austin, Texas; and the newcomers who find the courage to walk through the doors of their first Al-Anon meeting. I ask my Higher Power to give me the same strength and courage.

BJ M., Texas West

I grew up overweight and self-conscious, feeling I didn't belong or fit in. At ten, my father passed away and my mother started drinking. Returning to school, I felt everyone looked at me differently. That same year, at recess, the girls were giggling, "The new boy is so cute!" I thought, "He is cute! Wait, I'm not supposed to think that…what's wrong with me…I'm not normal!"

By high school, I wondered, "What would people think if they knew my mother drank a lot?"

As an adult, my wife and kids had to look perfect, because "What would people think, as a hairdresser, if my family looked unkempt?"

In church, I worried, "What would people think if they learned about my secret same-sex attraction?"

At 40, I decided to live my life authentically. I met a man! Guess what? He loved to drink! After about six years, for a short time, he went to A.A. I thought about attending Al-Anon, but—"What would people think if they knew my partner was a man?"

I finally became desperate enough to seek out Al-Anon. One of the first things my Sponsor told me was, "What people think about you is none of your business!" What a revelation!

Service helped me overcome my fear of public speaking. As DR, I knew I'd be expected to speak in front of people. A sense of responsibility gave me courage. I know we're family, you're rooting for me to do my best, and if I don't, it's okay!

I was told before coming to Conference that first year, "Do not pass up the opportunity to go to the mic." Imagine my surprise when the opportunity came and all that fear of "What would people think?" came rushing back. I remembered I belong, took a deep breath, and walked to the mic.

I was also told, "Sit with people you don't know at every meal." I did exactly that. Then one meal, I see a table with one empty chair, walk up to the table, and on the far side sat our Executive Director! "Oh God, Do I have time to turn and run? No! I've already been noticed." I left that table that day enamored. What a wonderful opportunity I would have missed!

Because of Al-Anon's "75 Years, One Purpose," I have found a home where I fit in. Thank you, Al-Anon!

INTERNATIONAL REPRESENTATIVE

Alicia A. M., Mexico

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Hello, my name is Alicia, and this year, fortunately, I'm Mexico's General Service Office (GSO) Delegate.

I feel such an immense joy that it cannot be expressed by words. From the moment I was elected to attend the WSC this year, images of my past came back, a past that was tormented by other people's drinking problems, and I thought it would never end. Eventually, I received the message of hope of Al-Anon, and although I didn't believe it would truly help me (because I didn't know what it was about), with all my pain and suffering, I said yes and went to a meeting.

I came for the first time to the Al-Anon rooms on February 14, 2006. I thought I would find the way to change my sick relatives, but since I got here, I just found unique moments, relief, and hope in a chaotic world; as I kept attending my meetings, I found the key for my emotional balance, and little by little I began to see life differently, with a great sense of purpose. I found I could make some issues better and accomplish my goals, like finishing my degree, practicing my profession, achieving autonomy and independence through emotional detachment, letting go all the things that made me feel guilty for years, and no longer thinking that I could change the people who suffered the insidious and lethal disease of alcoholism.

That is why today I share my gratitude, which I express with great joy, for belonging to the service of my beloved General Service Office in Mexico as a member of the Board of Trustees (Regional Trustee), as part of the Executive Committee, and as the Treasurer. Once again, it's clear to me that our services are provided by members who love the fellowship, and that makes it easier to follow and respect the structure. Those of us who collaborate in some way try to practice our 36 spiritual principles at all times, and above all to participate voluntarily. No one makes us do it; we are here just for love. Otherwise, I would feel suffocated, as I did before I came to Al-Anon. I just have my Higher Power, the sole authority that grants me a peaceful life, because I know I am in His hands as they guide me to calm waters where I find a haven of peace, even though my loved ones continue their struggle with alcoholism.

My beloved General Service Office is staffed by 18 administrative employees who handle a variety of functions. One part of our staff is in charge of the select committees, such as Archives, Bulletins, Alateen, Public Outreach, Literature, Conference, National Convention, Regional Service Seminar, Board of Trustees, Executive Committee, Finance Committee, Policy, and Nominations. Another part manages operational tasks, such as the warehouse, invoicing, information, fellowship services, and accounting. We have an organizational chart and schedules to ensure the smooth operation of these functions.

Nowadays we have 3,432 groups, of which 2,432 are Al-Anon groups, 541 Alateen groups, 296 Al-Anon adult children groups, and 163 Institutional groups, all of them distributed over 38 zones and six regions. We now have a list of 155 titles of literature (including CAL and service instruments). We are always encouraging people to serve, and we support this by making service literature and all kinds of instruments that can be useful for the fellowship in order to accomplish the only purpose of our structure: that in every community of our country, all of those who had have been affected by someone else's drinking problem can get help and recovery.

Thank you so much for being part of this great family of equals, where we know each other even if we have never met. This experience leaves me with nothing but gratitude to God.

And I want to finish with this: The world is much bigger than my own family—it is a family that is always there for me.

OPENING SPEAKER

Sarah S., Director of Programs

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My name is Sarah S., and I am an incredibly grateful member of the worldwide fellowship of Al-Anon and Alateen. It is one of the greatest honors of my life to serve as the Director of Programs at the World Service Office. I want to thank the Conference Leadership Team for inviting me and trusting me to be the opening speaker for this year's World Service Conference. Your trust means more to me than you know.

A Sponsor once shared with me that if I imagine my Higher Power stepping up to the podium before I do, there's a good chance I'm aligned with God's will. So before we jump into the work of the Conference, I want to pause and connect with my Higher Power. Lois often asked for a moment of silence followed by the Serenity Prayer before she spoke. Keeping our history in mind, would you join me?

This pause has become important to me. When I stood here in 2022 as a new Staff member, I began with a question, one that has been part of my nightly Tenth Step for years: "What is my why?" I ask it when life is peaceful and when life feels unbearable, when service feels clear and when service stretches me, when I feel spiritually centered and when I feel spiritually shaky. The answer changes as I change, but the question keeps me rightsized, grounded, willing, and open to God. And standing here today, on the threshold of another Conference, I return to it again.

In 2001, I was a junior in high school, and my life was completely out of control—except I truly did not know it. Most of my high school career up to that point had been spent in my own cubicle in the in-school suspension room because I couldn't get along with anyone. I was angry, bitter, defensive, and convinced the world was

against me. My best friend's parents, who were in A.A. and Al-Anon, eventually started to see patterns in both of our behavior. They encouraged my friend and me to attend a dance. What they did not tell us was that it was a recovery dance, and before it started, we would be attending an Alateen meeting.

The moment I realized what Alateen was, I was furious. Deeply offended. I remember thinking about the audacity it took to even imply there was alcoholism in my family. At eight years old, I had been asked to leave my home because of the effects of the family disease of alcoholism. I moved in with my grandmother, whom I came to recognize years later as a guardian angel. Yet even then, I still believed drinking and chaos were normal. The suggestion of alcoholism in my home was appalling to me. I wanted nothing to do with Alateen.

I lived 90 miles from the nearest Alateen meeting. Even though I didn't want to at first, I began attending every Thursday. When the bell rang at 3:06 PM, we hopped into my purple Dodge Daytona for what became our weekly road trip. Looking back, that distance was one of the earliest miracles of my recovery. As many of us know, miracles happen in the car. On the way there, we talked about why we didn't want to go. Once we arrived, I began quietly identifying with what I heard. And on the way home, we talked about what we learned.

Without my realizing it, something in me began to shift. I began hearing myself. I recognized the anger, the bitterness, the resentment, the fear. And as I listened to other Alateen members share their truth, I heard pieces of my story in their words. I didn't know the term "identification," but I knew what it felt like. Slowly, I began to see what had always been true: I had been affected by this disease. I had been surviving it. And I was exhausted.

In the middle of all that resistance and anger, something unexpected happened: I felt hope. It wasn't a word in my vocabulary, but I felt it—in the room, in the people, in the possibility of something different. That hope became real when I met the woman who became my Sponsor.

I desperately wanted what she had. She modeled peace, serenity, and clarity. She didn't lecture me or try to fix me. She simply lived the Legacies in a way that was attractive. When she agreed to sponsor me, she said, "If you want what I have, you need to be willing to do what I do." And for the first time in my life, I was willing to go to any lengths for my life to change.

Between those early days of recovery and attending my first World Service Conference, my life began to settle into something healthier. Working the Steps with a Sponsor didn't just guide my recovery—it shaped who I was becoming. Honesty softened the edges of my anger and fear. Humility began showing up in my decisions. I learned how to show up for myself and how to show up for others. I learned to share my story without blame, to listen without defending myself, and to stay steady when everything in me wanted to fight or run. I learned that I no longer had to be defined by my survival skills—that I could become the woman I wanted to be.

And as I grew to understand the balance of recovery, unity, and service—the three Legacies—I fell in love with service. Being part of something bigger than myself mattered, and I poured myself into it wholeheartedly.

But with that passion came a struggle I didn't recognize at the time. I chased service roles believing they would finally make me feel like I was enough. I thought the next achievement would quiet the restlessness inside. Being included made me feel valuable. Being trusted with responsibility gave me a sense of worth I had been missing my whole life. My ego loved all of it. Meanwhile, my recovery was taking a back seat. I was active and involved, yet drifting further from the principles meant to guide me. Without realizing it, I let service take the place of my program rather than being part of it.

Then came truth, spoken by people who cared enough to tell me. Someone said, "You're hiding out in service." It hit a nerve. My first reaction was offense. My second reaction—after prayer, honesty, and a lot of writing—was acceptance. She was right. With my Sponsor's guidance and God's help, I rebuilt my foundation through inventory, amends, and willingness to surrender self-will. My life began changing in ways I didn't expect.

So by the time Panel 57 elections came around in 2016, I had done enough honest work to see where I had drifted and how much God had restored. That's why it meant so much when my Sponsor encouraged me to submit my name for Delegate. There was history behind it. She had once told me, kindly and directly, that with the behavior I had been displaying, I wasn't Delegate material, and that I needed to get spiritually grounded before serving in that capacity. So when she later said, "I think you're ready," it reflected real growth, not ambition. I stood. And when I was elected, I felt something I had longed for my entire life: genuine trust. Trust from my Area. Trust from the fellowship. Trust from God.

In 2017, I arrived at my first World Service Conference with excitement, fear, gratitude, and, even though I had done a lot of work, with a very real resentment toward the Board of Trustees. I strongly disagreed with a previous decision and arrived ready to "do something." What that "something" was, I didn't know, but I was determined.

On the first morning, I immediately felt the spiritual presence that past Delegates always described but said they could never put into words. Standing in Al-Anon's largest group conscience, surrounded by the Steps, Traditions, and Concepts, looking at the Conference poster and the WSC banner—it took my breath away.

Then I found my seat and realized I had been placed right in the center of the Trustees and Executive Committee. Surrounded. I remember thinking, "My Area must have called ahead and warned them I was coming." Every feeling connected to my resentment rushed forward.

But throughout that week, I watched something I could not deny. I watched people I had resented respond with humility, patience, dignity, grace, and spiritual clarity. They paused. They listened. They answered difficult questions with spiritual principles. They didn't react, they reflected. They didn't defend, they explained. And little by little, my resentment softened. My certainty cracked. My perspective widened. I realized I didn't have the whole picture. I realized I had made assumptions. And I realized God had placed me exactly where I was supposed to be.

That week taught me something I have never forgotten: I didn't come to Conference perfect—I came willing. And God can do a lot with willingness.

Serving as Delegate was one of the most spiritual experiences of my life. It taught me humility, unity, and right-sized participation. It prepared me for the next chapter in ways I didn't yet understand.

After my Delegate term ended, life kept moving. Some of it was ordinary, some painful, and some miraculous. In 2021, I accepted the role of Director of Programs at the World Service Office, a dream planted quietly in my heart when I first stepped into the Board Room as an Alateen serving on the Alateen Advisory Committee. Walking into the WSO as Staff felt like stepping into a calling for which God had been preparing me for decades. My life felt steady. Aligned. Full. I genuinely felt like everything—recovery, service, purpose—had come together.

Six months ago, I heard three words I never expected to hear: "You have cancer." In an instant, all my sense of invincibility disappeared. My first thought wasn't God. It wasn't hope.It wasn't the program. It was pure fear: *"I'm going to die."*

And immediately after that: grief. I began grieving the loss of every part of my life in a single moment. Fear erased every spiritual tool in my toolbox in seconds.

My cancer diagnosis brought me right back to something I hadn't felt since my early days in recovery: the gift of desperation. One more time, Al-Anon became my lifeline. Step Twelve says *all* our affairs. And when I remembered that, I did what the program taught me to do: I picked up the phone.

Then something sacred happened. My Sponsor showed up. My Al-Anon friends showed up. My sister showed up in Virginia Beach and stayed with me through more than two months of treatment. They didn't come with advice—they came with God. Their presence brought grace into my home. They reminded me that fear doesn't get the last word. They reminded me that my thinking was understandable but only had power if I gave it power. They reminded me that the tools of this program, and the God who had carried me long before cancer entered my story, were still available to me. And slowly, they helped shift my thinking from *I have to* to *I get to.* That shift didn't change the diagnosis, but it changed me. And this is where practicing these principles in all my affairs took on a depth I had never known.

Step One wasn't theoretical—it was survival. I was powerless in a way I could not negotiate, fix, or outrun. I felt that powerlessness in my bones. Accepting it was the only way I could breathe through the fear.

Step Two became the possibility of hope when I couldn't feel any. My mind kept telling me the worst, but this Step whispered that maybe, just maybe, God could still work in places I couldn't see.

Step Three required a surrender I had never known. This wasn't turning over a situation—this was turning over my life, my body, my fear, my future, and trusting that God would walk me through each unknown, "One Day at a Time."

Step Four asked me to look honestly at what cancer had stirred back up in me: the anger, the control, the fear, and the survival instincts that resurfaced the moment I felt threatened. It showed me the truth of where I needed God.

Step Five reminded me I didn't have to hold any of it alone. Speaking the truth, the fear, the shame, and the grief made the load lighter. Sharing it brought God back into the room.

Step Six pushed me into willingness again. Willingness to let God remove fear, self-reliance, old thinking, and the walls I had put back up without realizing it.

Step Seven asked me to trust that God could do for me what I could not do for myself: soften me, strengthen me, guide me, comfort me even when I felt like Swiss cheese emotionally.

Step Eight showed me the people my fear had affected, the people who kept showing up anyway. It reminded me that love requires humility and presence, especially when life feels delicate.

Step Nine turned into living amends—being present, being honest, letting people into my heart, and not isolating when I wanted to disappear. It became a spiritual practice of connection.

Step Ten kept me honest every night. I looked at where fear had taken back over, where I had tried to run the show again, where I had shut down, and where I needed to recommit to God.

Step Eleven became my lifeline. Some nights I prayed with words. Some nights I prayed with tears. Some nights I prayed with silence. But every night, I reached for God, and once again, God reached back.

And Step Twelve reminded me that even in sickness, even in uncertainty, even in fear, I still had purpose. Letting people see me. Letting them love me. Letting them walk with me. Sharing honestly about how God carried me…that, too, was carrying the message.

The Steps didn't remove the fear or uncertainty; they carried me through it. They brought me back to spiritual sanity when everything felt like it was falling apart. They reminded me again that my Higher Power is faithful, loving, and bigger than anything I will ever face.

So standing here today is not something I take lightly. I didn't know if I would ever walk back into this room. Today is a gift. This moment is a gift. Being here with all of you is a gift.

This year's theme, "75 Years, One Purpose," feels sacred. For 75 years, this fellowship has been having a spiritual conversation about hope, healing, unity, humility, and truth. We didn't start it. We won't finish it. But we get to carry it in this moment.

75 years, one purpose. 75 años, un propósito. 75 ans, un but.

My "why" today is clear: I am here because God gave me a life I never believed was possible. I am here because Al-Anon taught me how to live that life one day at a time. I am here because service—when it is right-sized—keeps me honest. I am here to give away what was freely given to me. And I am here because I get to, not because I have to.

As we begin this Conference, here is what I'm committing to: I will listen longer than I want to. I will pause before I react. I will ask God what God thinks before I decide what I think. I will speak with love and respect. I will take responsibility for the tone I bring into this space, because that is the part God has entrusted to me.

I don't need to be right this week—I need to be spiritually aligned. I don't need to know everything—I need to be honest about what I know and what I don't. I don't need to do this perfectly—I just need to do it with integrity.

As we step into this week of collective spiritual discernment, I hold onto this truth: we belong here. We were entrusted with this moment. And our collective Higher Power has already gone ahead of us—preparing the way, guiding our conversations, and holding this Conference with more love than we can imagine.

I love the magic of Al-Anon's World Service Conference and all the people in it. And I love what happens when we put principles before personalities and let God lead us. I am grateful for every person who helped me grow up in this program. I am grateful for my Sponsor, who tells me the truth with kindness. I am grateful for those who held hope for me when I had none. I am grateful for the trust we place together in a Higher Power who has guided us for 75 years and will continue guiding us long after we are gone.

SPIRITUAL SPEAKERS

Liz P., Delegate, Panel 64, Illinois North

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75 Years, One Purpose.

Purpose: "The reason for which something is done or created, or for which something exists," states *Webster*.

"Each Al-Anon Family Group has but one purpose: to help families of alcoholics." Al-Anon Tradition Five.

Al-Anon's purpose—the single purpose for which this body of AFG exists—is to offer understanding and to share our experience, strength, and hope. Al-Anon's language is one of love and spirit. We share our experience of how it feels to be affected by someone else's drinking with the newcomer, and they know they are not alone. We share the strength we have gotten by working the Twelve Steps of

A.A. ourselves, and in doing so reflect that alcoholism is a family disease. We share our hope and the unexpected journey of getting there. One purpose. Many voices. When the newcomer walks into the room, our stories are living proof that they are not alone. That's the kind of reassurance that opens the door to so much safety.

The fact that we then "Keep Coming Back"—sharing our struggles, using the tools, not hiding our vulnerability but suggesting that in the right hands it might be a superpower—all of this is intimacy. This intimacy is the strength that provides us to live a useful day-to-day life on behalf of ourselves and others. It is not easy, but we "Keep Coming Back" because in these meetings it is safe to say the words out loud, to begin to trust ourselves and each other, and to entrust ourselves to our HP. This soon opens the door to the hope all of us in this room have felt because of this program.

Someone welcomed us; offered us a safe haven; accepted us, no questions asked, while we learned to accept and love ourselves through the Twelve Steps. We share this journey with each other. We do not keep this to ourselves. We "Keep Coming Back" in hopes that those still out there being affected by someone else's drinking will find our doors, and we will be there for them like those who came before were there for us. It has been the same formula for 75 years.

Before coming to Al-Anon, my one purpose was to laser-focus on the alcoholic in my life. I knew her life better than my own. In hindsight, and thanks to the Steps, that was probably the point. I either thought I knew or tried diligently to know what she wanted, needed, and desired. Oh sure, I had a job too—an occupation that I loved. But the more I became involved with one alcoholic after another, the more I lost that purpose. I lost me.

It wasn't always that way. I was born to two loving parents who were doing the best they could—living a dream of having a family and owning their own bakery on the northwest side of Chicago. I remember looking at an early picture of them taken right after the war. My radiant mom looked like Sonja Henje or Deanna Durbin. My dad was handsome, sporting a mustache and looking like David Niven. I had an older brother and an older sister who died quite suddenly when I was about two years old. She was about 12—one of the last to die of polio in the 1950s, before the vaccine. This is important context, because the devastation and depression my parents endured with her loss shaped our household in my formative years.

My aunt told me years later that my mom was so afraid she might lose my brother and me that she refused to hold us. As my dad leaned on his faith, my mom left hers. Oh, there was still love, still song, still joy in our home. But there was also profound sadness that rolled on. They lost business. My father began working for others, and we moved into a small apartment in a big corner building my grandmother owned. My brother and I soon had three younger brothers. My parents did the best they could.

And even though my parents were not alcoholics, their fathers were. Our big Polish-Catholic family was not unlike the big Jewish families in our neighborhood, or the big Italian families, or the big Irish families—if they were big alcoholic families. There was always a reason to have a family party. And "family" was not just immediate relatives, but aunts, uncles, grandparents, great-aunts and uncles, cousins, second cousins, second cousins once removed… you get the picture.

Whenever there was a birthday or a baptism, First Communion, confirmation, wake, funeral, or graduation, there was a party. And all the relatives were there, laughing, singing, and drinking. A lot of drinking. A lot of alcoholics—and I loved the alcoholics in my life! I loved all my aunts and uncles. I even shared a bedroom with one of my aunts when she and my grandmother moved in after my grandfather passed away.

But it was another aunt I always wanted to be with. "If something happens to our parents," I would regularly announce, "I want to live with Aunt Helen!" She was beautiful, talented, and told a great story! But one drink would change her personality dramatically. She became mean and would usually turn her attention to her younger sister, my mother, insulting or bullying her. Mom would cry. She would leave the room. Sometimes the party would be over, but most times, it would continue without further discussion. The next event would be the same and would again be turned upside down by my aunt's behavior.

Fast-forward to my last year in college, when I came out as a lesbian. I was never ashamed of this. In fact, I was relieved and felt joy in this personal revelation. My first love and I came out at the same time. She was beautiful, talented, and paid so much attention to me. She was also an alcoholic. I was enamored. In those days, I was the one who would make sure she got home after a night out dancing or after a Cubs game. Our group of friends were the ones who sat out in the left-field bleachers, putting those empty beer cups in the chain-link fence next to center field. She drank at least one beer per inning….I was still sipping on my first one when the last pitch crossed the plate.

A few years after we parted ways, she found A.A. Years and a few other alcoholic relationships after that one, I was invited to a skit at a Gay Roundup in Chicago. My previous partner was in it. She was one of the seven deadly sins—oh yes, she was! I was in heaven! A room full of sober alcoholics! They were drinking tons of coffee, I remember, and that play about the Twelve Steps pretty much Twelve-Stepped me. God, I wanted to be an alcoholic, so I could join A.A. and explain my craziness! But I didn't have the physical allergy; just the crazy.

By then, I was focused on yet another alcoholic. I was working but barely present—hardly in my body. I have to say that I believe in a Higher Power today, because I am lucky to be alive. So many times, I was in a blind rage, running out to see where she was. In my emotional blackout, I don't even remember getting home those nights. You know, we always hear the statistics of people dying from alcoholism or tragically killing someone while driving under the influence. I wonder how many people affected by someone else's drinking—who were that much out of their bodies—got behind the wheel of a car only to run a red light, or stepped off a curb in distraction with tragic results. No statistics here, but I don't need numbers to know I don't want to be one of them.

About two weeks before I came to Al-Anon, it was a cold February in Chicago. The alcoholic and I had yet another fight about who knows what. But it was me who stormed out. I got in my car, drove east, got on Lake Shore Drive, exited onto Michigan, and drove down to the Wrigley building and pulled over. It was about three in the morning. There were guys tuckpointing up at the top of the building. The lights were on. Beautiful, alabaster, shining there next to the Chicago River. I got out and walked onto that bridge; I looked down at the ice floating in the river, looked up at the guys on the building, got up, and held onto the light post and stared down at the river. I was finished. I didn't want to live like that anymore.

Obviously, I didn't jump, but I remember thinking that if I did, those guys would see me, and then she would know! You know how when you come into Al-Anon, you hear folks joke that when someone in Al-Anon dies, someone else's life passes before their eyes? Well, that was me. I am sad to report that the reason I did not go through with it is not because I thought, "Oh Lizzie, God loves

you and wants you to have a good, joyful life!" No. It was because I could imagine how angry my demise would make her, and I didn't want to give her that satisfaction. Perhaps I was a coward, but today, I can have compassion for that, too.

Whatever the reason, I got down from that railing, and when I got home, she was gone. Moved out. I stayed on the couch for days, I think, until one day, a friend who had started Al-Anon a few months earlier came over. "Lizzie, get dressed. Brush your teeth. I am taking you to a meeting." I will be forever grateful to her for that day in March 1984, when I walked into my first Al-Anon meeting. And I never looked back.

I cried for months. Somehow, they were telling my story. My feelings were being aired, and I had not spoken. When I did speak, you listened. I say "you," because though the faces might be different today, the shares are still helping me in the same way. You suggested I "Keep Coming Back," and I listened to you, because I wanted what you had. You hugged me. And, with your help, I began to heal. I began to feel something besides shame.

I came to believe in a Higher Power that wasn't the alcoholic or me. When I attempted to take my first Fourth Step, because I thought it was time, my Sponsor at the time smiled and said "Okay. Stay after the meeting next Sunday. I will be available." That whole week, I could not do it. I stayed after and fessed up. Shaking. Embarrassed. Terrified. She said, "Oh, Liz, it's a *fearless* moral inventory." With love, she said, "Go back to Step Three. Get a Higher Power who cares for you." But I think that admitting I couldn't do it was in fact the beginning of cracking the shell I had created—a chink in the armor. To admit that I couldn't do it was my first Fourth Step. Being truly honest in that moment, I felt a part of.

Working Step Three, I had a new purpose: to find the Higher Power with whom I could feel safe. I thought of my dogs. Dogs only roll over to be petted if they trust you. Stomach up means they are vulnerable. I needed, and eventually found, a loving HP that I trust and can roll over for, occasionally cry "uncle" to, and laugh with. Then, with God beside me, my purpose was to do a thorough Fourth Step. To uncover the truths of me. I found I was afraid, mostly—afraid I might never be successful, afraid that I might be successful. Step Five was then a holy thing. It changed my life. It was in taking a thorough moral inventory that I think I became a full member of the tribe—and in admitting that inventory to God, to myself, and to another human being. These are the Steps that asked me to put on my big girl panties (sorry, guys) and dive into the deep end of the pool of recovery.

The longer I am in this program, the more I think it's all about Steps Six and Seven. My defects of character never really leave me. I just get to hone the tools you have given me to recognize them sooner and to choose another way to act, not react.

My next purpose—Step Eight—was to make a list of people I'd harmed and reason things out with someone else. In Step Nine, I then set out to make amends to myself and to others. As a result, my relationships changed. That continues. You taught me how to do that with Step Ten, where I can make amends when necessary. You guys, sometimes they're still necessary.

With Steps Eleven and Twelve, I now actively seek my Higher Power's will and ask God into my life on a daily basis. This is where I think of my father—this big, gentle man with very big hands who would come home from baking bread all night and wake us kids up for school. At some point during breakfast, our mom would say, "Kids, go wake up your father and tell him to go to sleep." Inevitably, we'd find him kneeling next to the bed, head folded in his hands, because he'd fallen asleep praying. So, when you asked me during my first few months at that clubhouse to come early to set out the ashtrays, I did it for me, for them, for the Family Group. And it got me to come back, to get there early and talk to people and make new friends. I have found that in being of service, I have always gotten more from it than I could give. There's a reason we like to call it "for fun and for free."

A few years back, I was at an A.A./Al-Anon conference in downtown Chicago at a new hotel on the Chicago River East. I went into my room, opened the curtain, looked down at the city, and gasped. There was the river and the railing of the bridge I'd stood on so long ago. I cried. My goodness! How different my life is today. Al-Anon has given me a life. A purpose. I "Keep Coming Back" for the newcomer…and for me.

Al-Anon: Long may she live. "One Day at a Time." If we keep showing up for ourselves and each other, she will continue to grow. Thank you, Al-Anon—today and every day.

I love you all. I am humbled to be in your presence and be a part of this loving worldwide fellowship. Thank you for this opportunity to speak.

BJ M., Delegate, Panel 64, Texas West

Hello, family, I'm BJ, Delegate Texas West, Panel 64: "In Service We Soar!" Thank you to the Conference Leadership Team and the Conference members for asking me to share with you tonight. It is truly a humbling experience.

Even though I had two older brothers whose drinking would sometimes cause problems, I feel my experience with alcoholism started when I was ten years old. My maternal grandfather passed away, my grandmother was moved to another state the day after his funeral, and two weeks later, my father dropped dead of a heart attack. That is when my mother turned to alcohol for comfort. She drank daily, morning till night. It was her way to numb the pain, and it was my job to make her happy. I felt different being the kid whose dad was dead, embarrassed by my chubbiness, and ashamed of my mother's drinking! Oh, and there was my secret attraction to boys. We were two people isolated: affected by the family disease of alcoholism.

I left home at 18, married at 19, my three children were born by 25, and I was divorced by 29. I became a single father, with my three children living with me six days a week and with their mother one day a week.

I grew up going to church with my grandmother until she moved away when I was ten. Neighborhood women would take me after that. In high school, I started going to church on my own. I understood God to be benevolent and loving. He would do wonderful things… for *you*! I never felt good enough, faithful enough, or worthy enough to receive God's blessings. I thought if only I didn't have these secret thoughts and desires, if only I could pray more, believe more, then maybe I'd be worthy enough. I could never seem to reach that place of worthiness.

In my mid-20s, my mother, after 14 years of drinking, had her own spiritual awaking. She became desperate enough to accept that her dependency on alcohol was a problem and reached out to God for help. She had struggled with her own worthiness to receive God's blessings but now was able to accept God's help. She never took another drink after realizing God loved her unconditionally.

I spent my 30s denying who I was, dating women, and even asked a couple of my close church friends to help me "pray the gay away," all to no avail.

At 40, after nine months of deep depression, anger toward God for not taking away my attraction and desires, and finally desperation, I

chose to live my life authentically, even if that meant I'd have to give up my relationship with God.

Then, at 42, I saw a profile for this handsome young man on a dating app. He described himself as a "recovering alcoholic and drug addict." Red flag? Of course not! Did I swipe left? Of course not! Oh yes…I swiped right! Besides, I could rescue him, fix him, save him! I quickly learned his definition of "recovering alcoholic and drug addict" meant he hadn't had a drink or used in a while. He hadn't found recovery in any Twelve Step program. Nonetheless, I moved him into my house within a matter of weeks!

This began seven and a half years of living with active alcoholism. I did all the things: begged, pleaded, yelled, spit, cussed, hid the alcohol, poured out the alcohol…well, you all know the drill. Again, to no avail!

I switched churches and kept up the charade of being straight around my new church friends, even lied for several years about who this man living in my home was, until I couldn't keep up the lie any longer. He wanted to have no friends, so I couldn't have friends either. We became two people isolated: affected by the family disease of alcoholism. I did, however, hang on to this idea that there was a God that loved me, if only I could deserve his blessings.

At the seven-year mark, we decided if we moved from the suburbs to the "gayborhood" in Dallas, my partner could attend the "gay" A.A. meetings and find sobriety. We did, and he did! Of course, there wasn't anything wrong with me, so I didn't need Al-Anon. He was the drunk; he had the problem.

The fateful day came when my partner went to lunch with his Sponsor and came home six hours later. I was livid! I blew up, screaming and yelling, "What the hell could you have been talking to your Sponsor about for six hours?" When I finally took a breath, he told me it was none of my business. Oh…that did not go over well!

I called a dear friend who I knew was in recovery. I told her what had happened and what he had said. She asked, "You know I love you, right?"

I said, "Yes, of course."

"You know I would never want to say anything to hurt your feelings?"

"Yes, of course."

Then she said, "What a sponsee does with or says to their Sponsor is none of your business! You need to get yourself to Al-Anon, find your own recovery, your own life, and stop living your life revolving around his." That's the day I decided to go to Al-Anon.

At the time, there was an Al-Anon meeting that met at the same time as A.A., so I went to my first Al-Anon meeting and he went to his A.A. meeting. That Al-Anon meeting rotates each year, studying the Steps one year, the Traditions the next year, and the Concepts the next. My first Al-Anon meeting was a Concept Six meeting: "The Conference acknowledges the primary administrative responsibility of the Trustees." What?! Even though I don't remember a word that was said, I remember I went home and cried for 45 minutes—not out of disappointment, but out of release and relief. I felt something at that first Al-Anon meeting, something I knew I needed. So, I came back, and I kept coming back!

The funny part of that story is, as I came out of that first meeting, my partner and I were walking towards our car, and he asked me, "What did you talk about in there? Did you talk about me? Did you tell them how terrible I am and all the terrible things I've done to you?" When he finally took a breath, I said, "It's none of your business!"

Little did I know at that time that God had begun to do for me what I could not do for myself. God had given me the "gift of desperation." I had finally become desperate enough to make a change in my own life.

God showed me my powerlessness, began to restore me to sane thinking, and helped me to make a decision to turn my will and life over to the care of a God of my understanding. Understanding I am a beloved child of God, worthy of God's care by simply being. It's okay to be me, and God loves me just as I am. I am enough! No matter what life brings, I will be okay!

Around this same time, I found a church whose motto is, "No matter who you are or where you are on life's journey, you are welcome here." They teach that God loves you exactly as you are; you are a beloved child of God! I believe God directed me to this place in the same way they directed me to Al-Anon.

Unfortunately, a few months later, my partner quit A.A. and start drinking again, and God gave me the strength to let that relationship go. We remained friends over the next seven years, and he eventually moved back in with me a little over seven years ago as a roommate. Although in a different way, he continues in his disease. God has given me the gift of serenity to accept that his disease is *his* disease and not mine. I have experienced "contentment and even happiness, whether the alcoholic is still drinking or not."

Each night, just before sleep, I would pray something like this: "Please don't let anything bad happen to my children, don't let anything bad happen to me, don't let anything bad happen to my car, my apartment, or my business." One night after praying this way, I heard a small voice say, "Wow, that's a lot of fear!" It was *all* fear—fear that something bad would happen to me, my kids, or my life.

The next night, when I began to pray, I said, "Thank you God that *today* nothing bad happened to my children, nothing bad happened to me, nothing bad happened to my car, my apartment, my business! I don't know about tomorrow, but thank you God for today!" Fear had turned into gratitude! Eventually, I added: "Thank you for all you have done for me; thank you for all you are doing for me; thank you for all you are going to do for me."

One day, I heard that small voice ask, "What is the difference between God's will and your will? Your will is filled with expectations of yourself. God's will has no expectations of you!"

Recently, I was working with a sponsee on Step Four in *Paths to Recovery* (B-24). One of the questions is, "How am I humble?" I shared, "I am humble by remembering my place in the universe. I am not better than, nor am I less than." Next, the text asks, "Do I ask God for guidance and follow it to the best of my ability?" I find it compelling that these two questions are back to back.

It dawned on me: I know how to get from my apartment to my workplace, and I know how to get from my workplace to my apartment. Actually, I know multiple ways for each. Yet, I ask my GPS for guidance each morning and each afternoon before I get on the road! Why? Because I trust that my GPS sees the big picture, sees the hazards along the way, and knows which way is best for me to travel. Doesn't my Higher Power see all these things as well for my life? Why don't I ask for guidance from my Higher Power as easily as I ask my GPS? If I can willingly humble myself to accept guidance from my GPS, then I can willingly accept guidance from my Higher Power.

At the 2023 International Convention in Albuquerque, surrounded by thousands of Al-Anon members, it occurred to me: my Higher Power, through service to this program, has given me a life I could have never imagined. I know if I had never become willing to get into service, my life would have definitely changed, I would have grown, and I would have found recovery. However, through service to Al-Anon, I have changed in ways unimaginable, grown exponentially, and found greater recovery!

I'd like to share with you my journey to becoming Delegate. It was November 2021. COVID-19 was a thing! It was Texas West's Election Assembly online! In Texas West, it had been traditional to first serve as Delegate, then to serve as Area Chair. Our outgoing Delegate's husband had developed health issues, and she would not be standing for the Chair position. We would need a new Delegate and a new Chair.

I stood for Delegate, and this wonderful woman named also stood for Delegate. We were placed in Zoom waiting rooms. Thirty-five minutes later, I texted the woman, "What in the world is going on?!" She replied, "We must both be really loved!" After 55 minutes, they brought us back into the meeting. It seemed as though after voting four times, neither of us could reach a two-thirds majority vote. Our names had been placed in a hat, and her name was drawn. She was elected by lot as Delegate!

At the beginning of the 55 minutes, this small voice said, "You might want to stand for Area Chairperson if you don't get elected Delegate." I replied, "No way! I can't be Chair before being Delegate!" By the end of the 55 minutes, I said, "Okay!" So, when the question was asked, "Would anyone be willing to stand for Area Chairperson?" I raised my hand and was elected Chair.

I was never a fan of the "elected by lot" concept. I thought I knew a better way. Imagine that! Let me tell you what I realized after some time being Chair. This was her time to be Delegate, and this was my time to be Chair. It felt right, just the way it was supposed to be. Maybe God does know what they're doing! Three years later, I was elected Delegate by acclamation.

Let me take you back to the little house I grew up in with an alcoholic mother, then to the house in the suburbs of Dallas with an alcoholic partner—both isolated, both affected by the family disease of alcoholism—to now.

Even though my three adult children and I disagree on various things, we have a relationship built on loving respect. I have nine grandchildren and two great-grandchildren. Who would have ever thought?

As Delegate, I have had the opportunity to speak at Al-Anon events and conferences, attend my third World Service Conference, visit Stepping Stones and the World Service Office, and now, standing before you tonight, share with you my Al-Anon journey thus far: a life I could have never imagined!

Last year at Conference, I heard: "Thanks to those who were here when I arrived! Thanks to those who crossed my path as I journeyed! Thanks to those here today!"

Speaking of those here today, I need to thank my personal Sponsor, who has been my Sponsor since I started the program. Thank you, Steven!

And one of the truest statements I could say is: thank you, God for Al-Anon; thank you, Al-Anon, for God.

Finally, thank you for the honor and privilege to speak to you tonight.

IN CLOSING WE WOULD LIKE TO SAY…

CLOSING SESSION

Kathi M., Trustee, Chairperson of the Board
Jayme C., Trustee, Conference Chairperson

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The Chairperson of the Board and Conference Chairperson closed the last session of the WSC with reflections on their experiences at this year's Conference.

The Chairperson of the Board shared:

Our Conference theme this year—75 Years, One Purpose—honors the fact that our program began 75 years ago. I believe that Lois W. and Anne B. would be proud not only of how far we have come, but of how faithfully we continue to show up.

As I reflected on this theme, I was struck by how clearly our primary purpose permeated our discussions this week. Once again, we walked through some difficult topics. We listened to each other, reasoned things out, and made some tough decisions. Each day of Conference, we remembered why we were here—to help families and friends of alcoholics—and we let that guide us.

This 66th Conference is the seventh Conference I have been privileged to be a member of. My first two were as Alaska's Delegate. Alaska was so new to the World Service Conference that, at my first Conference, I felt totally ill-prepared. Everyone seemed so wise and so knowledgeable, and I didn't feel that I had the experience or the education to contribute.

What I loved, though, was that I was treated as an equal member of Conference, and I was fully supported by each of the different types of Conference members. Even then, there were moments when an "us and them" feeling surfaced. I didn't understand it at the time—and, truthfully, I still don't.

That's why one of the most meaningful things I felt at this Conference was unity. I hear and see recognition that we are all Al-Anon members and that we all love Al-Anon. I see us working together to move forward—finding a place where we can make decisions that serve the good of Al-Anon as a whole.

This week, we reached decisions that will shape how we serve—on the Single Trustee Process, Electronic Alateen Validation and Implementation Planning (EAVIP), and Choosing a Group's Name implementation. We also shared moments of laughter and learning through skits, and we were deeply moved by the International Coordination Committee (ICC) presentation, which reminded us of our members around the world.

Throughout Conference, I heard voice after voice expressing gratitude for the tone and the experience we shared. I believe we honored our primary purpose in every conversation. We honored one another, whether our opinions were in the majority or the minority.

At the end of each Conference I have attended, my heart has been filled. I have received so many gifts. In my welcome, I asked that we bring our collective Higher Powers with us, and I was not disappointed. I don't know about all of you, but I felt that Power in this room. I saw and heard us talk to each other, reason things out, and find solutions we could live with. That is the beauty of Tradition Three: a Higher Power-guided group conscience.

As this Conference comes to a close, I find myself filled not just with gratitude, but with quiet assurance. What we shared here mattered. The conversations, the careful listening, the willingness to stay present even when it was uncomfortable—all of it matters. I leave this Conference trusting that something good has been strengthened among us.

When we gather like this, guided by our Higher Power and grounded in our Traditions, something remarkable happens. We don't always get everything we want, but we do find a way forward together. I believe we did that again this week, and I believe Al-Anon Family Groups is better for it.

As you return home, whether this was your first Conference or one of many, whether you are stepping into something new or completing a chapter, I hope you carry with you a renewed sense of purpose and belonging. The work you do matters. The voice you bring matters. Together, we showed what it looks like to serve with care, courage, and respect.

And so, I'll close the way my first Sponsor so often reminded me: pray for potatoes, and pick up the hoe. Faith and action together. There is still work ahead, and I trust that with the tools of the program, by working side by side, and by staying spiritually guided, we will continue to do it "One Day at a Time."

Thank you for your service, your willingness, and your love for Al-Anon.

The Conference Chairperson shared:

As we bring this 66th World Service Conference to a close, I am filled with such deep gratitude. My heart is full. Serving as your Conference Chairperson has been more than a responsibility—it has been a privilege that has touched me deeply. Over these past five days together, I've watched you show up and demonstrate many spiritual principles: honesty, courage, flexibility, cooperation, open-mindedness, common welfare, and a genuine desire to make a difference. Your insights, your generosity of spirit, and your willingness to truly listen to one another and reason things out have moved me more than I can say.

Standing alongside you and witnessing the strength of our one purpose has been one of the most meaningful experiences I've had in this role as a Trustee. I am reminded of the reason we all serve, and why our fellowship matters so much to all of us.

As we conclude, I hope you carry forward to your Areas the sense of unity, hope, and goodwill we created together. Thank you for trusting me, for inspiring me, and for giving this Conference its heart.

There are so many people to thank, but I want to pause and offer my deepest gratitude to the Delegate-led WSC Agenda Collaboration Work Group. Your thoughtful feedback, and your willingness to wrestle with the details helped shape this agenda that truly reflects the collective wisdom of this Conference. Additionally, the Delegate-led World Service Conference (WSC) Chosen Agenda Item (CAI) Facilitation Work Group combined the CAIs that enriched our discussions.

I also want to thank the Conference Leadership Team. Your guidance, your steady presence, and your shared commitment carried so much of this work forward. The ideas we explored—and the unity we built—were possible because of your love for this fellowship.

And to the WSO Staff — small in number, mighty in impact. Your dedication, steadiness, and quiet strength carried so much this week. Thank you for everything you do behind the scenes to make our work possible.

And to you the entire Conference: Thank you all for an extraordinary week. I am deeply grateful for the conversations we shared and the spirit of unity that carried us through. Go back to your Areas with our decisions made here with the same spirit of collaboration and a shared commitment to carry our work forward.

From the bottom of my heart, thank you.

As we say goodbye to our Panel 64 Delegates let us reaffirm our commitment to our one purpose – to help families of alcoholics. Thank you for your voices, your service, and your participation. We send you off with gratitude and affection, and we hope you feel the impact you've made.

And with that, I tap the gavel to close our 66th World Service Conference.

That evening, the Conference Chairperson began the closing dinner with a moment of silence followed by the Serenity Prayer, then shared a closing reflection of her own.

"75 Years, One Purpose." It has been an honor and a privilege to participate with all of you and to be the Conference Chairperson.

As we reflect on the spiritual journey of the WSC, we are inspired by the courageous generosity of our pioneers. With vision and faith, they understood that Al-Anon must remain alive and ever-growing. They recognized the WSC as a powerful force to carry Al-Anon forward and to lovingly meet the needs of future generations.

This week we came together as trusted servants, guided by a shared spirit of service, to nurture and strengthen the future of Al-Anon Family Groups. With gratitude, we honored the Legacies lovingly entrusted to us by our early pioneers, mindful of our responsibility to care for what has been given. With humility and dedication, we continue to carry our message so that hope may reach all whose lives have been touched by the disease of alcoholism.

It is truly inspiring to stand among Al-Anon's leaders. Lois often reminded us that our program is sustained through growth. She warned us that "stagnation is retrogression," calling us to remain open, willing, and active in service. The continued growth of Al-Anon depends on the spiritual commitment and devotion of each of us.

And finally, another famous quote from *Many Voices, One Journey* (B-31). Page 383 quotes Lois W. speaking at the 1976 WSC on the 25th anniversary of the World Service Office: "It's always forward that we have to look, and let our gratitude be for those to come. The people who have been in the past were just doing what they wanted to, what they loved to do—and what you yourselves are doing. So here's to the future of Al-Anon!"

The Conference Chairperson and Executive Director presented certificates of appreciation to outgoing Delegates, Trustees, and Executive Committee members. BJ M., Panel 64, Texas West, and Liz P., Panel 64, Illinois North, shared their Al-Anon stories as Spiritual Speakers. The evening closed as members and their guests formed a circle and recited the Al-Anon Declaration together. See the Spiritual Speaker talks on page 54.

2026 WORLD SERVICE CONFERENCE MOTIONS

MOTION #1 – (91 YES, 0 no, 0 abstentions, 0 void) – CARRIED
To approve the 2025 Audit Report.

MOTION #2 – (91 YES, 0 no, 0 abstentions, 0 void) – CARRIED
To approve the Finance Committee Report.

MOTION #3 – (89 YES, 0 no, 1 abstentions, 0 void) - CARRIED
To approve the 2025 Annual Report.

MOTION #4 – (74 YES, 16 no, 0 abstentions, 0 void) - CARRIED
To direct the Staff of the World Service Office to adhere to the following guidelines for implementing the "Choosing a Group's Name" Policy:

- Allow community identifiers such as men, women, parents, adult children, young adults, other gender identification/ sexual orientation, etc. in group names.
- Consistently notify the Area Delegate and Area Group Records Coordinator whenever a group submits a registration or name change containing a community identifier to request these trusted servants have a conversation with the group to ensure their group conscience is to welcome anyone affected by someone else's alcoholism in accordance with Tradition Three and advise the World Service Office of the result and decision regarding whether to register the group.
- Develop a plan to increase education opportunities to share experience, strength and hope with Area trusted servants on how to be welcoming to newcomers, especially those who do not match a group's community identifier, and to have conversations with group members regarding group names and welcoming.

MOTION #5 – (89 YES, 1 no, 0 abstentions, 0 void) - CARRIED
To recognize electronic Alateen groups as Al-Anon Family Groups.

MOTION #6 – (88 YES, 1 no, 1 abstentions, 0 void) – CARRIED
To implement the World Service Conference Electronic Alateen Safety and Behavioral Requirements (WSC EASBR) as the requirements for electronic Alateen groups to be registered in the WSC Structure.

MOTION #7 (88 YES, 2 no, 0 abstentions, 0 void) - CARRIED
To recognize the Global Electronic Alateen Safety Minimums as minimums, to be augmented by local geographic legislation related to minors, to allow International Structures to create their own Electronic Alateen Safety & Behavioral Requirements and begin registering electronic Alateen groups.

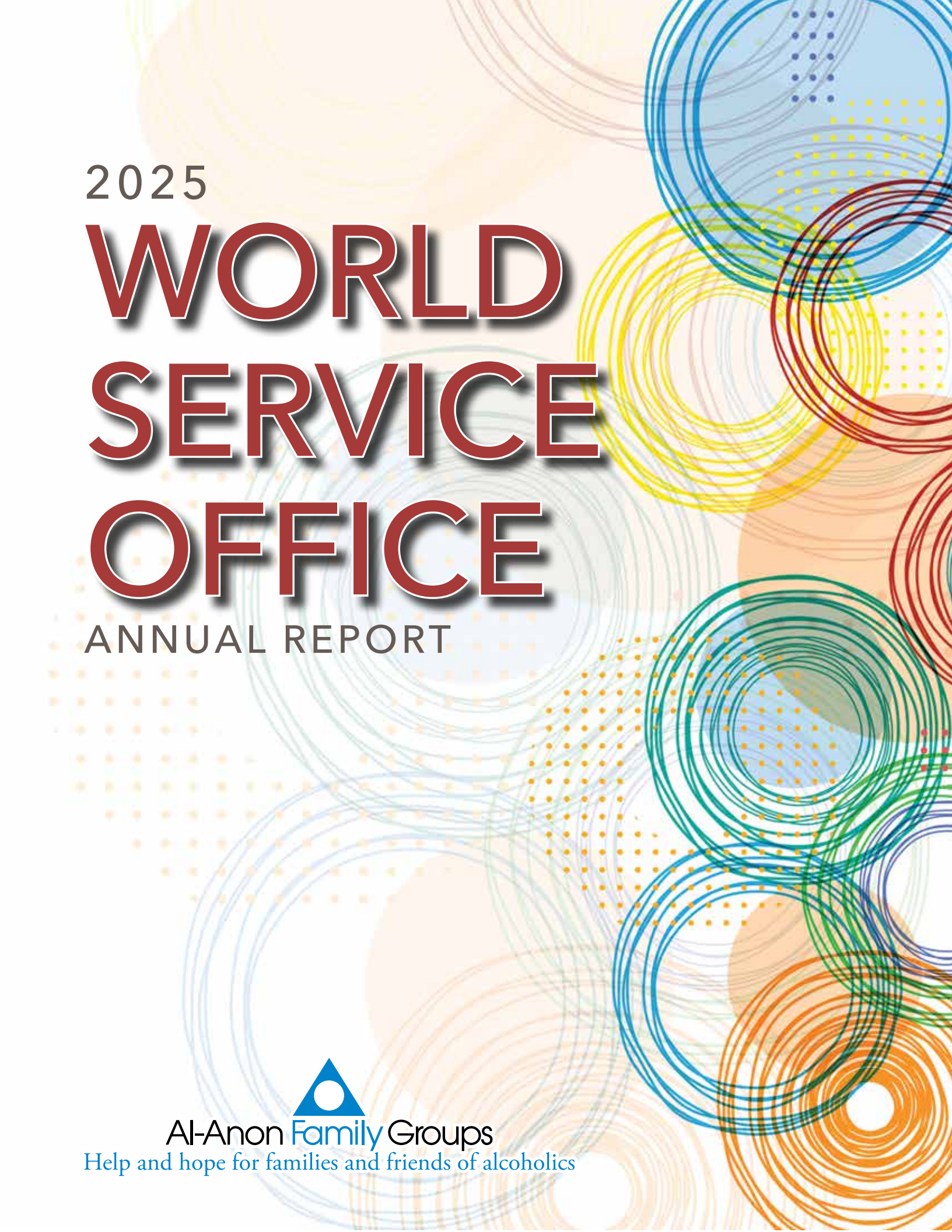
***MOTION #8 (88 YES, 2 no, 0 abstentions, 0 void) - CARRIED**
To implement a single Trustee selection process including the opportunity for Area feedback on applicants, expanded CCT composition to incorporate Regional participation, and application ranking designed to balance current and incoming Board Regional representation as a trial for a minimum three-year trial basis.

*The trial will begin in 2028 for the 2029 deadline, for Trustees starting in the April 2030 term. Until that time, the current Regional Trustee and At Large Trustee application processes will continue.

2025

WORLD SERVICE OFFICE

ANNUAL REPORT



Al-Anon Family Groups

Help and hope for families and friends of alcoholics

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Greetings & Thanks

Kathi M., Chairperson of the Board of Trustees (Trustee)
Jeffrey F., Chairperson of the Executive Committee (At-Large Member)
Vali F., Executive Director

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Welcome to the annual account of the activities and accomplishments of the World Service Office (WSO) Staff and Volunteers in our endeavors to translate the 2025 World Service Conference (WSC) Theme "Investing in Each Other to Preserve Our Legacy" into action. We hope you will find in this report glimpses of the passion and dedication our Volunteers and "special workers" have for Al-Anon's Mission and primary purpose.

As the theme anticipates, investment requires effort and commitment, and each of us can confidently say that all who served at the world service level this year worked hard. Since we practice an honest program, we can share that sometimes our efforts felt challenging, for instance, when the Conference members needed to come together to talk to each other and reason things out to resolve conflicts. Yet even in these moments, we could feel the peace and love of the program. These, and so many other moments of investing in each other within the WSC Structure and with our international partners, filled us each with an enormous sense of grace at the opportunity to be of service. Our gratitude is enormous for all of you who show up in service—whether that's attending a meeting or participating in an Area or international service structure—and for each member who contributes to the basket, confident their group will practice the Seventh Tradition by supporting the WSO. Thank you for your service!

At the WSO, we remain focused on advancing the goals outlined in our Strategic Plan. Below, we preview a few of the 2025 activities and accomplishments within the five AFG, Inc. Strategic Plan Domains and Goals. Additional details about these and other Strategic Plan initiatives can be found in the *Our Work* section of this Annual Report.

Members: In early July, Al-Anon Family Groups participated in the Alcoholics Anonymous (A.A.) International Convention in Vancouver, British Columbia. We were excited to see the significant number of A.A. members, members of both programs, and those identifying as Al-Anon members attending the Al-Anon program sessions. A great deal of positive feedback was received by all who attended.

Recovery & Service Tools: An unexpected "highlight" came through our Branding Guideline Strategy, in which we asked a third party to review our tagline, colors, and trademarked name and logo in the context of the 1966 WSC Statement on Public Relations, which states "Al-Anon must continue to grow if it is going to fulfill its primary purpose." What a startling surprise for us when that third party identified that many were interpreting our trademarked name "Al-Anon" as "A.I.-Anon" or Artificial Intelligence-Anon. Hmmm, don't know that Lois and Anne could have anticipated that one! Thankfully, the fix was as simple as an updated font. Whew!

Awareness: One of the 2025 Strategies made possible by the 2023 One Year's Operating Expense Reserve Fund Excess was the Public Outreach to Professionals – Young People campaign. The goal of this project was to enhance awareness of Al-Anon and Alateen among professionals who work with children and adolescents. This was accomplished by placing trade journal advertisements, attending relevant conferences and events, introducing audio PSAs, and using LinkedIn ads to reach education professionals.

With the 75th anniversary of Al-Anon Family Groups approaching in 2026, Staff embarked on another great Strategy during 2025 to highlight our program's long-standing service to families and friends of alcoholics. The 75th Anniversary Public Outreach campaign is aimed at encouraging Areas, international structures, and the public to acknowledge this significant milestone.

Financial Sustainability: 2025 concluded on a positive note financially due to the generous bequests of several members. Even with a small decline in literature sales, we ended up with a surplus due to the generosity of those remembering Al-Anon in their wills.

Global Engagement: In our clearinghouse role, the WSO carries a responsibility to invest in Al-Anon Family Groups both within and beyond the United States, Canada, and Bermuda. Supporting structures worldwide through reprints and translations remains one of the most meaningful ways we strengthen our fellowship's growth and unity. This year, Staff and members of the French General Service Office (GSO) demonstrated thoughtful creativity regarding how that investment took shape. In response to a generous offer by the GSO of France, the WSO helped facilitate an update to one of their most popular pieces of Conference Approved Literature: *From Survival to Recovery—Growing Up in an Alcoholic Home* (B-21). This is an inspiring example of how we continue to "Preserve Our Legacy."

Words can hardly capture the depth of our gratitude for your steadfast commitment to the Al-Anon program. Each of you—members, groups, Areas, Districts, Al-Anon Information Services (AISs), and international structures—played an essential role in making 2025 a year of growth and hope. Your dedication touches lives in ways that ripple far beyond what we can see.

We also want to extend heartfelt thanks to our incredible WSO Staff, whose tireless efforts behind the scenes keep everything moving forward with care and compassion. Together, we are building a fellowship that offers strength and serenity to all who seek it. Thank you for being part of this journey.

Who We Are: Vision, Mission, and Strategic Plan



VISION

Families and friends of alcoholics find hope and encouragement to live joyful, serene lives.



MISSION

Al-Anon Family Group Headquarters, Inc. is a spiritually based organization that helps the families and friends of alcoholics connect and support each other through barrier free meetings, information, and shared experiences.



DOMAINS & GOAL STATEMENTS

Members: AFG, Inc. connects and supports the friends and families of alcoholics.

Recovery & Service Tools: AFG, Inc. develops and publishes materials to share the collective experience of the families and friends of alcoholics.

Awareness: AFG, Inc. builds public and professional awareness of the Al-Anon program.

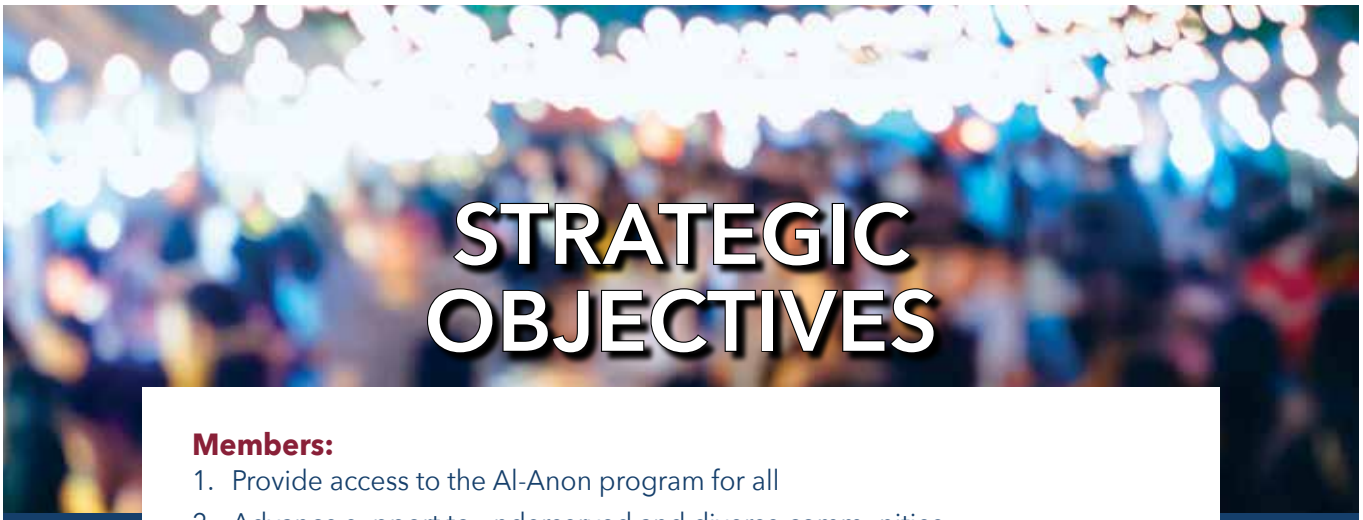
Financial Sustainability: AFG, Inc. encourages membership and organizational self-support by aligning resource allocation with its core purpose and strategic priorities.

Global Engagement: AFG, Inc. invests in each new generation of trusted servants to preserve our legacy and improve our structure and operations to meet the needs of the global landscape.









STRATEGIC OBJECTIVES

Members:

1. Provide access to the Al-Anon program for all
2. Advance support to underserved and diverse communities
3. Understand member and group needs

Recovery & Service Tools:

1. Create attractive, new content by gathering, processing, and disseminating pertinent information
2. Communicate the message of hope in a way that is current, appealing, and widely available
3. Reduce barriers to accessing information created by cultural and linguistic obstacles

Awareness:

1. Identify and reduce the effects of biases that may be preventing effective outreach
2. Validate the effectiveness of the Al-Anon Family Groups program in helping our members
3. Educate the public and professionals about who we are, what we do, and why
4. Build relationships with the media, governmental and non-governmental agencies, and professionals

Financial Sustainability:

1. Align resources to support the needs of the fellowship in accordance with Al-Anon's spiritual principles
2. Create opportunities for members to support AFG, Inc.
3. Improve transparency of the financial needs of AFG, Inc.
4. Manage risk to reputation, operations, and assets

Global Engagement:

1. Reinforce the process for passing experience on to incoming trusted servants using effective approaches for the new generation
2. Communicate leadership skills required for trusted servants and create development pathways
3. Collaborate globally to share knowledge and evolve our programs and communications

Our Intentions

Strategic Plan

Kathi M., Chairperson of the Board of Trustees (Trustee)
Jeffrey F., Chairperson of the Executive Committee (At-Large member)
Vali F., Executive Director

The Strategic Planning process began in October 2024 with the presentation by the members of the Staff Strategic Leadership Team (SLT)[1] of the prioritized projects and Strategic Plan Strategies they identified as being critical to accomplish in 2025. The October 2024 process introduced new quantitative assessments of the urgency and importance for each Strategy to support the Board in balancing priorities with resource and financial constraints.

At the January 2025 Board meeting, SLT returned with an annual WSO Projects Landscape containing 12 projects and Strategic Plan Strategies, all of which were considered essential for Al-Anon Family Group Headquarters, Inc. (AFG, Inc.) in 2025. SLT, Board of Trustees, and Executive Committee At-Large members considered the scope, resource needs, and timelines for each strategic initiative before the Board of Trustees voted to approve the 2025 Landscape.

During the year, the Board and Executive Committee identified and approved several new Strategies necessary to address timely matters such as planning the 75th Anniversary Celebration and Public Outreach Campaign initiatives and commencing an al-anon.org website redesign to reduce cybersecurity risks and improve attraction to the program.

2025 Strategies Update

Staff Strategic Leadership Team

In 2025, SLT reaffirmed its commitment to delivering more comprehensive updates to the Executive Committee and Trustees and increasing visibility into the scope and timeline adjustments often required for yearlong and multiyear initiatives, such as the Core Systems Overhaul—an effort rooted in the Next Generation AFG Records initiative launched several years earlier.

Mid-year brought several changes in the scope of the overall WSO Projects Landscape, as the critical importance of the website redesign and of initiating 75th Anniversary event plans and outreach campaigns were identified. SLT considered priorities and resource constraints before recommending reduced scope for three key projects—Passing It On, the *Al-Anon Faces Alcoholism* Magazine Refresh, and the Public Outreach to Professionals – Young People campaign—to accommodate these new projects. The Board approved WSO Project Landscape changes at its July 2025 meeting. Subsequently, the Core Systems Overhaul (CSO) project was also split into the CSO: Accounting and CSO: Customer Relationship Management/Association Management System projects. At year end, Staff executed on 16 projects, completing four and achieving our strategic objectives and milestones for the remainder. Below is the complete year-end list:

[1]The Strategic Leadership Team consists of the Executive Director, three Directors, one Associate Director, and one Manager. Its primary purpose is to sequence, recommend, and deliver the strategic priorities of the organization as described by the Domain Goal Statements and Strategic Objectives approved by the Board of Trustees.

Domain: Members

AFG, Inc. connects and supports the friends and families of alcoholics.

- Electronic Alateen Validation & Implementation Planning
- 2025 A.A. International Convention with Al-Anon Participation (2025 A.A. IC)
- 2028 Al-Anon International Convention with A.A. Participation (2028 IC)
- 75th Anniversary Celebration Event
- Website Redesign

Domain: Recovery & Service Tools

AFG, Inc. develops and publishes materials to share the collective experience of the families and friends of alcoholics.

- eBooks Globally
- CAL Globally in All Languages
- *2026-2029 Al-Anon/Alateen Service Manual* (P-24/27)

Domain: Awareness

AFG, Inc. builds public and professional awareness of the Al-Anon program.

- Public Outreach to Professionals – Young People
- 75th Anniversary Public Outreach Campaign
- Branding Guideline for Trusted Servants
- *Al-Anon Faces Alcoholism* Refresh

Domain: Financial Sustainability

AFG, Inc. encourages membership and organizational self-support by aligning resource allocation with its core purpose and strategic priorities.

- Core Systems Overhaul: Accounting
- Core Systems Overhaul: Customer Relationship Management/Association Management System (CRM/AMS)
- Risk Mitigation

Domain: Global Engagement

AFG, Inc. invests in each new generation of trusted servants to preserve our legacy and improve our structure and operations to meet the needs of the global landscape.

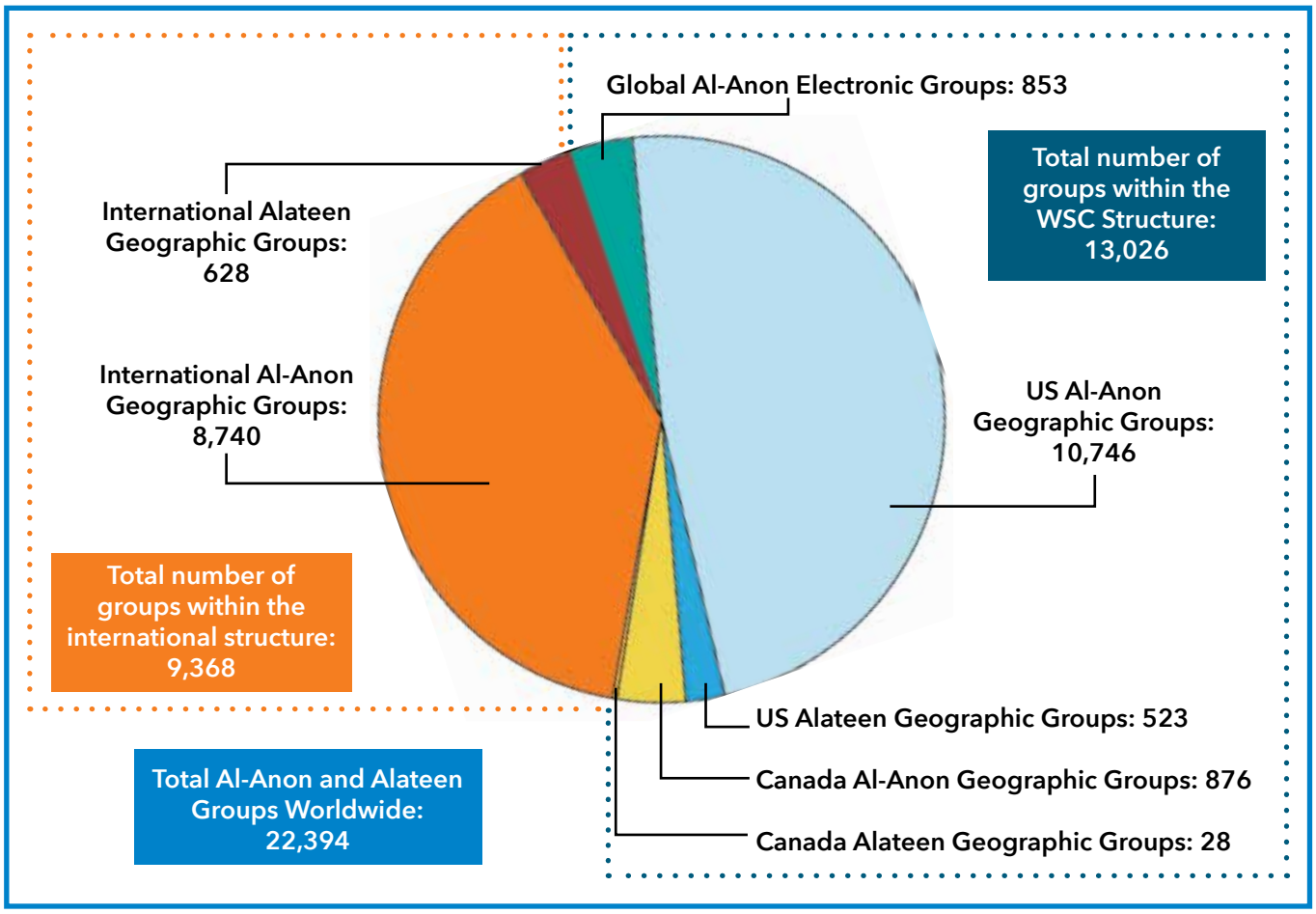
- Passing It On – Part I: Category Definition

Details about each initiative are referenced in the upcoming Annual Report sections: Our Impact, Our Work, and Our Plans. For ease of identification, these sections are identified by the color red.

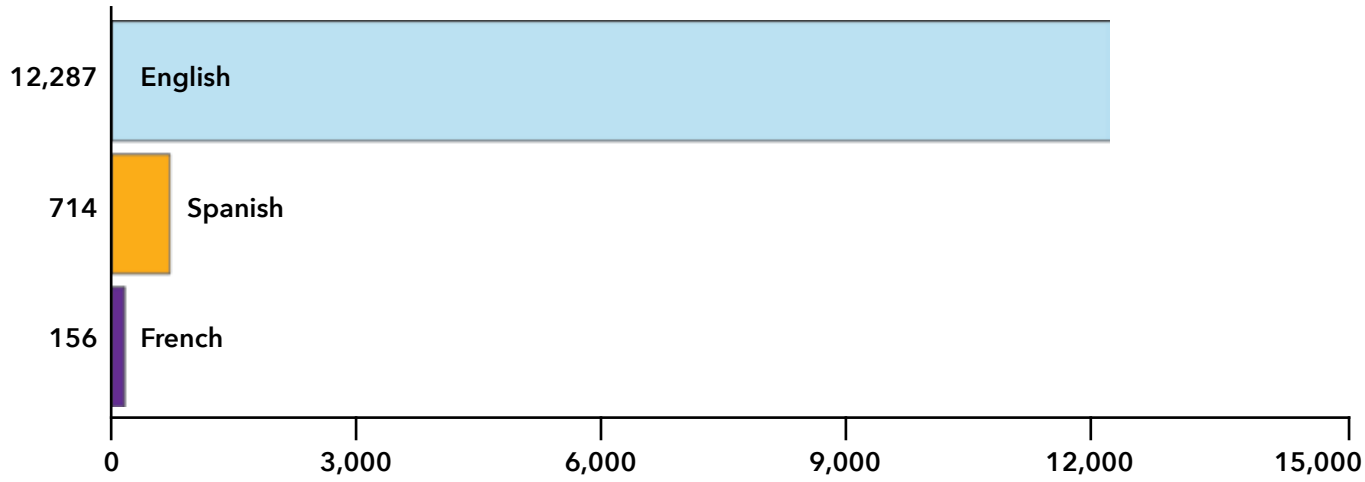
Our Impact

2025 Worldwide Al-Anon Family Groups Counts

The counts represent the number of groups in each category. Groups counted in "Geographic" categories include groups meeting in-person and electronically.

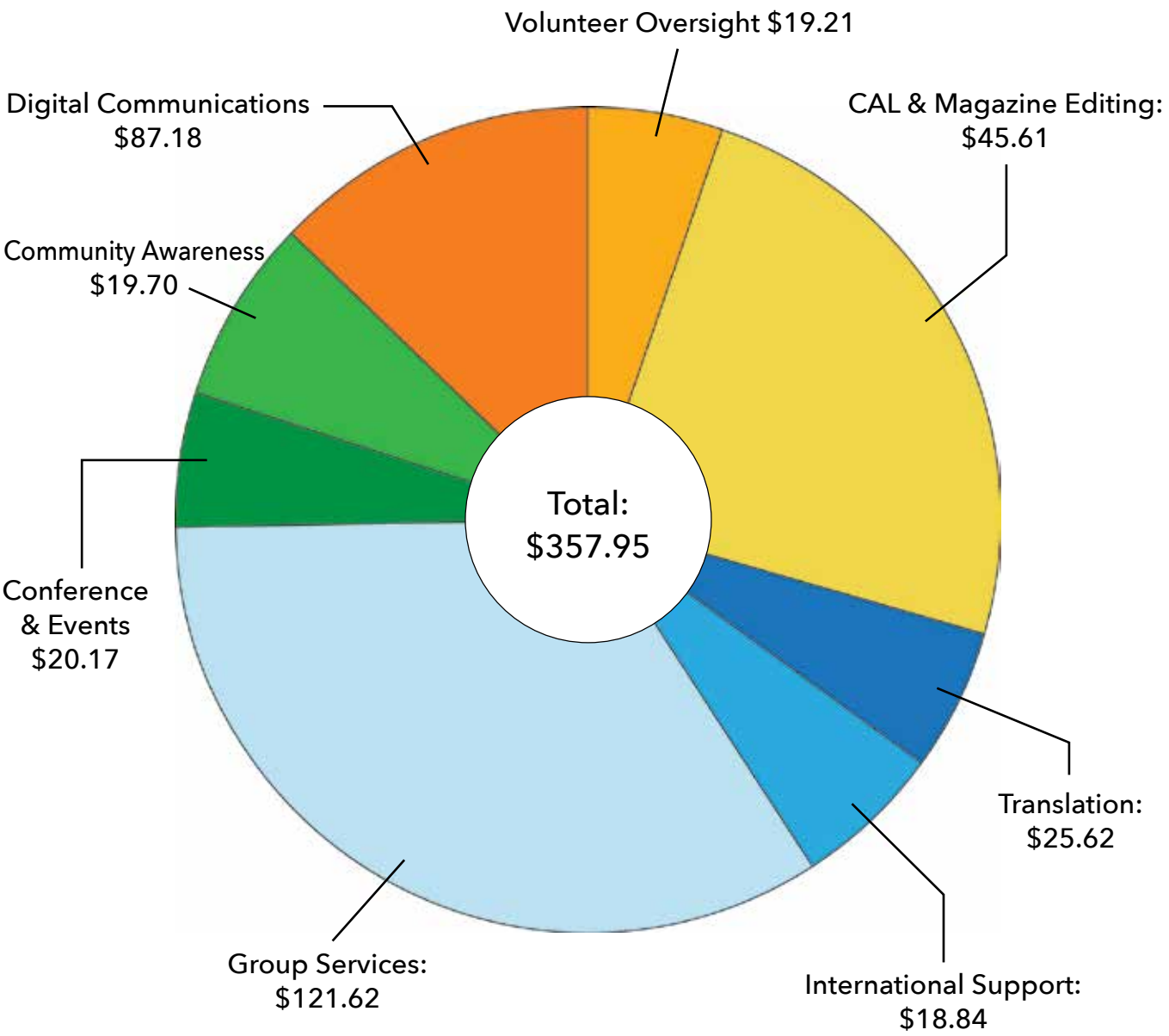


Allocation of English, Spanish & French Groups within the WSC Structure



Cost of WSO Services Allocated across WSC Structure Groups

The total contribution per WSC Structure group needed to fully fund the cost of all services the World Service Office provides.



Al-Anon All over the World

Countries where groups are registered.

Afghanistan
Albania
Antigua and Barbuda
Argentina
Aruba
Australia
Austria
Bahamas
Bahrain
Barbados
Belarus
Belgium
Belize
Benin
Bolivia
Brazil
British Virgin Islands
Bulgaria
Canada
Cayman Islands
Chile
China
Colombia
Costa Rica
Croatia
Cuba
Curacao
Cyprus
Czech Republic
Denmark
Dominica
Dominican Republic
Ecuador
Egypt
El Salvador
Estonia
Ethiopia
Fuji
Finland
France
Georgia
Germany
Ghana
Greece
Grenada
Guatemala
Guernsey
Guyana
Haiti
Honduras
Hong Kong
Hungary
Iceland
India
Indonesia
Iran
Iraq
Israel
Italy
Jamaica
Japan
Jersey
Jordan
Kazakhstan
Kenya
Korea
Kuwait
Latvia
Lebanon
Lesotho
Lithuania
Luxembourg
Madagascar
Malaysia
Malta
Mauritius
Mexico
Mongolia
Mozambique
Nepal
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New Zealand
Nicaragua
Nigeria
Norway
Oman
Palau
Panama
Paraguay
Peru
Philippines
Poland
Portugal
Qatar
Romania
Russian Federation
Saint Kitts and Nevis
Saudi Arabia
Serbia
Singapore
Sint Maarten
Slovakia
Slovenia
Solomon Islands
South Africa
Spain
Sri Lanka
Sweden
Switzerland
Tahiti
Taiwan, Province of China
Tanzania
Thailand
Trinidad and Tobago
Turkey
Turks and Caicos Islands
Uganda
Ukraine
United Arab Emirates
United Kingdom
Uruguay
United States
Venezuela
Vietnam
Wallis and Futuna
Zambia
Zimbabwe

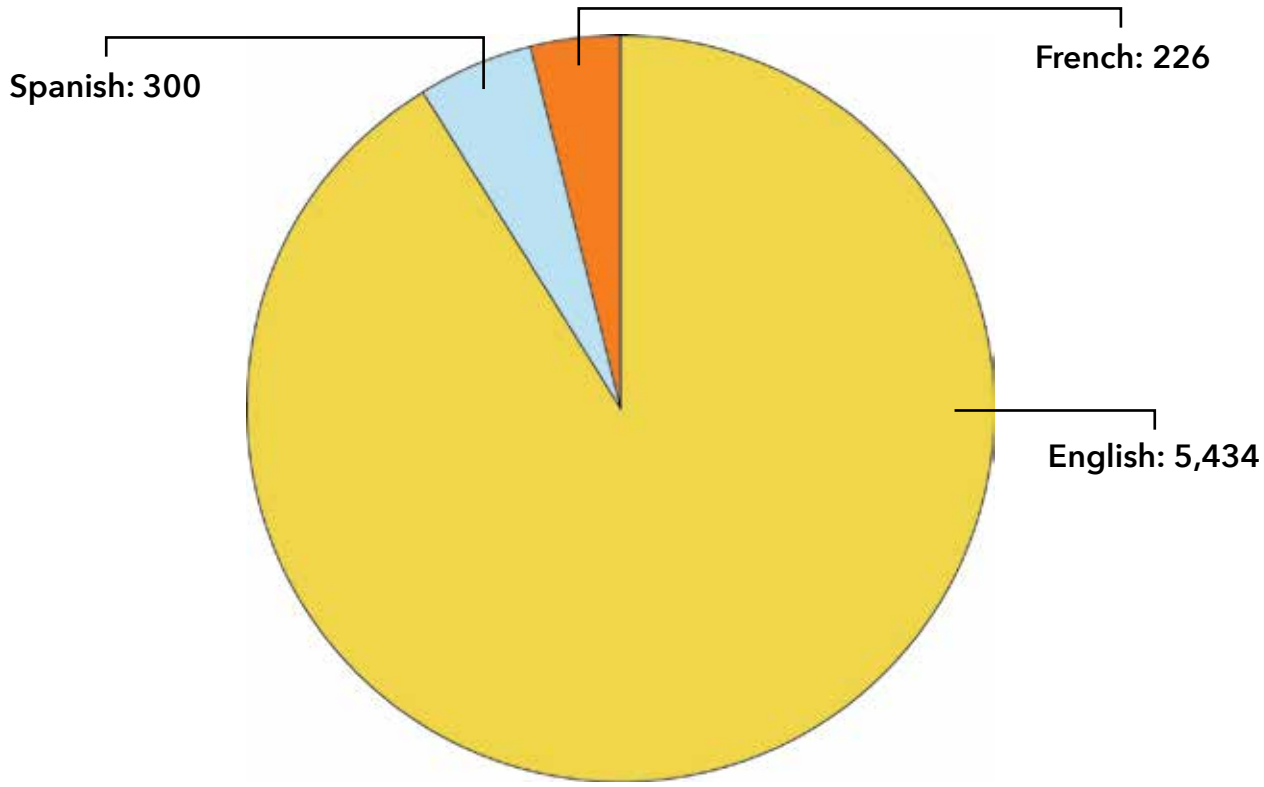


Al-Anon Meets on Many Platforms



Meeting Line Statistics

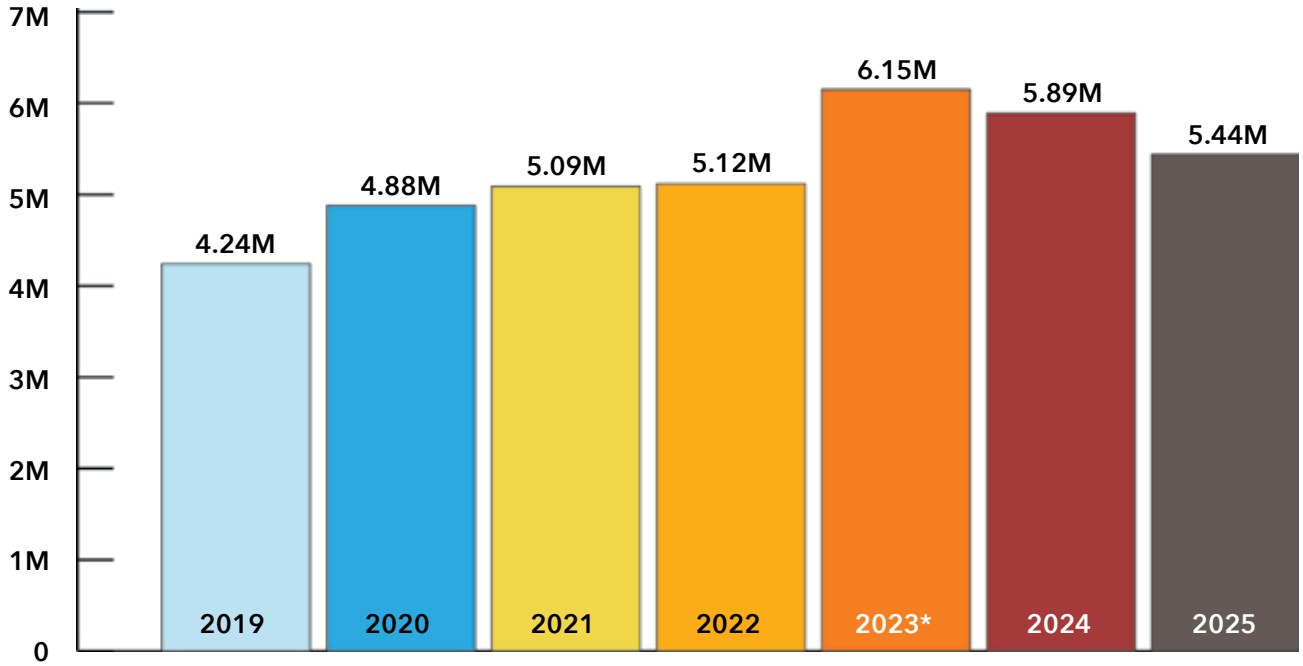
Total Calls on the WSO Toll-Free Meeting Line (5,960)



Digital Communications Connections

Website Sessions

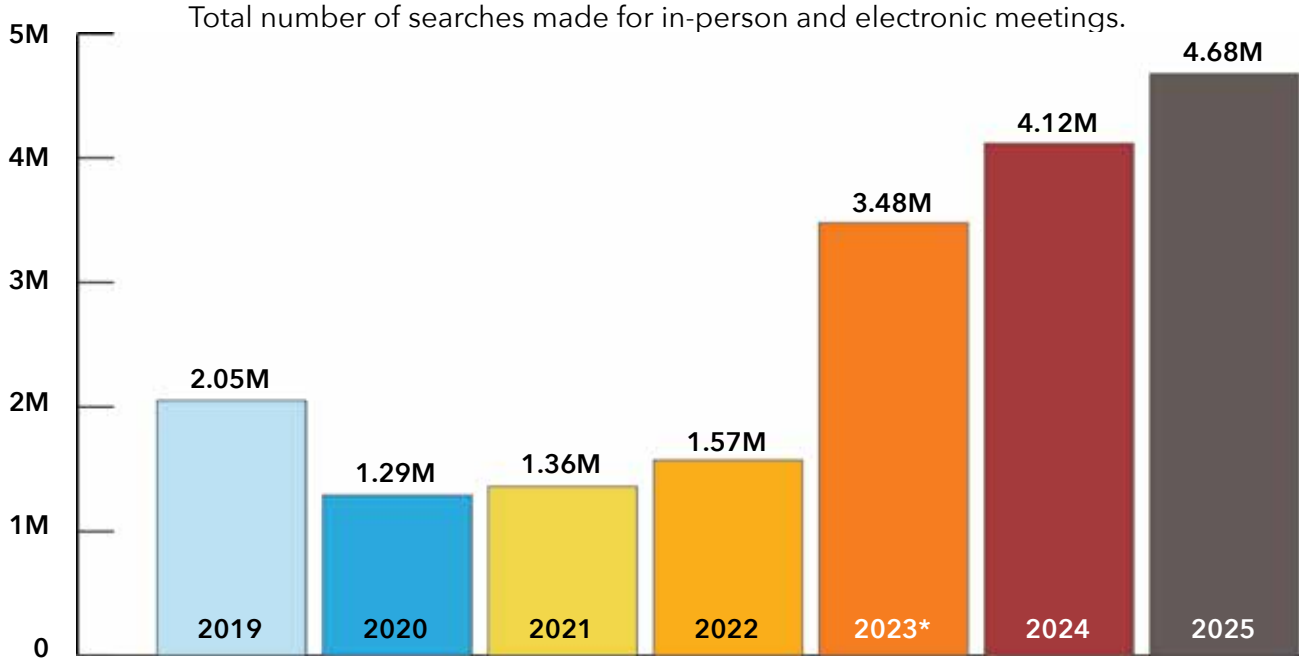
The number of times al-anon.org was visited during the year.



*In 2023, session tracking analytics changed from using cookies to using events.

Al-Anon Meeting Searches

Total number of searches made for in-person and electronic meetings.

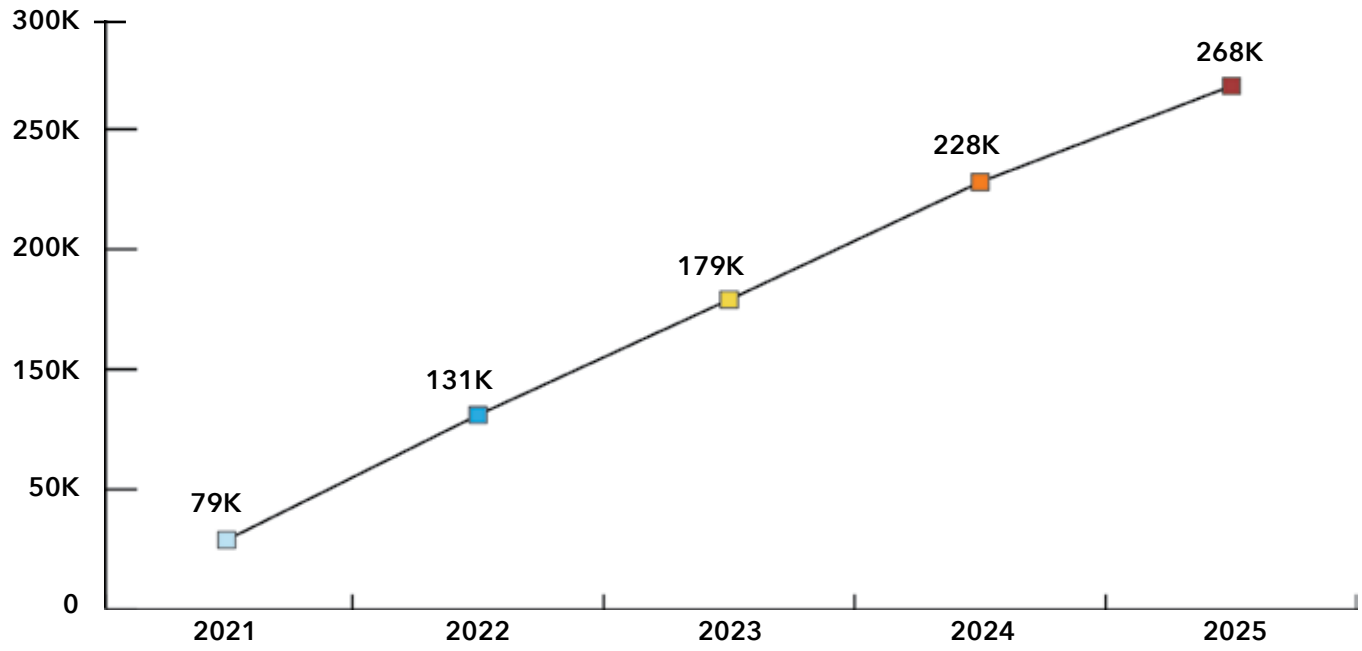


*In March 2023, the new Global Electronic search launched, providing greater search visibility.

Digital Communications Connections

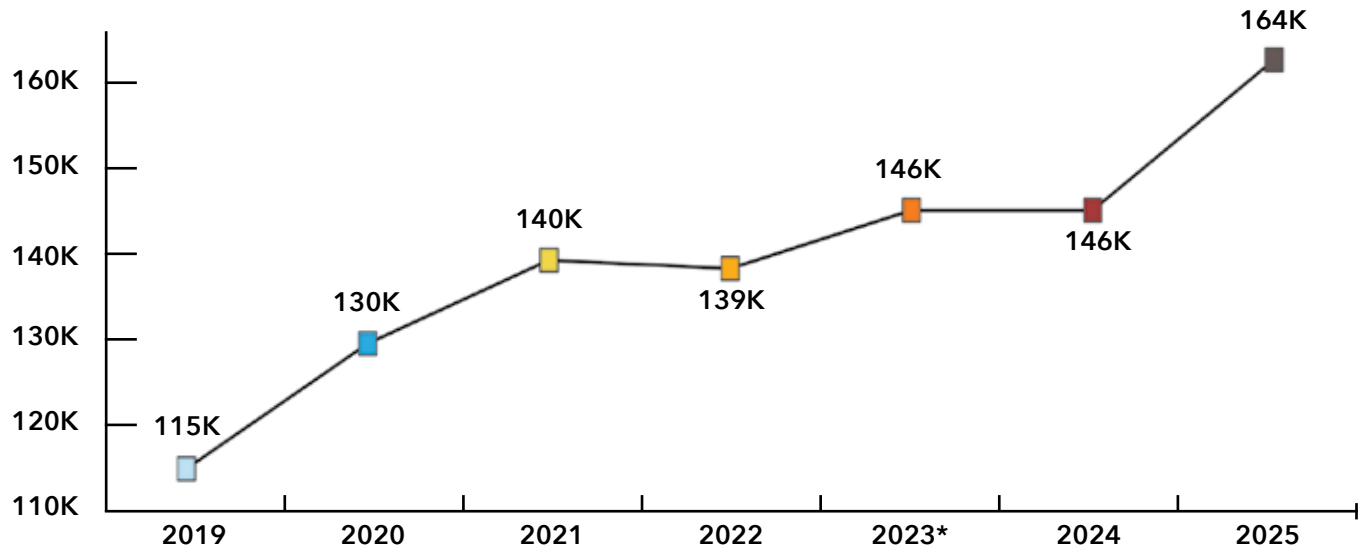
AFG Mobile App Registered Users

Total number of registered users for the *Al-Anon Family Groups Mobile App*



WSO Social Media Followers

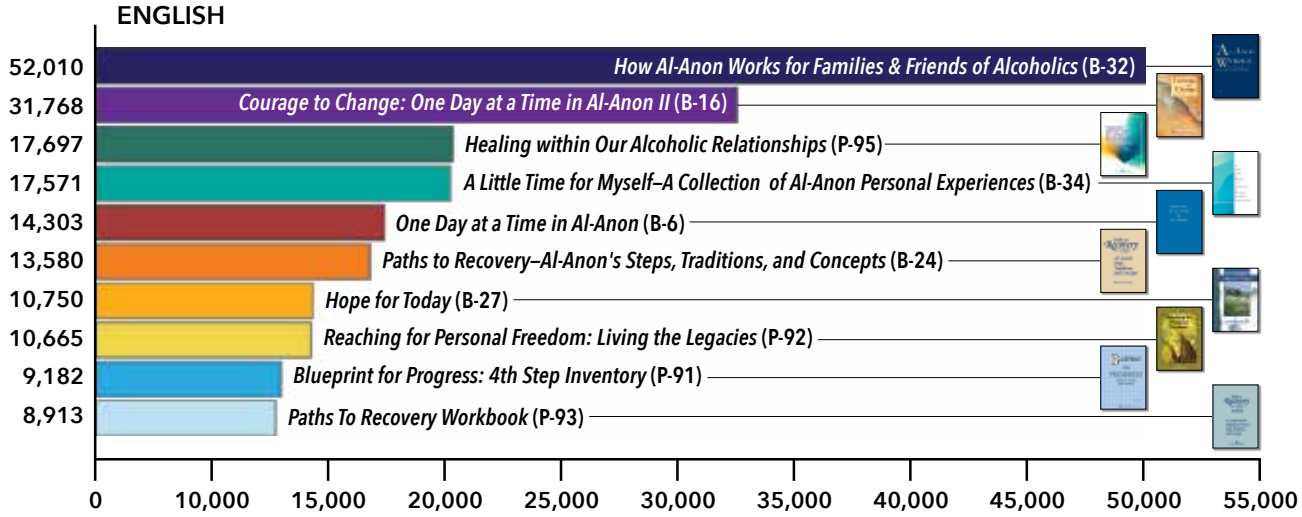
Total number of followers on Facebook, Instagram, and LinkedIn

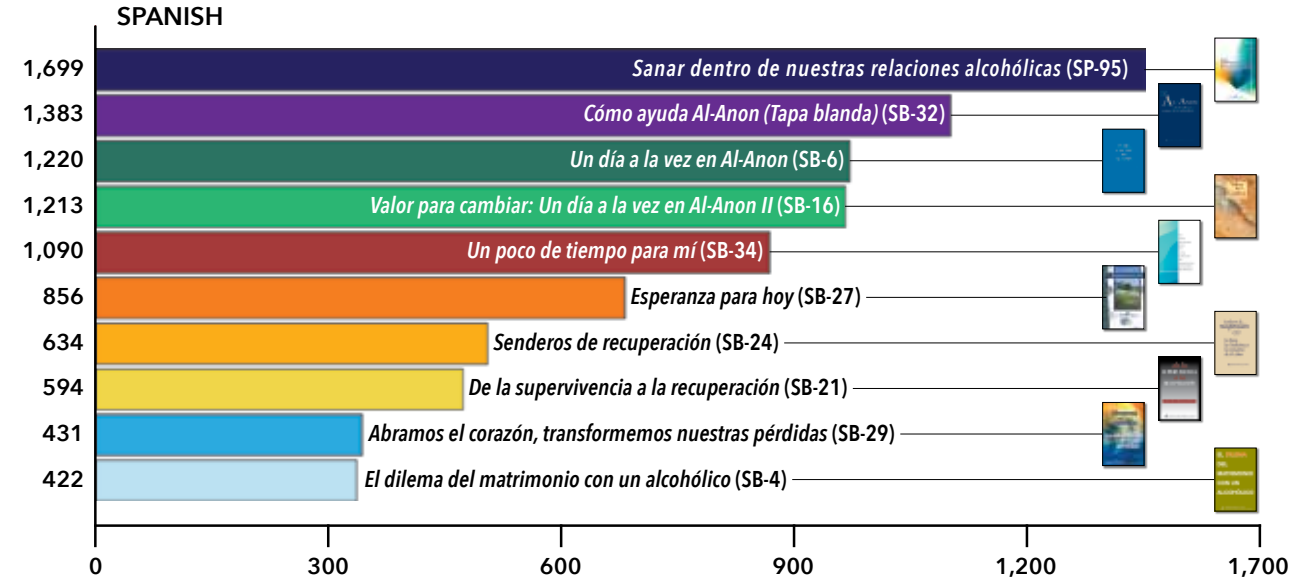


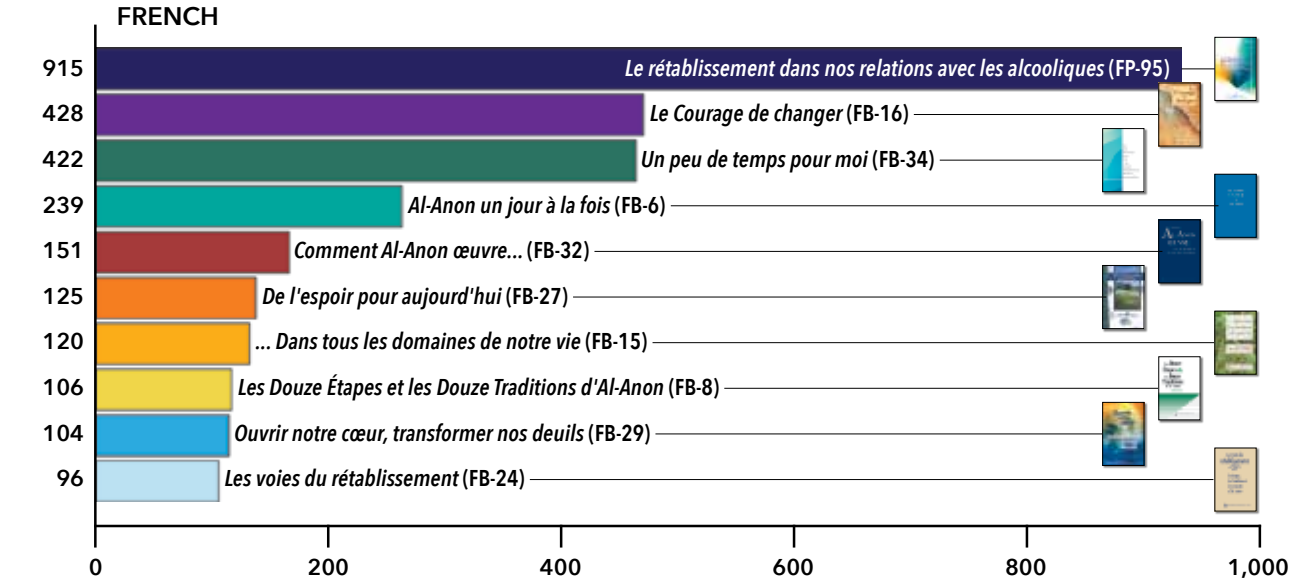
*No longer managing Alateen pages - removed 9,021 followers as a result

Top 10 Selling Books/Booklets of 2025

The top selling books and booklets listed by the number of books sold in each language



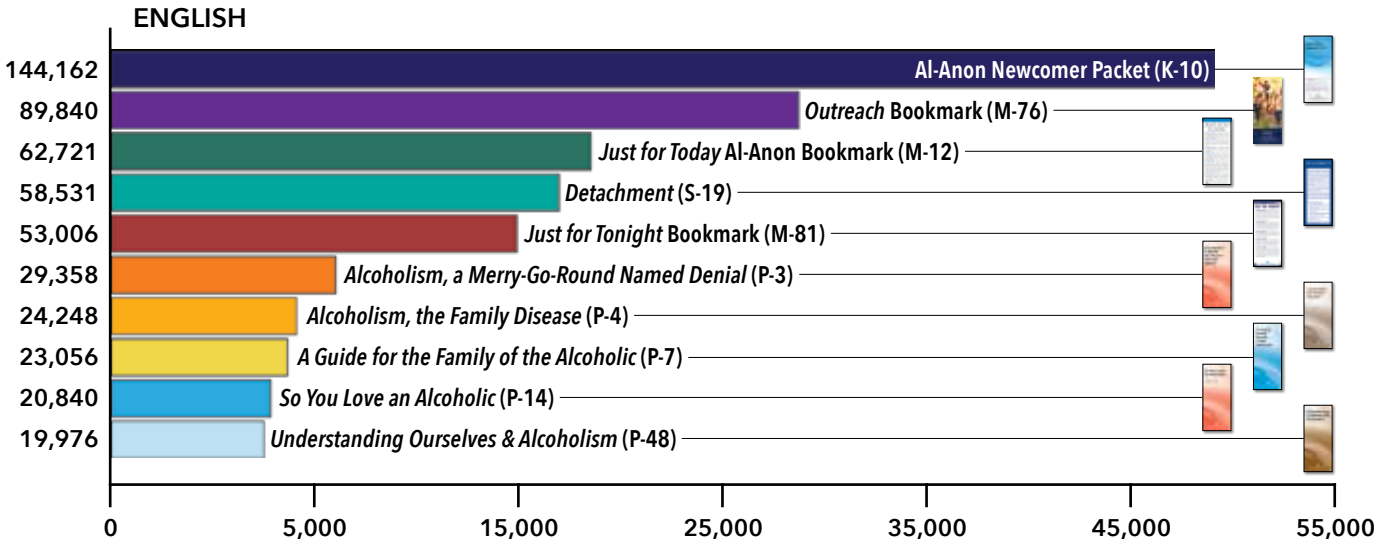




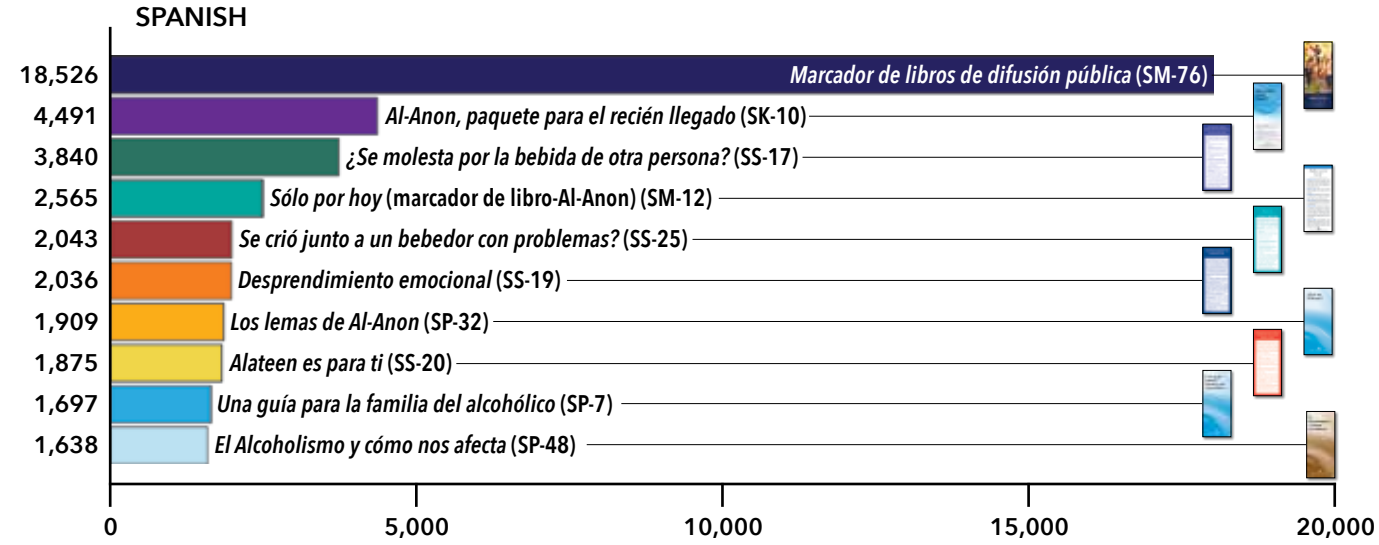
2025 Top Selling Non-books

The top selling non-books listed by the number of non-books sold in each language

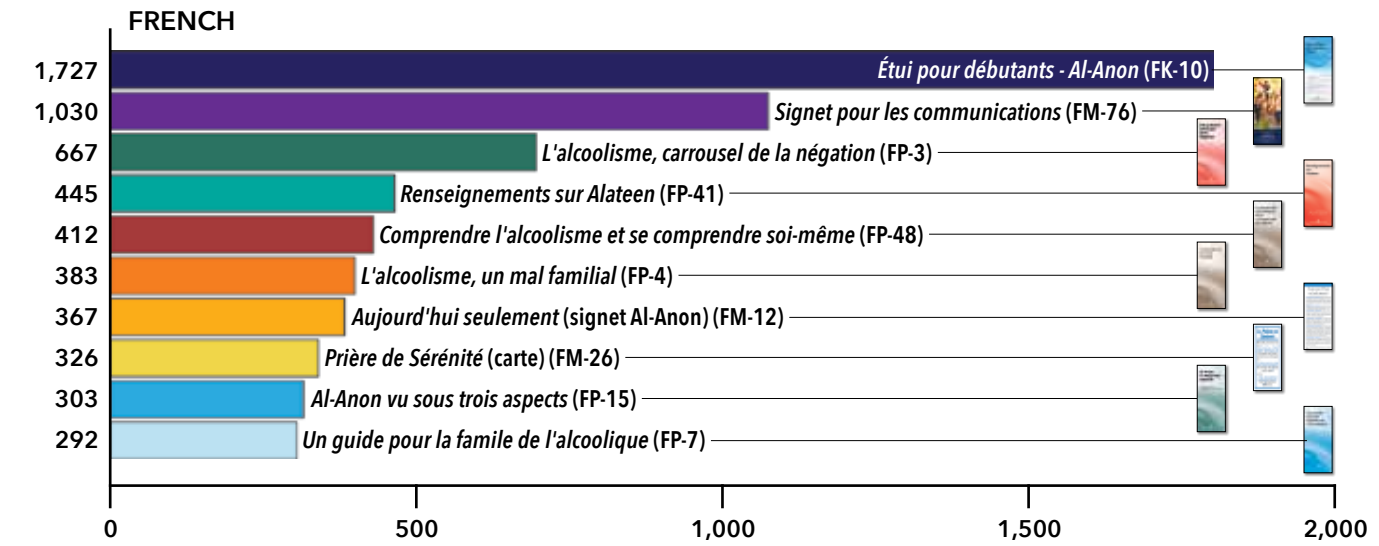
ENGLISH



SPANISH



FRENCH

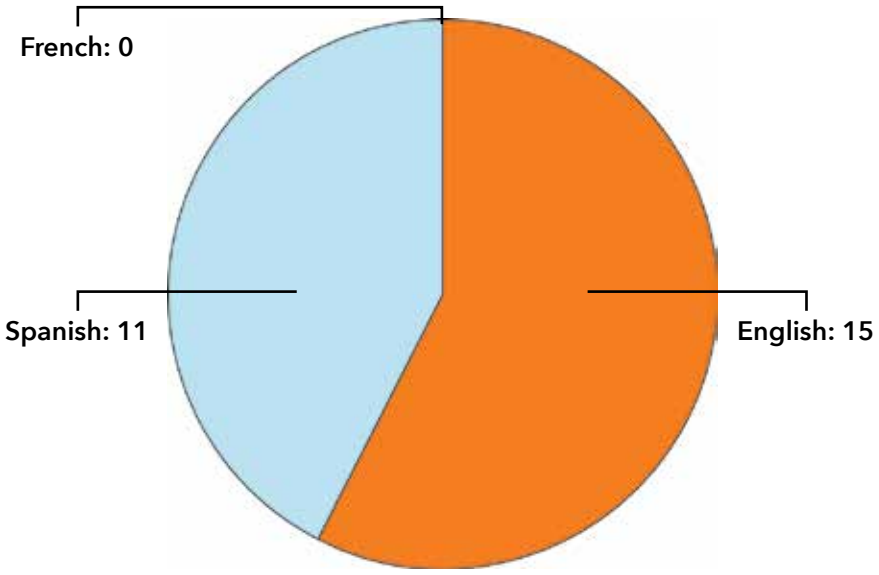


Conference Approved Literature Requests by International Structures

International structures may request the right to reprint and sell English, Spanish, or French literature, whereas international structures in countries speaking other languages may request the right to translate and print the literature into another language to serve the members in their geographic country.

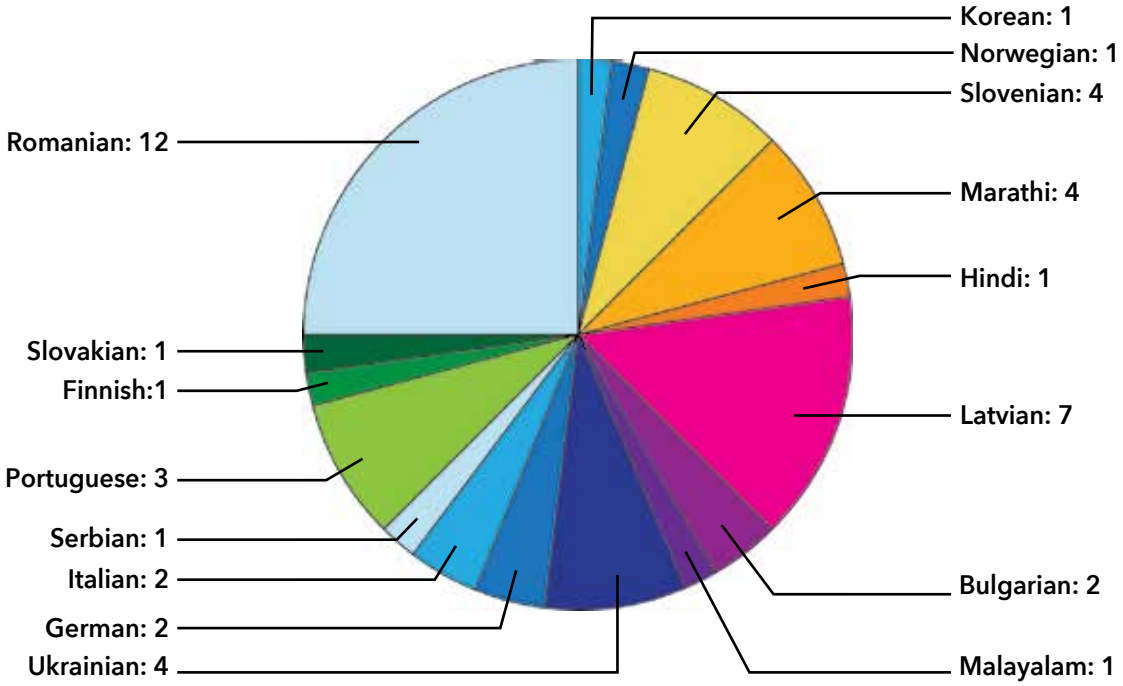
2025 Reprint Requests

The number of approved requests to reprint CAL.



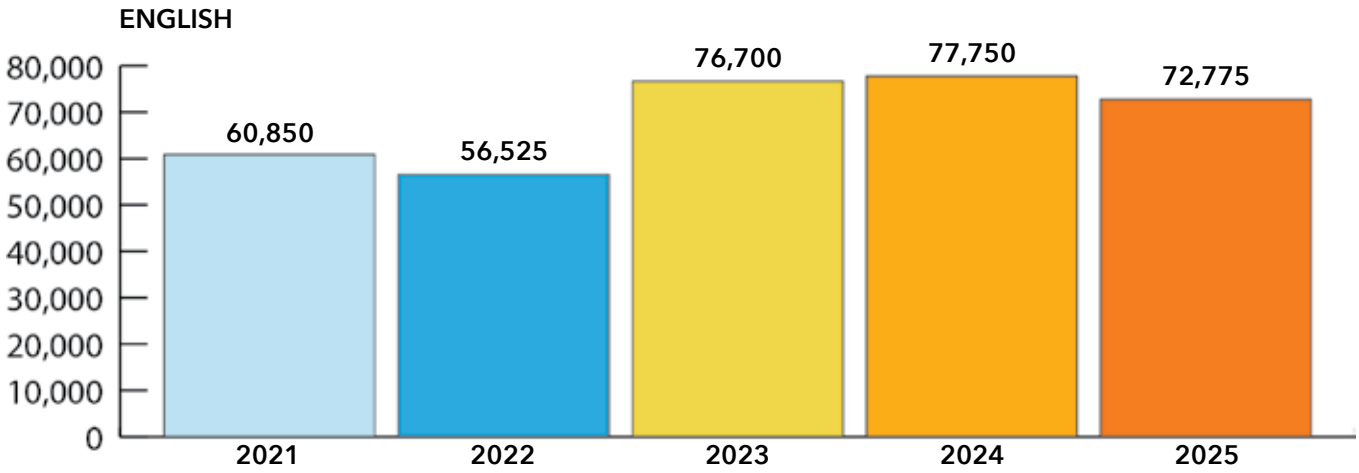
2025 Translation and Print Requests

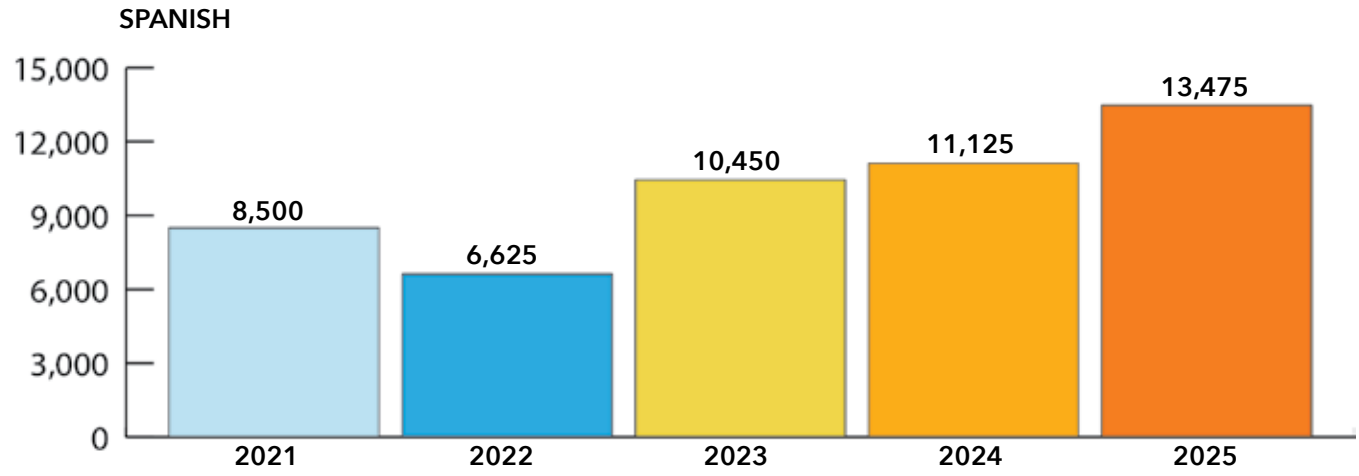
The number of approved requests to translate and print CAL by language.

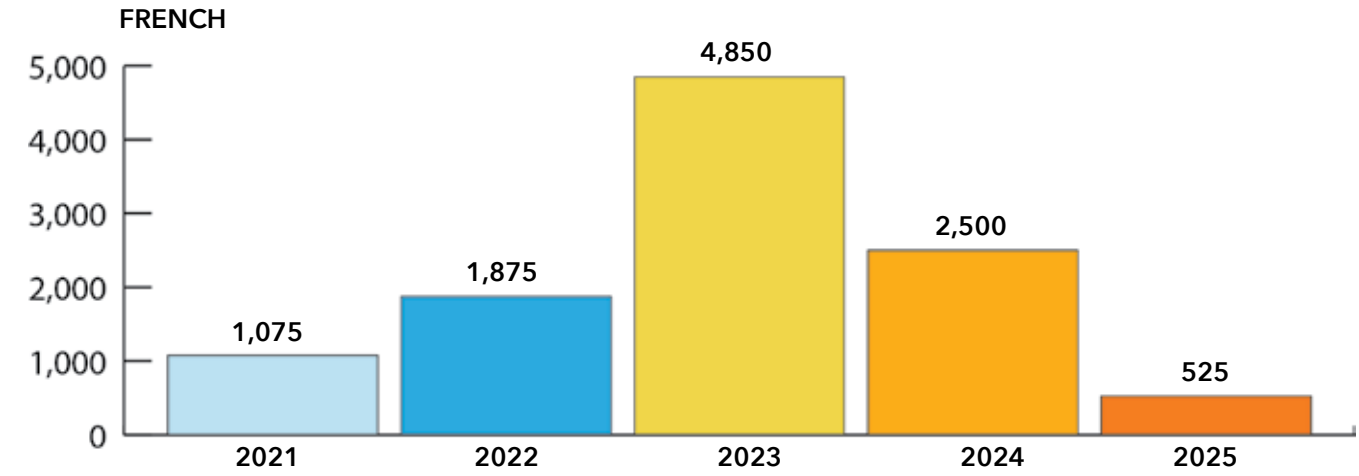


Al-Anon Faces Alcoholism

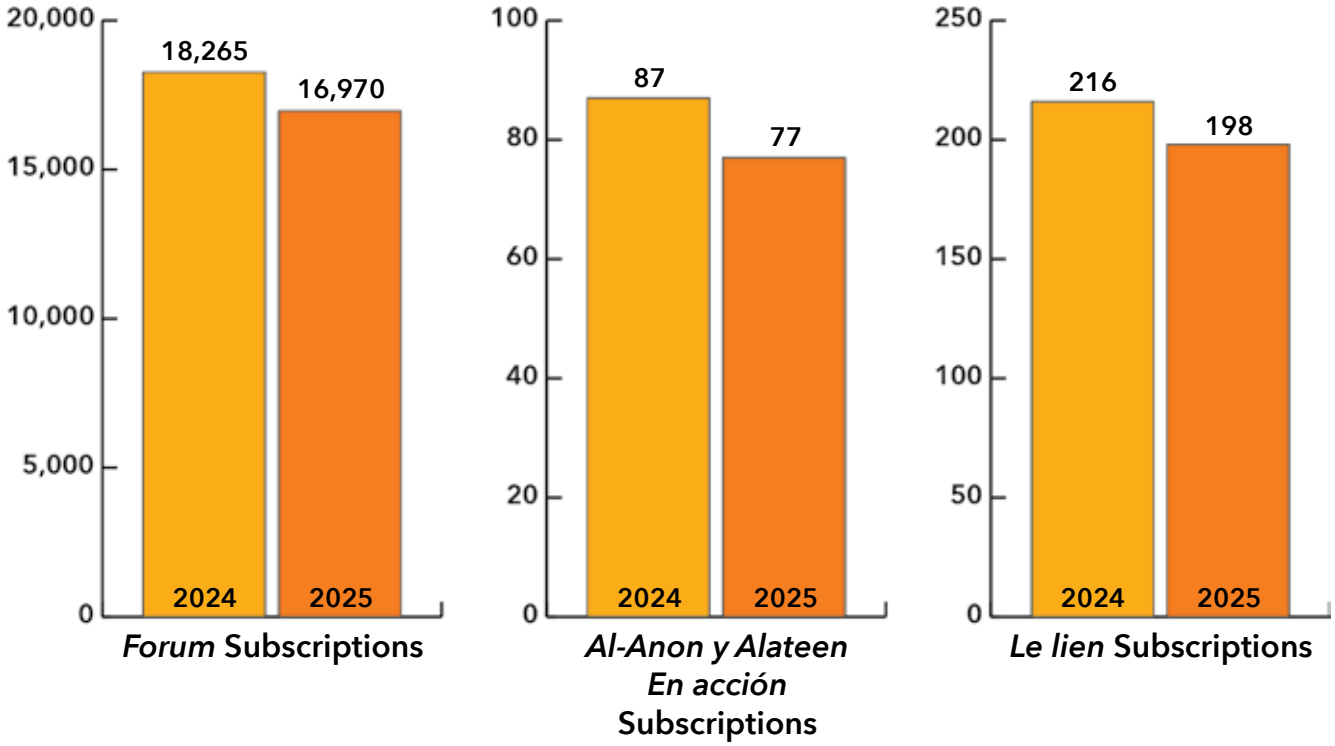
Number of magazines sold per year.







The Forum, *Al-Anon y Alateen en acción*, and *Le lien* Subscriptions

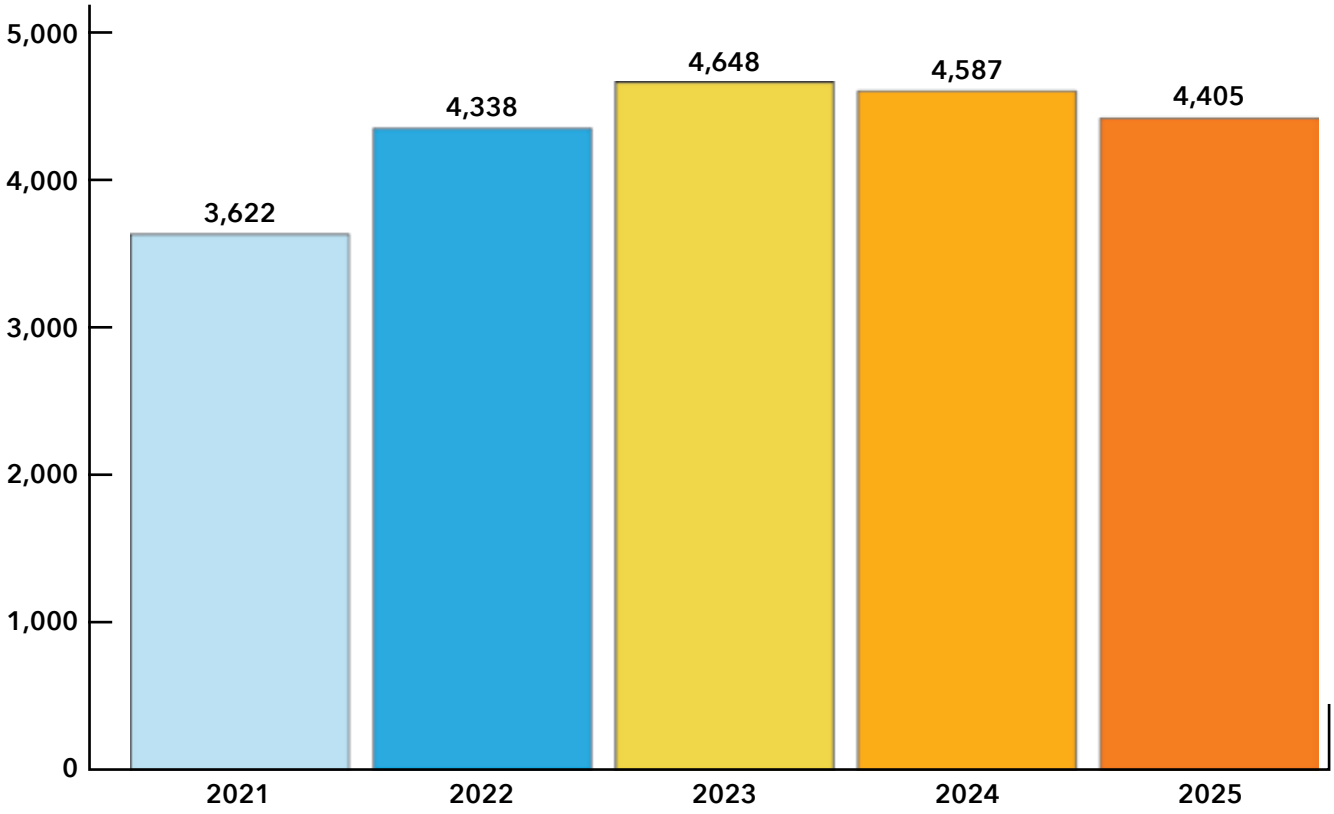


Forum Subscriptions

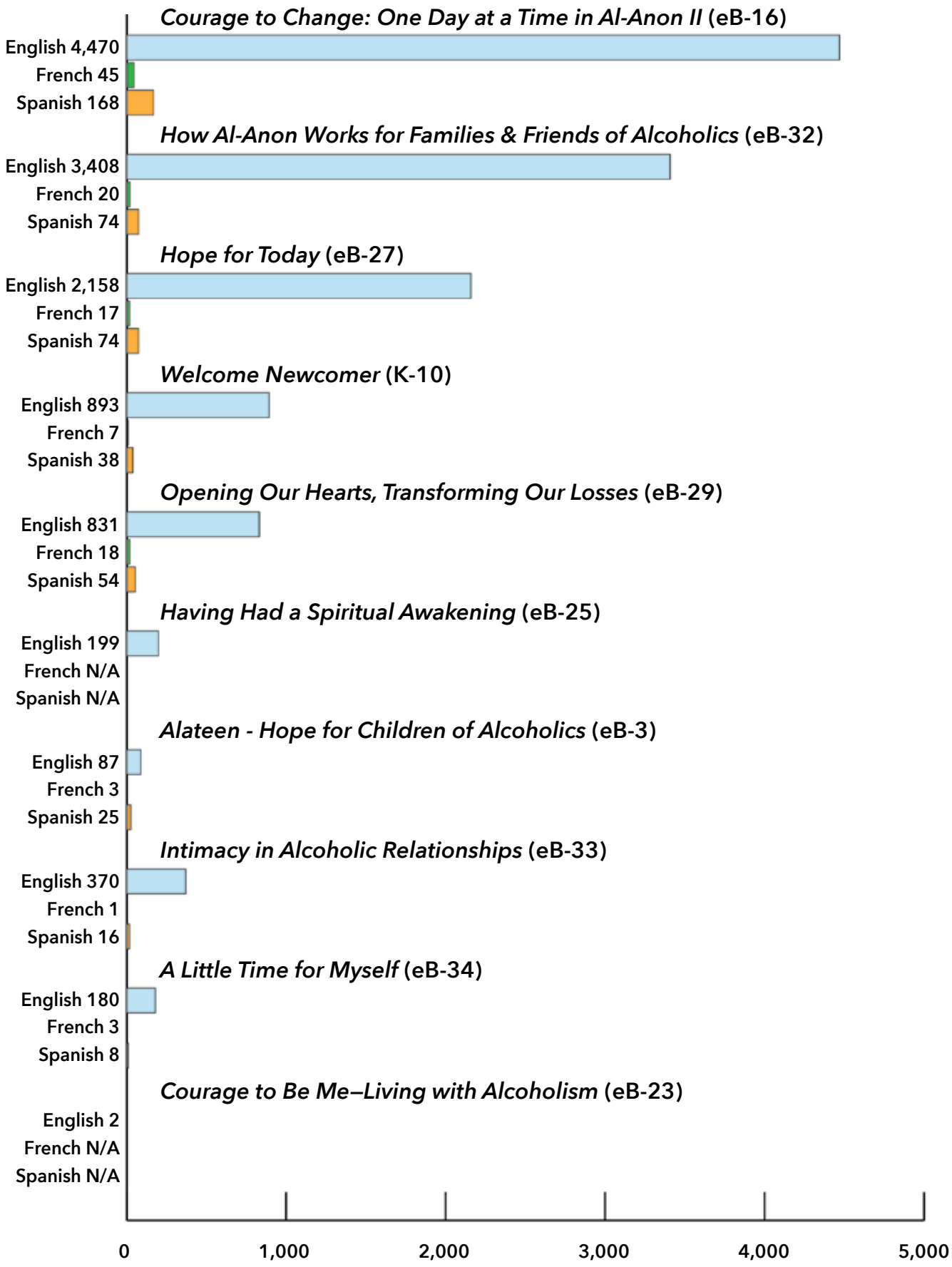
Al-Anon y Alateen En acción Subscriptions

Le lien Subscriptions

AFG Mobile App Daily Reflection Subscriptions



Sales for eBooks (Units)



Our Work

Domain: Members

AFG, Inc. connects and supports the friends and families of alcoholics.

Meeting the Needs of Our Groups and Our Members

Sarah S., Director of Programs
Sue P., Associate Director–Group Services (retired August 2025)
Valerie Stump, AFG Records Manager (Non-member)
Christa A., Group Services & Alateen Coordinator

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At the heart of all work conducted by the World Service Office (WSO) is the Strategic Plan Member Goal. Inherent in our definition as the Al-Anon Family Groups clearinghouse is the need to continue focusing our efforts on supporting the friends and families of alcoholics, be that the individual newcomer seeking relief from the struggle of another's alcoholism or the trusted servant practicing the Al-Anon Declaration, inspired to ensure the message of Al-Anon Family Groups is always there.

Al-Anon Member and Group Communications

The Group Services team responded to an average of 120 phone and 75 email inquiries per month, ranging in topics from welcoming newcomers to resolving group conflicts, encouraging group growth, and more. The warmth and care with which information is shared from Staff to member to group is proof that the links of service are always working. This is especially important when members share about dominance or other issues that may provide the distortion that the disease of alcoholism is known to cause.

Group Services worked hand in hand with the AFG Records team and Areas to close the Annual Area Alateen Recertification window by the June 15 deadline, successfully recertifying all Areas currently certified to use the Alateen name. Group Services continues to review updated Alateen Safety and Behavioral Requirements (ASBR) submitted to the WSO for approval prior to being accepted by their Area Assemblies. ASBRs from seven Areas were approved in 2025: BC/Yukon, Manitoba/NWO, Mississippi, South Dakota, Illinois-North, and Georgia. Nine additional ASBRs have been returned for further updates and are pending a second review phase. Once approved by the WSO, Area Assemblies vote to accept the ASBR as current procedure.

Risk Mitigation: Enhanced Measures to Protect Member Information

Risk Mitigation was a strategic initiative and priority across the World Service Office in 2025. In keeping with Tradition Twelve, the WSO implemented two enhanced security measures related to Area and group trusted servants to safeguard members' personal information.

Area World Service Committee Roster

The Area World Service Committee (AWSC) Members Roster, which contains personally identifiable information about Area Officers, Coordinators, and District Representatives, is distributed biannually to Area Delegates for review and update. In 2025, the WSO began sending the Roster via encrypted email to ensure confidentiality.

In addition, a secure upload link has been provided for submitting AWSC Update Forms, allowing changes to be transmitted safely and efficiently. These improvements not only protect personal information but also streamline the process for updating records, making it easier for Areas to maintain accurate information and empower Area trusted servants to participate in service.

Al-Anon Family Group Annual Update Process

A major improvement in how groups update their information annually with the World Service Office was introduced in 2025. While the WSO continued mailing the Al-Anon Family Groups Annual Update sheet to groups, the key change was how groups reported updates back to us. A QR code was added to the Al-Anon Family Groups Annual Update flyer allowing groups to confirm the information on file or submit changes via an online form. This marked the first phase of a broader enhancement effort, which includes simplification of the Annual Update form to support both electronic and in-person groups and features that will become available once the Core Systems Overhaul: CRM/AMS system is implemented.

This addition allowed groups to transition from mailing paper forms to updating their information online, saving time and reducing costs. The WSO is able to process online submissions faster through automatic prioritization, built-in validation checks, and required fields that improve accuracy. A simple "no changes" option further streamlined the process, making updates more efficient and reliable.

Al-Anon Family Groups Mobile App

The *Al-Anon Family Groups Mobile App* continues to grow and attract new and current members. A milestone of 250,000 users was reached by early August, just in time to celebrate its fifth anniversary. Members support 50 well-attended groups taking place at nearly all hours of the day. Members also freely share experience, strength, and hope in the news feed feature.

Six of the groups are Alateen meetings approved as part of a pilot program to collect the findings necessary to make informed decisions about the safety of electronic Alateen meetings. These meetings were added to the *Mobile App* when the chat platform on which they originally met became obsolete in 2020. The certified Al-Anon Members Involved in Alateen Service (AMIAS) serving these Alateen groups are supported by quarterly service meetings hosted by the WSO as well as a dedicated AFG Connects Community.

Electronic Alateen Validation & Implementation Planning (EA VIP)

A presentation at the 2025 WSC shared that the possibility of electronic Alateen meetings could be in view. In a process similar to the one which led to the 2021 WSC voting to accept permanent electronic Al-Anon meetings as part of Al-Anon Family Groups, progress continues toward providing the 2026 WSC with information necessary to consider accepting electronic Alateen groups as part of Al-Anon Family Groups. At the 2025 WSC, Staff presented a final draft of what could become the WSC Electronic Alateen Safety & Behavioral Requirements (EASBR). While Area Delegates hold conversations with Area trusted servants, WSO Staff are developing training and record-keeping processes and tools, including questions to support Delegates with their Area discussions. Alateen training modules were reviewed and streamlined for clarity in anticipation of adding information related to conducting electronic Alateen meetings. The Staff EA VIP team held roundtable discussions throughout the year to determine additional ways the WSO can support Areas in safely bringing recovery to teens anywhere via electronic platforms.

Inmate Correspondence Service

The Inmate Correspondence Service (ICS) continues to struggle as the result of advances in prison communications. The ICS has historically attracted inmates in need of Conference Approved Literature and meetings via written correspondence. The WSO ICS used postal mail to protect the anonymity of Al-Anon "Contact" members supporting inmates. Recently, though, prisons have transitioned to using email vendors to support inmate communication, reducing the need for meetings via postal mail. As a result, only one inmate remains in the ICS with a dedicated Contact. Some Areas do now have outreach efforts to bring Conference Approved Literature (CAL) and/or meetings into prisons.

Archives: Engaging with Our History

Suzanne M., Associate Director–World Service Events & History

During the year, the Archives Staff reviewed, updated, and streamlined internal processes to ensure better organization and accessibility of historical materials in the WSO Archives. A particularly timely effort involved creating a checklist for retiring Staff to use in preparing for their exit, with our Associate Director–Group Services being the first to pilot the checklist. Additionally, the Archives team developed plans for onboarding new team members to maintain continuity and preserve institutional knowledge.

Staff worked consistently throughout the year to improve internal system efficiency and optimize responsiveness, creating an archives request form for Staff use, automating the flow of AR-9 (Archives Request) forms into the WSO project management tool, and adding metadata to documents loaded into the WSO Archives digital system of record. These enhancements support the Board's Goal Statements of Members and Global Engagement, ensuring Al-Anon's history remains accessible and relevant for future generations.

A highlight for the Archives team was interviewing two longtime Al-Anon members about their experiences for retention in the WSO Archives. One member shared interesting stories and insights about public outreach, highlighting its importance in connecting with the broader Al-Anon community.

Through these efforts, the WSO Archives continues to inspire hope and continuity for future generations while supporting recovery and service tools that share the collective experience of families and friends of alcoholics.

World Service Events

Vali F., Executive Director
Niketa Williams, Senior Director of Finance & Operations (Non-member)
Sarah S., Director of Programs
Scot P., Director of Communications & Community Awareness
Heather S., Associate Director–Public Outreach
Suzanne M., Associate Director–World Service Events & History

An exciting element of each year's work for the WSO Staff and Volunteers is the world service events planned and hosted by the WSO to support the Board's Mission: Al-Anon Family Group Headquarters, Inc. is a spiritually based organization that helps the families and friends of alcoholics connect and support each other through barrier free meetings, information, and shared experiences. These events each require extensive planning and collaborating with local Areas and, in the case of this year's International Convention, with the Alcoholics Anonymous General Service Office. As always, Staff find the work both exhausting and spiritually fulfilling.

2025 A.A. International Convention

Al-Anon and Alateen members joined with members of Alcoholics Anonymous (A.A.) and guests at A.A.'s 2025 International Convention July 3–6, 2025, which was held to celebrate 90 years of the Alcoholics Anonymous program, in Vancouver, British Columbia, Canada. Although attendance at the International Convention, including the Al-Anon program, was lower than usual due to outside issues, the mood inside and outside the Convention Centre and across the city was reverent, as members of both programs expressed their gratitude for the lives they had gained as the result of working the Twelve Steps. The WSO's planning, participation in, and cooperation with A.A. in this quinquennial gathering supported the Board of Trustees' Goal Statement for Members: AFG, Inc. connects and supports the friends and families of alcoholics.

Volunteer members of Al-Anon's Welcome Committee provided invaluable support to the WSO by staffing Al-Anon's Information and Speaker/Moderator Sign-In Booths at the Convention Centre and at the Hyatt Regency. Welcome Committee members could also be found wearing commemorative t-shirts and broad smiles on the street and in the venues to provide directions and other helpful information for attendees.

Due to the color-coding of Convention badges, Staff and Volunteers were delighted to observe many attendees registered with A.A. as their primary program joining and appreciating Al-Anon's daytime sessions on Friday and Saturday. The sessions were held in English, Spanish, French, and American Sign Language. Spanish-speaking members expressed their excitement at having an opportunity to participate in a writing workshop to share their experience, strength, and hope in their native language for possible inclusion in one of two pieces of CAL in the works: Finance and Sponsorship! Some Spanish-speaking attendees had never heard of a writing workshop before, and Staff and Volunteers were grateful for the opportunity to expand participation and help ensure that the many voices of our fellowship feel empowered to share.

Forty-four teenagers attended Alateen meetings during Al-Anon's daytime sessions on Friday and Saturday, including four Spanish-speaking teens. Although Staff had planned separate Alateen meetings for the Spanish-speaking teens, attendance was lower than expected. Those who did attend were bilingual and were happy to attend the English-speaking meetings. Each day, there were three Alateen meetings, including an open Alateen meeting each day, which anyone interested in Alateen was welcome to attend. Certified Al-Anon Members Involved in Alateen Service (AMIAS) from the WSC Structure volunteered to maintain an appropriate AMIAS-to-teen ratio. The teenagers arrived at the Convention as strangers and left as friends, like the AMIAS who served them. Seeing the teens participate in recovery in their own space was fulfilling.

Prior to the official start of the A.A. Convention, an email invitation to attend an informal gathering was sent to more than 200 registered Al-Anon members living outside of the WSC Structure. Thirty-five members from approximately 31 countries attended the gathering, where members from the same countries were able to connect, while others exchanged insights about their service structures. These conversations provided valuable perspectives for members to take back to their home countries. Bringing Al-Anon international attendees together during the Convention created a meaningful opportunity to foster connections and strengthen unity among members worldwide. A key theme emerged: the importance of staying connected to service beyond the group level and how this deepens personal recovery.

Other highlights of the International Convention: a Block Party Thursday night at venues around the Convention Campus, the Big Meetings on Friday and Saturday nights and Sunday morning, and nightly dances.

Insight: Alateen Inspiration at the 2025 A.A. International Convention

Cindy M., Member of the Board of Trustees

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As a Trustee, I had the privilege of serving at the A.A. International Convention with Al-Anon participation by supporting the Alateen meetings. My job was to be the final gatekeeper confirming who entered the Alateen room. Only Alateens and certified AMIAS were allowed. They each had a tag for me to check before allowing them into the room. I felt like a bouncer at a club—it was a very important job! The safety of the teens was our number one priority. I was very surprised to see 11 teens show up at the first meeting on Friday, since Alateen has struggled since the pandemic. I was inspired seeing the teens come back for the afternoon session, along with some additional participants. I learned that the teens from the first meeting, who were from all over the world, had gone to lunch together and developed friendships! It was just like the way the teens back home in Arizona would act—welcoming each other and becoming instant friends!

Then, I attended the open Alateen meeting, nearly a full house, and was totally inspired by how well they ran their meeting in front of so many A.A. and Al-Anon members. In the third meeting on Saturday, 22 Alateens participated, and I realized then that Alateen had been nurtured by a Power greater than ourselves! What a great boost to the fellowship! I look forward to the effects those teens will have on the program as they take Alateen back to their Areas and eventually transition into Al-Anon. When I shared the attendance numbers at an AMIAS gathering in Northern California, there seemed to be hope that Alateen is coming back! I am already excited to attend the Al-Anon International Convention in Minneapolis in 2028 as a member willing to be of service!

2028 Al-Anon International Convention

Wrapping up vital pre-planning work for the 2028 Al-Anon International Convention, Staff were grateful to secure three affordable overflow hotels—each an easy walk from the Minneapolis Convention Center—to ensure ample, convenient lodging for all who want to join us in Minneapolis. These hotels complement the two primary hotels, which are connected directly with the Convention Center that will host the Al-Anon and A.A. programs! Alateens will enjoy their own space in a primary hotel.

Demonstrating a herculean commitment, Delegates, Volunteers, and Staff involved in the site selection process maintained strict confidentiality about the announcement until the 2025 WSC. It was very exciting to have many members of the selection task forces on stage to announce that Al-Anon's 2028 International Convention with A.A. Participation, scheduled for July 20–23, 2028, would be held in Minneapolis, Minnesota! The news was met with great enthusiasm, especially since shifting the event away from the traditional July 4th holiday weekend allowed the WSO to secure lower hotel rates and may also result in reduced airfares for attendees, making it easier for members to attend.

Following the announcement, Conference members enjoyed an extended break and the opportunity to connect with two representatives from Minneapolis's Convention and Visitors Bureau, who shared local treats, answered questions, and offered a glimpse of what awaits Al-Anon and A.A. members while visiting Minneapolis during Al-Anon's next International Convention.

Message from the Chairperson of the Board Re: Minneapolis Site Selection

Kathi M., Chairperson of the Board of Trustees

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The Board of Trustees has heard some members raise concerns about possible safety issues in Minneapolis, Minnesota, the site selected for the 2028 Al-Anon International Convention. We offer readers of this Annual Report reassurance that the Board is actively practicing good personal leadership as described in Concept Nine, exercising vision by making "good estimates, both for the immediate and for the more distant future." The Board is committed to monitoring conditions closely and will take any necessary actions or implement appropriate safety measures should these still be necessary as we move toward 2028. In the meantime, we remain grounded in trust—trust in our Higher Power, in our process, and in the belief that clarity will continue to unfold as "more is revealed."

75th Anniversary

2026 marks an extraordinary milestone for Al-Anon Family Groups: the founding of the Clearing House, now the World Service Office, and unification of groups under the name Al-Anon Family Groups. To recognize the efforts of the "many others" who, through service, have committed to carry our message of hope, the WSO will host an in-person 75th Anniversary celebration on Saturday, April 25, 2026. The celebration will kick off at Al-Anon's World Service Office in Virginia Beach, Virginia, where WSO Staff and Volunteers will welcome our fellowship home during an Open House from 10:00 am – 3:00 pm. Members and their guests attending the Open House will be invited to tour the WSO (last tour begins at 2:00 pm), connect with the Staff, stop by the WSO Archives, view public service announcements (PSAs), purchase literature, capture memorable photos, and experience the distinctive features of the building and gazebo that pay homage to Al-Anon Family Groups.

The Open House will be followed by an evening Gala. By year end, nearly 500 people had registered to attend the second element in Al-Anon Family Groups' 75th Anniversary celebration: the Gala Banquet being held Saturday evening in Newport News, Virginia, from 6:00 – 10:00 pm. The Board of Trustees and Staff are deeply grateful for the spacious and welcoming venue that makes it possible to celebrate this milestone together with so many of you! The Gala will include time for fellowship, dinner, in-person speakers, audio clips of some longtime and deceased members (including Lois!), and a membership countdown.

Public Outreach Initiatives for Al-Anon's 75th Anniversary

As we approach the 75th Anniversary, the Public Outreach team recognized a significant opportunity to highlight the program's longstanding service to families and friends of alcoholics. To support the Board of Trustees' Strategic Goal of Awareness: AFG, Inc. builds public and professional awareness of the Al-Anon program, a focused public outreach campaign was developed and initiated in 2025.

Efforts centered on laying the groundwork for a global awareness initiative, consistent with previous anniversary efforts, by creating essential materials and strategies to amplify our message. The team drafted and refined requests to government officials to secure public recognition of Al-Anon's contributions. In addition, media releases were crafted to share Al-Anon's history, Mission, and ongoing relevance. A media release template and guidance for usage will be shared with Areas and international structures to customize for local distribution while maintaining a unified global message.

By completing these foundational steps, we have positioned Al-Anon to publicly celebrate our milestone anniversary with purpose—honoring our legacy, strengthening current connections, and expanding awareness worldwide.

Domain: Recovery & Service Tools

AFG, Inc. develops and publishes materials to share the collective experience of the families and friends of alcoholics.

Literature: Collecting, Editing, and Maintaining Our Member Sharings

Carol C., Associate Director–Literature

Conference Approved Literature (CAL)

Collecting Sharings for New CAL

Ever mindful of our goal of developing and publishing materials that share the collective recovery experience of our members, in 2025, Staff and Literature Committee efforts focused on collecting members' sharings for two new pieces of Conference Approved Literature: the PERSONAL/SERVICE SPONSORSHIP piece (working title), approved by the 2023 WSC, and the FINANCES IN RECOVERY piece (working title) approved by the 2024 WSC. A writing guideline for FINANCES IN RECOVERY (working title) was published in January 2025, and by December, approximately 100 submissions had been received. We continue to need and request sharings for both pieces.

The CAL process, by which an idea gains conceptual approval from the WSC and becomes a finished piece of literature, is dependent upon participation by members, who contribute the sharings—the collective experience—that make up Al-Anon's books, pamphlets, and magazines. Without member sharings, new literature cannot be developed.

Staff also began the search for a freelance writer/editor to write introductory text and to choose and edit sharings for each of the new pieces of CAL. The WSO received more than 30 applications from professional writers who are also Al-Anon members. A panel of WSO Staff from the Literature, Digital Communications & Community Awareness, and Group Services teams reviewed applications and narrowed the field to four potential candidates for our current projects. All 30 resumes will be kept on file for future opportunities. Final selection of the writer(s) and work on the new CAL is projected to begin mid-2026.

Trusting—and Documenting—the Process

As we undertake these projects, we do so with respect and gratitude for past longtime Literature Department Staff and Volunteer committees whose efforts established many of the processes still followed today. To document these processes, this year, we built and refined robust workflow templates in the project management tool that will help to preserve and safeguard vital institutional knowledge for generations to come.

To develop and maintain our literature, not only must sharings be collected and manuscripts composed, but revisions must be documented, translations updated, international structures notified, source materials archived, and copyrights registered. In reviewing these processes, Staff discovered that copyright of our two most recent books had not yet been registered with the US Copyright Office; that step was completed by year's end.

Member Feedback and Support

Once again, for members' convenience, the WSO provided 20 quotations in English, French, and Spanish for service arms to use in fundraising calendars and Area newsletters without having to seek written permission. This service reduces work for trusted servants as well as WSO Staff.

Throughout 2025, WSO Staff received 25 suggestions for new pieces of literature or revisions to existing pieces. These were shared with the 15 members of the Literature Committee as it discussed and conducted Committee work over the course of four quarterly meetings.

Insight: Literature Committee - The Value of Our Voices

Ana I., Chairperson of the Literature Committee (At-Large Member)

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I have been privileged to participate in the WSO Literature Committee as Chairperson again in 2025, a year in which the Literature Committee did significant work. In January, we finalized the writing guideline for a new piece of Conference Approved Literature on FINANCES IN AL-ANON RECOVERY (working title). This much needed and welcome exploration of a sensitive topic for all of us affected by the family disease of alcoholism is now gathering sharings from the membership. Also, as a result of a member's suggestion, the Literature Committee recommended and Policy Committee approved an update to a passage in Al-Anon's Twelve Traditions Illustrated (P-60), bringing the section on Tradition Twelve (p. 26) into closer alignment with the spiritual principle of anonymity expressed in that Tradition and reflecting the language of our Al-Anon Declaration. It was exciting to evaluate and discuss many innovative suggestions for improving Conference Approved Literature.

In fact, one of the most significant aspects of our Literature Committee work is considering the ideas and suggestions of our members. Every piece of our Conference Approved Literature starts with an idea, and during 2025, we received about 25 suggestions from the membership for new literature or revisions to existing literature. Learning about and considering suggestions from the membership has been particularly meaningful to me—and has been identified as a meaningful part of their service by other Committee members as well—because it highlights the value of our voices as members of this beautiful fellowship and is an excellent reminder that the goal of our literature is to share the collective experience of the families and friends of alcoholics. As Literature Committee members, we keep that in the forefront of our mission!

The loving and gentle spirit of the Literature Committee members makes it a pleasure to discuss the new and exciting additions to and revisions of this precious recovery tool—our Conference Approved Literature.

In addition to submitting sharings for new CAL and *The Forum*, our members responded to the call for sharings for an updated service tool—the 2026 edition of *Al-Anon Faces Alcoholism*, our public outreach magazine. During a short window from September through November 2025, the WSO received more than 100 submissions from Al-Anon members and professionals in the field of recovery.

Bringing Attention to Existing Literature

While the development of new material is important, so is bringing attention to existing literature. Once again, the monthly "CAL Corner" section of *The Forum* highlighted various pieces throughout the year. Additionally, several "Inside Al-Anon" articles and "Notes from the WSO" focused on CAL, including:

- some interesting facts about *How Al-Anon Works for Families & Friends of Alcoholics* (B-32) on its 30th anniversary (January),
- recognition of several other pieces celebrating milestone anniversaries in 2025 (October),
- a list of our top ten most-purchased pieces of CAL in English, French, and Spanish (May),
- an article on the value of sharing our experience in writing, encouraging members to submit their stories for the new CAL in development (June), and
- an article highlighting the gifts of serving Spanish-speaking groups and encouraging those who don't speak English to share their experience for our magazines (September).

Refreshing *Al-Anon Faces Alcoholism*

First introduced as a book in 1965 to share knowledge of Al-Anon and support financial growth, *Al-Anon Faces Alcoholism (AFA)* is now a cornerstone of public outreach. After the book was discontinued in 1998, a new annual magazine launched in 2006—available in English, Spanish, and French—to provide timely, relatable information for professionals referring clients to Al-Anon. Initially distributed twice a year through advance bulk orders, *AFA* became available year-round in 2019 to broaden its reach. In 2021, the magazine adopted a timeless design by removing the year from its cover, ensuring ongoing relevance.

In 2025, 86,775 copies were sold, including 72,775 in English, 13,475 in Spanish, and 525 in French. (See infographic on page 16 for five-year comparison.) Members shared *AFA* with professionals, institutions, treatment centers, schools, and individuals unfamiliar with Al-Anon Family Groups across the United States (including Puerto Rico), Bermuda, and Canada—extending hope and increasing awareness of the program.

To renew and strengthen *AFA*'s impact and financial sustainability, a two-year initiative began this year to update and republish the magazine. Year One supported the Board of Trustees' Strategic Goal of Recovery & Service Tools by developing materials that reflect the collective experience of the families and friends of alcoholics. Through close collaboration between the Literature and Public Outreach teams, more than 100 member sharings and professional articles were collected. The volume of professional submissions demonstrated the value of our Public Outreach team's ongoing efforts to connect with professionals at conferences and through correspondence to bring greater awareness to Al-Anon's message.

As part of the planning efforts for this initiative, Staff collaborated to develop a structured sharing submission review process based on CAL and *The Forum* practices. Year Two will focus on material review and selection, design, and publication, with anticipated availability by year-end 2026.

Recovery Magazines—*The Forum*, *Le lien*, *Al-Anon y Alateen en acción*

As the monthly magazine of Al-Anon Family Groups, *The Forum* continues to provide help and hope to families and friends of alcoholics, alongside our bimonthly Spanish and French magazines, *Al-Anon y Alateen en acción* and *Le lien*. In harmony with Al-Anon's Mission and Vision, these publications remain vital tools for supporting recovery between meetings and offering discussion topics for group gatherings. As Al-Anon Family Groups approaches our 75th Anniversary in 2026, these magazines honor the legacy of shared experience while investing in the future of Al-Anon's global fellowship.

Forum Editorial Advisory Committee and *The Forum*

Engagement with members and trusted servants remained a priority throughout 2025. The WSO welcomed two new *Forum* Editorial Advisory Committee (FEAC) members and a new Committee Chairperson, bringing fresh leadership and perspective to the Committee. Updated FEAC Guidelines now include clear requirements for Committee positions, providing clarity in service. Conference calls with Area *Forum* Coordinators fostered connection and facilitated the sharing of best practices among trusted servants.

Editorial and design processes saw important updates to help us communicate clearly and responsibly. The FEAC proposed, and the Executive Committee approved, a change to *The Forum's* masthead to clarify how the use of purchased, commercially licensed full-face images maintain alignment with Al-Anon policy and principles. The FEAC also voted to introduce a new feature within *The Forum* highlighting international sharings, titled "Al-Anon Worldwide," which showcases the global range of our fellowship and the universality of Al-Anon principles, further raising awareness of Al-Anon's reach and relevance.

Aware of ongoing challenges in timely delivery of *The Forum* to Canadian subscribers, Staff did their part by adjusting internal magazine production timelines.

Le lien and *Al-Anon y Alateen En acción*

The Magazine Editor, Designer, and Translations Manager streamlined the design process for *Le lien* and *En acción*, improving efficiency and consistency. Additional pages were added to both *Le lien* and *En acción*, allowing for more content and enhancing visual appeal, thoughtfully balancing member value with operational realities.

Planning and production of 2026 issues of all three magazines began in August 2025, and during AFG, Inc.'s 75th anniversary year, our magazines will celebrate the fellowship's legacy with features that honor our past and illuminate our future. Our magazines remain a cornerstone of AFG, Inc.'s Mission, offering information, shared experiences, and hope to families worldwide, today, into our 75th year, and beyond.

***Insight:* Forum *Editorial Advisory Committee (FEAC) - Serving the Vision Through* The Forum**

Sally M., Chairperson of the FEAC (At-Large Member)

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The Forum plays a vital role in Al-Anon's Mission of helping families and friends of alcoholics find hope and encouragement to live joyful, serene lives. As an At-Large member of the *Forum* Editorial Advisory Committee, I am privileged to join four other trusted servants and our Magazine Editor in reviewing approximately 50 member submissions each month. Together, we help ensure that the magazine reflects the heart of Al-Anon: members sharing their experience, strength, and hope.

Every submission reminds me why I am in Al-Anon: to know I am not alone. Though we may look different on the outside, inside we share the same struggles and the same path to recovery. Reading members' insights reinforces the principles that guide my life and deepens my understanding of our program.

The Forum is more than a magazine—it is a recovery and service tool that connects members worldwide, strengthens awareness of Al-Anon principles, and preserves our legacy for future generations. As we celebrate 75 years of the World Service Office, I am honored and grateful to serve on a Committee that supports our fellowship globally and helps families and friends of alcoholics find hope and serenity.

Publications: Publishing Recovery and Service Tools

Vali F., Executive Director
Niketa Williams, Sr. Director of Finance & Operations (Non-member)
Suzanne M., Associate Director–World Service Events & History
Suzette McKinney, Publications Manager (Non-member)

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eBooks Globally

In 2022, the Board of Trustees approved the WSO releasing all existing CAL books as ebooks. This decision was met with both enthusiasm about the opportunity to expand availability of CAL globally and concerns about the impact this decision would have on the ability of international structures serving Al-Anon Family Groups to be fully self-supporting. After thoughtful evaluation and conversation with international structures, the Board of Trustees approved a plan to utilize an ebook consolidator to distribute to the many different ebook platforms globally and define and implement a strategy for sharing ebook revenues with international structures.

By 2025, the eBooks Globally team had selected a consolidator capable of supporting existing CAL content on one system while simplifying country-specific sales tracking for pilot evaluation. The implementation plan established a 13-month ebook rollout schedule, beginning with *Intimacy in Alcoholic Relationships* (B-33) and releasing at least one book per month in all three languages thereafter. After careful evaluation of the results related to the quietly announced *Intimacy in Alcoholic Relationships* "super soft launch" in July, Staff determined the pilot had been successful and prepared to move into full launch. In November and December 2025, the WSO released ebook versions of *A Little Time for Myself* (B-34) and *Courage to Be Me* (B-23).

As has been historically true with ebooks, WSO sales remain modest. Yet the strategy's success remains evident in its ability to allow members without access to Local Distribution Centers (LDCs) within the World Service Conference Structure to access ebooks and to reach members in remote locations around the globe without access to English-, Spanish-, or French-language books. For instance, one of our first ebook sales was made to a member in Zimbabwe. Pilot and launch results continue to demonstrate no reduction in printed literature sales. As a result, Staff anticipate no adverse effect on LDCs' revenue.

The second component of the eBooks Globally strategy addresses the challenge created by ebook sales through global platforms, which may negatively impact international structures' self-support. Staff thoughtfully investigated options that could reduce or eliminate this impact. The Board approved a strategy for sharing net revenue with eligible international structures. The concept was well received by international structures invited in April to discuss the idea and again when it was shared at the 2025 European Zonal Meeting. The financial model for international structures would allow qualified GSOs that are legally able to enter into agreements and are willing to cover the wire transfer costs to receive net revenue funds for ebook sales generated in their country. Legal agreements will be drafted and financial details shared with international structures in early 2026.

2026-2029 Al-Anon/Alateen Service Manual

During the year, multiple WSO Staff teams worked to finalize the manuscript, complete the proofing process, translate the changes into Spanish and French, and create the design for the *2026-2029 Al-Anon/Alateen Service Manual* (P-24/27) including a new cover. This project supports the Board's Strategic Goal of Recovery & Service Tools: AFG, Inc. develops and publishes materials that share the collective experience of families and friends of alcoholics. In response to our fellowship's desire for a clear correlation between Policy statements and information in *Groups at Work* (P-24), Staff revised applicable sections of *Groups at Work* to reflect policy updates approved by the 2024 and 2025 WSCs. As a result, the "Groups at Work" section of the *2026-2029 Service Manual* is now aligned with the "Digest of Al-Anon and Alateen Policies" section. Allowing time for Staff edits of *Groups at Work* creates

a natural lag between Conference approval of a new or revised policy and the corresponding updates becoming available in *Groups at Work*. Other housekeeping edits were made to *Groups at Work* when necessary.

In addition to publishing an electronic copy on al-anon.org and offering printed copies through the Online Bookstore, Staff proposed releasing the *Service Manual* as an ebook for purchase. This decision will be brought to the January 2026 Finance Committee and Board of Trustees for approval. Staff hope offering this additional format will increase the availability and efficient use of this vital service tool across the fellowship.

Distributing Literature & Service Tools

Niketa Williams, Sr. Director of Finance & Operations (Non-member)
Camille Peters, Associate Director–Warehouse & Customer Service (Non-member)
Suzette McKinney, Publications Manager (Non-member)

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Annual Holiday CAL Book Bundle

Each year, Staff has the opportunity to identify Al-Anon recovery and service tools to offer to individual members as a discounted bundle with free shipping to share the collective experience of the families and friends of alcoholics. This year, the 2025 holiday bundle was designed to celebrate 75 years of Al-Anon Family Groups history leading into the 2026 anniversary celebration. To highlight Al-Anon's history, the bundle included the following pieces of literature:

- *Many Voices, One Journey* (B-31)
- *The Al-Anon Family Groups – Classic Edition* (B-5)
- *Alcoholism, the Family Disease* (P-4)

It was offered at a price of $25 USD, including free shipping just in time for the holidays. By year end, the WSO had sold 383 in English, 37 in Spanish, and one in French.

In preparing to price the bundle, the Finance Committee discussed the availability of the holiday bundle for LDC purchase. The Committee reflected on the original intention for creating holiday bundles, which was to provide individual members with the opportunity to purchase lesser-known pieces of CAL by packaging multiple items at a discounted price and offering free shipping, and acknowledged that discounts developed for individuals with the holiday bundle were compounded when purchased through LDCs. Given that LDCs already benefit from a longstanding discount, the Committee decided to only allow members to purchase the holiday bundle at the discounted price. LDCs were proactively notified and reminded they were welcome to create a bundle using the same CAL and sell it at the same discounted price to their local members.

Domain: Awareness

AFG, Inc. builds public and professional awareness of the Al-Anon program.

Digital Communications

Scot P., Director of Communications & Community Awareness
Carol C., Associate Director–Literature
Suzette McKinney, Publications Manager (Non-member)

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Website Security Risks Accelerate Refresh Strategy

In the spring of 2025, al-anon.org came under attack from outside bad actors, at times causing the website to become unavailable, redirect to other more harmful pages, or simply create pages that would not display properly. These attacks took advantage of vulnerabilities in underlying website technology, specifically plug-ins, which support many key features on the website.

WSO Staff, particularly our Webmaster, worked around the clock with our hosting provider and web technology vendor to isolate the attacks and restore the website repeatedly to reduce the impact on the families and friends of alcoholics searching for help and hope. Through these collaborative efforts across the year, the website was brought to a stable state.

Evaluating the situation, Staff and our vendors concluded that underlying cybersecurity vulnerabilities inherent in the eight-year-old technology could not be resolved without a wholescale refresh. In making this decision, Staff acknowledged that best practice for website redesigns and upgrades is typically three to five years. Considering the risks, these needs were discussed by the Strategic Leadership Team (SLT), who in July 2025 recommended to the Board of Trustees prioritization of a website refresh strategy above the existing scope within some other strategies.

Staff partnered with our current website vendor to execute the strategy, which will include content updates and easier navigation for members, professionals, and those new to Al-Anon Family Groups seeking relief from the family disease of alcoholism.

Noteworthy Social Media Mentions and Public Service Announcements on Radio, TV, and Online

When social media influencers mention Al-Anon Family Groups, our message of recovery is shared with an audience outside of the World Service Office's normal sphere of influence. These mentions help carry Al-Anon's message to individuals who may have no idea that there is a recovery program for people affected by someone else's alcoholism. Staff monitor social media conversations, podcast interviews, and television coverage, reporting monthly to the Executive Committee. In 2025, Staff identified over 1,500 mentions on social media, with eight carrying Al-Anon's message to an audience of more than 14 million people and garnering more than 24 thousand reactions.

Communication Process

In 2025, the WSO celebrated work across multiple years optimizing a communication process for sharing help and hope with our members with the most simultaneously streamlined and spiritual experience to date. The process, known internally as our "communication calendar," generates WSO magazines, *In The Loop* messages, announcements, and distributes the Chairperson of the Board (COB) Letter content.

The process begins each summer, when WSO Staff develop a plan for sharing information with the fellowship for the upcoming year. This communication calendar process includes plans for articles written by Staff to include in the "Inside Al-Anon" section of *The Forum*, which are translated into French and Spanish for the *Le lien* and *Al-Anon y Alateen en acción* magazines respectively. The process begins with a request to each Staff team to consider the experience, strength, and hope or highlights they believe would be helpful to share with the fellowship. The communication calendar is augmented with ongoing features, such as the monthly sharing from Delegates, Staff, or WSO Volunteers on the annual Conference theme. Content creation concludes when the Staff member or WSO Volunteer submits their article.

The publication process, which runs concurrently with content creation, begins with theme planning. Four stakeholders across three Departments meet to discern monthly themes, which seem to naturally surface from the Staff content suggestions. Content is allocated to appropriate months based on theme and a comprehensive communication calendar is developed within the WSO project management tool. Publication begins in earnest as each article written by Staff is evaluated by four additional Staff members, including three who are Al-Anon members, and goes through a style and proofing process to ensure consistency and quality. Design efforts include designing the beautiful magazine covers and selecting images both from member submissions and an image vendor to protect member anonymity.

Over years, the communication calendar process has evolved to expand availability of these articles, along with a number of shorter messages, each month through release of the trilingual electronic email newsletters, *In The Loop*, *Le Messager*, and *En Contacto*. A selection of the key messages is also provided to District and Area level Officers and Coordinators to use in their newsletters, emails, and websites to continue to carry the message throughout the links of service. In 2025, WSO uploaded 248 pieces of content to be shared, which were downloaded 7,495 times by trusted servants.

Public Outreach

Scot P., Director of Communications & Community Awareness
Heather S., Associate Director–Public Outreach

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Cooperation: The Cornerstone of Public Relations

Alcoholics Anonymous

In keeping with Tradition Six, although a separate entity, the World Service Office cooperates with Alcoholics Anonymous. A.A.'s concept, "Let's Be Friendly with Our Friends," aligns closely with the WSO's commitment to working with professionals. To deepen our understanding of needs within the broader recovery community, the Public Outreach team holds monthly calls with the Cooperation with the Professional Community (CPC) Staff member at A.A.'s General Service Office. These ongoing, informal conversations help identify opportunities for exhibits at national conferences, shape public outreach strategies, and strengthen Staff's ability to support professionals effectively. In 2025, Staff were honored to welcome the A.A. CPC Staff member for a visit to WSO, further reinforcing the spirit of cooperation and goodwill that benefits both organizations and the communities we serve.

Academic Researchers

The Al-Anon Membership Survey has proven to be a valuable resource for advancing scholarly understanding of family recovery, as its data provides unique insights into the effectiveness of Al-Anon Family Groups as a recovery program for individuals affected by someone else's drinking. From time to time, the WSO is approached by academics requesting assistance with research on friends and families of alcoholics. In alignment with this objective, Staff has maintained communication with a professor who advised a dissertation published in 2023 that utilized Membership Survey data to examine the therapeutic elements of Al-Anon participation. The professor has shared that additional students were interested in using data from the Al-Anon Membership Survey for their dissertation research.

In 2025, one request for data from a doctoral candidate was evaluated and approved by a Policy Committee Researcher Review Task Force, after determining cooperation with this research project would benefit Al-Anon. This dissertation proposal explores the impact of parental history of addiction on adult children's relationships.

Substance Abuse and Mental Health Services Administration (SAMHSA)

The WSO was invited to attend SAMHSA's Family Education and Care Navigation Meeting at their headquarters in Rockville, MD, in February. This two-day invitation-only event brought together more than 40 national family-focused organizations to discuss the development of a Family Education and Care Navigation Toolkit. The invitation resulted directly from WSO Staff's participation in Recovery Month events in Washington, D.C. in September 2024, where valuable connections were made with SAMHSA leadership. By participating, the WSO Staff contributed to ensuring the toolkit addressed the specific needs of family members affected by alcoholism, while also raising awareness of the Al-Anon Family Groups program among attendees.

Expanding Al-Anon Family Groups' Reach Through National Conferences

In 2025, AFG, Inc. advanced public and professional awareness of the Al-Anon program by exhibiting in four major national conferences:

- American Counseling Association (Orlando, FL)
- National Council for Mental Wellbeing (Philadelphia, PA)
- National Association of Social Workers (Chicago, IL)
- American School Counselor Association (Long Beach, CA)

These events provided opportunities to engage thousands of professionals and raise the visibility of Al-Anon Family Groups. WSO Staff cooperated with 32 member volunteers from four local Areas, resulting in more than 360 direct contacts. Follow-up emails were sent to all contacts, with some connected to Area Public Outreach Coordinators for further engagement. Additionally, every contact was invited to contribute an article to *Al-Anon Faces Alcoholism*.

Longitudinal Membership Study: Year Four

In 2025, some of the original group of Al-Anon members participated in the fourth year of the five-year study. These were members who participated in the 2021 Al-Anon Membership Survey and responded positively to the opportunity to opt in to the Longitudinal Study. In 2022, members were sent the first Longitudinal Study survey, which included ten questions measuring a number of elements of their current well-being. Over the course of the Longitudinal study, Staff will develop a data set showing the effects of continued Al-Anon recovery over time. In 2026, the final survey will be conducted. Staff will develop a presentation to share the results with the World Service Conference, international structures, and the fellowship and make anonymous data available to researchers interested in evaluating it for further scientific evidence of the effectiveness of Al-Anon recovery.

Domain: Financial Sustainability

AFG, Inc. encourages membership and organizational self-support by aligning resource allocation with its core purpose and strategic priorities.

Human Resources: Recruiting, Growing, and Retaining Staff

Vali F., Executive Director
Niketa Williams, Sr. Director of Finance & Operations (Non-member)

In 2025, the WSO Staff turnover was 15.6 percent, which represents a decrease over the prior year. The 2025 turnover reflects the retirement of three long-term Staff members—the International Specialist, Associate Director—Group Services, and Customer Service Coordinator—as well as career development opportunities for other employees. As a result of these retirements, two long-term employees were promoted into two of the vacant roles in recognition of their hard work and dedication to their teams and the WSO. With each vacancy, the Directors Team takes the opportunity to review the existing position and evaluate whether position and responsibility evolution is required. Throughout 2025, Staff have been evaluating the Associate Director—Group Services position in the context of Programs Department and WSO needs. In the meantime, recognizing the criticality of ensuring Group Services continuity, the Directors were pleased to promote a Staff member to Coordinator responsible for Alateen and Group Services.

This year, the WSO has continued to struggle to fill positions that require long-term Al-Anon membership. For instance, the International Specialist position, which was announced to Area Delegates and the public on our website, has been unfilled for the bulk of 2025.

This year, the organization conducted an internal benefits analysis to assess and ensure the employee benefits offered are both competitive and equitable within the broader nonprofit sector and the

Hampton Roads (Virginia Beach) area and in alignment with the organization's compensation philosophy. As a result of the study, Staff and the Compensation Committee recommended and the Board of Trustees approved offering new employees eligibility for health benefits and enrollment in our 401(k) plan sooner. With the assistance of the WSO benefits broker, Staff avoided a significant increase in health insurance costs by transitioning to a new coverage plan type. This transition maintained the health benefits offered and kept the cost to employees competitive with industry benchmarks.

Human Resources, in collaboration with the Directors Team, shined a light on employee engagement this year by implementing a new monthly Staff newsletter and promoting employee wellness initiatives throughout the year. The monthly newsletter announces upcoming events, highlights employee milestones or celebrations they wish to share, welcomes new employees, and distributes Directors Updates on cross-Department activities. Employee wellness initiatives included the creation of a Staff team who participated in a local 5k, an internal steps challenge, a summer wellness scavenger hunt, and a lunch 'n' learn session about overall wellness.

WSO Volunteers: Improving Application and Nominating Processes

Kathi M., Chairperson of the Board of Trustees (Trustee)
Jeffrey F., Chairperson of the Executive Committee (At-Large member)
Cindy M., Chairperson of the Nominating Committee (Trustee)
Vali F., Executive Director
Scot P., Director of Communications & Community Awareness

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Evolution of Trustee Application and Scoring Process

Staff responsible for converting the new Trustee application into a survey exceeded expectations by transforming the former Excel resume scoresheet into an efficient, user-friendly tool for Delegate committees—Regional Committees on Trustees and the Conference Committee on Trustees—and the Nominating Committee. The new format, supported by a clear instructional video, made scoring intuitive, and reviewers reported that it helped reduce the natural tendency to align results across applicants.

The updated consolidation process also protected anonymity and confidentiality while removing a significant administrative burden from Delegate committee Chairpersons and WSO Staff who previously handled the compilation of results. After scoring concluded, Staff conducted a retrospective to assess additional needs and found that only minor adjustments were necessary.

Because this was the first year that applicants completed—and Committee participants scored—the new application, the Nominating Committee conducted its own retrospective to review both the questions and the overall format. The Committee identified several opportunities to strengthen the questions, and further refinements are expected in future years. However, since the 2027 application cycle is already well underway, no changes will be made to the current year's application.

Refinement of WSO Resumes and Applications

Throughout the nominating process, questions about definitions—such as what constitutes "service beyond the group level"—and position requirements emerged across all world-service-level Volunteer resumes. As a result, the Nominating Committee has been tasked over the next several years with updating the Executive Committee resume and clarifying service requirements to serve on the Board, Executive Committee, and Executive Committee for Real Property Management (ECRPM). This work is in addition to the Committee's ongoing responsibilities: scoring applicants, preparing interview questions for Trustee and At-Large Executive Committee candidates, and evaluating Board Officer candidates.

The Executive Committee's review of recommended candidates for At-Large members on the WSO Committees—Literature, Public Outreach, *Forum* Editorial Advisory, and Audit—also revealed necessary updates to the application materials for these roles. In response, the Executive Committee

recommended that Staff, who collaborate closely with Committee Chairpersons during candidate selection, draft a revised application informed by both Staff and Executive Committee feedback. These updates will need to align with the refined At-Large Member Selection Process developed in 2025, which emphasizes shared leadership across the four Staff Liaisons supporting these Committees. The new process was piloted in 2025 and was widely viewed as a significant improvement.

One enhancement introduced through this process was inviting the Chairperson of the Board (COB) to participate in the first and last meetings of WSO Committees, except Audit, so At-Large members can share their experience and activities directly with the Board through the COB.

Evaluation of the Regional Trustee Selection Process

At the 2025 World Service Conference, a Thought Force facilitated a meaningful conversation about barriers to attracting applicants for vacant Regional Trustee positions, and a Board Task Force presented a proposal for creating a unified Trustee nomination process. Thoughtful participation in both sessions sparked significant Area-level discussion, revealed knowledge gaps in some Areas, and generated numerous questions for WSO Staff and Volunteers about the Regional Trustee process. A particularly encouraging outcome of the conversations was a notable increase in Regional Trustee applicants in 2025, offering the Board hope that this will reduce strain on current Trustees.

Operations: Managing the Business

Jeffrey F., Chairperson of the Executive Committee (At-Large member)
Niketa Williams, Sr. Director of Finance & Operations (Non-member)
Michael Rodriguez, Building & Office Manager (Non-member)

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Building Operations

The Executive Committee for Real Property Management (ECRPM) meets twice a year to ensure that the management of the real property is done in a prudent manner and does not interfere with the spiritual aspects of operations and services, i.e., service to the groups, individuals, or Al-Anon as a whole. The ECRPM includes the Sr. Director of Finance & Operations, the Chairperson of the Finance Committee, and three Al-Anon members who are not Trustees. The Committee operates in a landlord capacity, ensuring the maintenance of the building is completed and caring for the long-term oversight of the building.

In 2025, upgrades to the HVAC system were approved along with resurfacing the parking lot. The ECRPM is developing a strategic roadmap for long-term upgrades to the roof and the HVAC system, both of which are nearing the end of their useful life. The timing will be carefully scheduled to avoid having these repairs occur within the same year.

The Facilities team is responsible for the daily maintenance and care of the building. Tours of the building continued to be available and scheduled throughout 2025, using the online link at al-anon.org/tourwso. Guided by WSO Staff, the tours make the organization accessible and relatable to Al-Anon members and friends.

Business Operations

Executive Committee Oversight

While the ECRPM is accountable for oversight of the building, the Executive Committee holds delegated responsibility for overseeing World Service Office operations generally. The Committee takes this charge seriously, recognizing the importance of staying closely connected with Staff to understand overall morale and organizational needs. To enhance its ability to fulfill this responsibility, the Committee decided in 2025 to increase its in-person visits to the WSO from five to six each year, ensuring a consistent onsite presence.

Business Equipment

As Staff workload continued to be unrelenting in 2025, efforts were made to ensure comfort and efficiency. To this end, Staff office chairs were replaced with ergonomically improved former conference room chairs. Additionally, all laptops were updated to Windows 11 to provide Staff access to the latest technology and protect against security vulnerabilities.

Information Technology: Enhancing and Protecting Data and Systems

Vali F., Executive Director
Niketa Williams, Sr. Director of Finance & Operations (Non-member)
Scot P., Director of Communications & Community Awareness

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Core Systems Overhaul: Customer Relationship Management/Association Management System (CSO: CRM/AMS)

According to the *2008 World Service Conference Summary* (P-46), in June 2007, the World Service Office launched its new Association Management System (AMS) software, iMIS, to manage group, member, inventory, shipping, and trusted servant data and processes. Over the years, Staff have customized the AMS software to meet our unique operational requirements, including the development of many customized automation processes. While iMIS has been developing and moving toward a new cloud-based version, the WSO continues to use an older, on-premises solution. As is typical for software vendors, IMIS announced that support for the on-premises versions would cease in the future and customers were strongly encouraged to migrate to the cloud-based solution.

Staff evaluated the iMIS cloud-based solution as it pertains to WSO needs and found that it lacked an integrated, trilingual capability, an essential element in reducing Staff workload and ensuring consistent member access to information across our trilingual structure. In response, Staff engaged with a consulting firm to assist us with evaluating and documenting WSO needs for a replacement AMS system. Staff and consultant efforts in 2025 included documentation, creation, distribution, and evaluation of the Request for Proposal submissions from multiple vendors and discovery that WSO needs were better aligned with a Customer Relationship Management (CRM) system rather than a traditional AMS system. The vendor identified our lack of need to fundraise and manage long-term donations as key reasons for their recommendation that we explore CRM solutions.

After deciding to move ahead with CRM options, Staff and the consultant participated in five CRM system demonstrations of proposed software solutions for the WSO. By year end, Staff had narrowed our solution candidates to two. Work on this Strategy is scheduled to continue in 2026, with a final decision to be made early in the year and the development phase to begin mid-2026. The development and implementation phase is expected to run an additional 18 to 24 months before completion.

In the meantime, we continue making minor updates to the iMIS system to meet current and evolving business needs. For instance, in 2025, Staff configured iMIS to record members' notification to the WSO of their plans to remember Al-Anon in their wills. By capturing this information on the member's record within iMIS, Staff can ensure adherence to the Seventh Tradition when accepting bequests.

Core Systems Overhaul: Accounting System

In 2024, Staff acknowledged that our current accounting software was approaching end of life. As Microsoft discontinues support for Great Plains, we recognized the imperative for the organization to transition to a modern, fully supported accounting platform that can meet current and future operational needs. After evaluating available options, Staff selected NetSuite as our new accounting system. This transition will ensure continuity, improve efficiency, and position WSO finance operations for long-term scalability. The new software will eliminate the need for on-premises servers and manual upgrades. The solution is designed to connect easily with other business systems, such as the CRM/AMS systems Staff

are considering, and provides improved process automation. The Accounting team began implementation of the new accounting system in November and is targeting completion by March 2026.

Risk Mitigation: Establishing Data Classification & Applying Artificial Intelligence (AI)

Throughout 2025, the Risk Mitigation team continued its efforts to identify, assess, and mitigate operational and information technology risks in collaboration with our virtual Chief Information Security Officer (vCISO). Focus areas included development of a Data Classification Policy, evaluation of the impacts of new legislation related to minors' use of mobile applications, and management of building keys.

Data Classification Policy

In 2025, Staff defined a Data Classification Policy for managing data and correspondence within the WSO, when communicating with trusted servants within the service structure, and when posting publicly. The Data Classification Policy was shared with Staff early in the year and is being implemented gradually.

Applying Artificial Intelligence

As artificial intelligence (AI) technology and platforms have become more prevalent and accessible, the WSO continues to seek legal counsel as appropriate to confirm that it is adequately protecting its digital assets, specifically with respect to copyrighted Conference Approved Literature, and to evaluate how to effectively and appropriately integrate AI into its business operations. The WSO is aware of the convenience and usefulness of evolving technologies, but also keenly aware of the possibility that such use may result in unintended consequences. The WSO continues to research, explore, and understand options while keeping the legal protection of its assets and the good of Al-Anon as a whole at the forefront of any analysis and decision.

As relates to digital assets, the WSO legal counsel suggested minimal revision to the current AFG, Inc. copyright notice, which appears in all publications, and recommended the inclusion of additional language in the notice in audio and ebooks prohibiting use of publications to "train" generative AI and develop machine learning language models. The revised copyright notice is being applied with each new printing of Conference Approved Literature and appropriate service tools and is included with the release of new ebooks.

Related to its information technology solutions, the WSO uses the Microsoft suite of applications, which includes Outlook, Word, and Teams, as its primary productivity platform for daily operations. This year, Microsoft has more broadly incorporated their AI tool, Copilot, into many of the applications. Staff evaluated the software's Data and Privacy Protection statements to understand if there are any risks to AFG, Inc. related to the use of MS Copilot. Staff learned that under the terms of the license agreement, WSO information stays within the Microsoft 365 service boundary, so that AFG, Inc. data is not used to train AI models. This along with other security and privacy elements provided the necessary assurances to allow Staff to use Microsoft 365 Copilot to increase productivity.

Legal: Protecting Al-Anon's Name

Vali F., Executive Director
Sarah S., Director of Programs
Tracey S., Associate Director–International Services
Suzette McKinney, Publications Manager (Non-member)

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Trademark and Copyright Protection

While Step Twelve states, "We carry this message to others...," the World Service Office is charged by the Board of Trustees with informing the fellowship how to share the experience, strength, and hope of the program in ways that do not violate AFG, Inc.'s legal copyrights and trademarks. Al-Anon's literature is a precious resource and the ease with which it may be shared in this digital age creates challenges. In 2025, the WSO continued to educate members and organizations about the proper use of copyrighted and trademarked material. Copyright and trademark registrations help ensure AFG, Inc.'s ownership of its intellectual property. Such protection of its text also helps prevent the possibility of dilution or distortion of the program and its spiritual principles. Legal protection of the various Al-Anon logos helps ensure that Al-Anon materials are visually unified and globally identifiable across international structures and multiple languages.

In 2025, the WSO processed over 75 Requests for Permission to Reprint submitted via the al-anon.org online form and through email. Such requests are to reprint excerpts from AFG, Inc.'s publications for use by Al-Anon Family Groups service arms and in Al-Anon publications, as well as for publications outside Al-Anon, such as personal memoirs. WSO Staff checks the length and accuracy of the requested excerpt and reviews the submission in the context in which it will appear to reduce the possibility that it will be taken out of context or misunderstood. We appreciate individuals' attention to copyright and their willingness to provide the information necessary so that the WSO may request revisions to a submission or grant approval.

Throughout the year, the WSO responded to reports of alleged copyright and trademark violations in a variety of settings. Conference Approved Literature is often reported when posted on social media accounts, including Facebook, YouTube, and WhatsApp. These postings can take the form of screenshot images, videos of individuals reading from copyrighted material, or audio-only recordings from Al-Anon's daily readers. Once contacted, individual account holders are often receptive to the WSO's communication requesting that the account, reel, or recording be removed.

- More challenging is the removal of an account from a platform such as Facebook, where it is often difficult to identify and communicate with the account owner or administrator. In keeping with its delegated authority and responsibility, the WSO takes this challenge seriously and remains persistent in its efforts to protect its registered copyright and trademark assets by notifying individuals and platforms when violations occur.
- The WSO has had success with Scribd and Apple Books, which have removed illegal material on sites where users were invited to download copyrighted CAL for a fee. Similarly, the WSO has successfully requested that accounts infringing on AFG, Inc.'s rights be removed from the TikTok platform.

The WSO also acts when it receives reports of alleged infringements of its trademarked name or logo. In some cases, this infringement takes the form of using the logo without permission, for example, on a self-help book, on a social media account, or when the logo has been overprinted or graphics are added. Situations in which the Al-Anon name is used as the domain name for a website are particularly complicated, since these involve several additional steps to identify where a notice of violation should be sent and gain hosting platform action. This year, the WSO has had success in getting several websites using the name of Al-Anon taken down or the content removed.

As in situations involving copyright, the WSO reaches out to the individual or organization responsible, reminds them of our Warranty Four responsibilities while explaining how AFG, Inc.'s intellectual property rights are being violated, and requests changes that will protect the Al-Anon name, logo, and copyrighted material. The WSO continues to educate and inform members, groups, and international structures through its website and by responding to individual questions about the permissible uses of CAL and copyrighted and trademarked material and works to support efforts to spread knowledge of the Al-Anon program and its resources in accordance with Al-Anon policy and the law.

Making Amends When Necessary

While not a legal copyright matter, in 2025 the WSO nonetheless had the opportunity to practice Al-Anon principles after inaccurately identifying the "Girl in a Bottle" poster image as originating from a WSC Area rather than the South Africa General Service Office (GSO). After being notified about the error printed in a *Forum* article, WSO Staff confirmed the mistake and developed a "WSO Note" of apology for the October 2025 issue. The WSO is grateful to the trusted servants at the South Africa GSO for graciously accepting the amends.

Trademark Registration

To protect the Al-Anon name globally, the WSO is responsible for registering ownership of its protected trademarks—the Al-Anon and Alateen names and the three Al-Anon logos—in each country where Al-Anon Family Groups are present. International trademark registrations can take months and even years to complete. This year, trademark registrations were finalized in Bolivia and proof of use specimens provided for South Africa, Guatemala, and Argentina to keep those registrations valid.

Trademark applications were also filed in China for the first time, which has proven to be a more complicated process. Currently, two registrations have been approved, while others have been rejected or are in review. WSO Staff is working with its trademark counsel and local counsel in China to evaluate the options and determine the best path forward so that Al-Anon's trademarks can effectively be registered for use by the growing number of groups active in China.

Branding Guideline for Trusted Servants

Since the creation of the 1966 WSC Statement on Public Relations and its reaffirmation by the 1971 WSC, the WSO and international structures have honored its message "that if Al-Anon is to continue to exist, it must continue to grow" through public outreach and awareness. With consistency over time, the Al-Anon Family Groups "brand"—which consists of assets such as the blue triangle logo, the Al-Anon and Alateen names, and even the "Help and Hope for Families and Friends of Alcoholics" tagline—has become recognized globally as a recovery program for the families and friends of alcoholics. Today, these brand assets are used consistently across multiple platforms, including print, digital, and social media. Consistency strengthens recognition, reinforces the distinctiveness of our message, and prevents the brand from becoming diluted or generic.

Maintaining consistent branding is not simply a matter of aesthetics; it is also an essential strategy for safeguarding the Al-Anon trademark. These efforts ensure that the Al-Anon name remains legally protected against infringement and continues to serve as a reliable resource for those seeking help.

In 2025, Staff embarked on an evaluation of our brand to determine if the current assets presented any challenges or needed refreshing to be attractive. Through that process, Staff discovered that non-members were sometimes confusing the name "Al-Anon" with "A.I.-Anon" or Artificial Intelligence-Anon. Yikes! Staff were very glad to become informed, responding immediately by adding a little "right hook" to the "l" in the Al-Anon name to improve recognition. The third-party analysis offered other insights that were being explored at year end as well. Staff look forward to sharing a comprehensive Al-Anon Branding Guideline in 2026 that will provide trusted servants with clear, actionable standards for applying brand elements uniformly. By defining components such as logos, colors, typography, and tone, the Guideline will help ensure a more standard use.

CAL Globally

The Conference Approved Literature Globally Strategy was initiated in 2023 to answer ongoing international structure needs to access CAL in languages spoken by their members. Its primary goal is to expand the options available to structures already licensed to translate and reprint CAL by authorizing them to sell or share reprint rights with other structures that lack the financial capacity to print or are constrained by existing agreements from reprinting themselves.

In 2025, two pilot projects kicked off: the first is a buyer/seller scenario and the second permits both buying/selling and reprinting of the translations originated by the selling structure. Prior to kickoff, the WSO facilitated conversations with the board, volunteers, and staff members from each structure. Staff were moved by the commitment each of these trusted servants demonstrated when collaborating to create mutually beneficial agreements.

The WSO has been monitoring each pilot, checking in with the structures individually and jointly at regular intervals to receive feedback and make any adjustments as needed. As with most new processes, some initial delays were inevitable, making news that the first scenario pilot structures found the pricing model, shipping details, and quality of the literature mutually satisfactory all the more encouraging. The formal agreement for the second scenario was recently executed, and the feedback so far has been positive as well, particularly with respect to the feasibility of reprinting translations received from the seller structure. The WSO looks forward to learning how these agreements function in practice as the pilots continue and to supporting structures in obtaining literature for their members.

Domain: Global Engagement

AFG, Inc. invests in each new generation of trusted servants to preserve our legacy and improve our structure and operations to meet the needs of the global landscape.

Coordinating the World Service Conference

Jayme C., Chairperson of the Conference Leadership Team (Trustee)
Suzanne M., Associate Director–World Service Events & History

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2025 World Service Conference

Preparations for the 2025 World Service Conference (WSC), Al-Anon's annual business meeting, unfolded with a blend of practicality and inspiration. Choosing a new Connecticut location over New York alternatives gave the WSO an opportunity to be good stewards of the fellowship's resources, lowering lodging and dining expenses while ensuring Conference members could participate in the cherished spiritual visit to Stepping Stones. At the same time, the WSO introduced a new set of beautifully designed retractable banners featuring the Legacies (Steps, Traditions, Concepts of Service, and General Warranties of the Conference) in English, French, and Spanish. When displayed in the Conference space along with a banner depicting the World Service Conference Structure Graphic, they served as a gentle reminder of why we gather each April. Following Conference, the Legacy banner files were posted to the WSC Members community on AFG Connects for Areas to use to purchase their own banners.

The 2025 Conference members unexpectedly experienced an unwelcome room change one evening that caused the WSC to move from the roomy General Session set up to a smaller, oddly shaped breakout room with extremely close quarters. Although seemingly a problem at first, this unplanned detour provided an opportunity for an intimate spiritual experience—a closeness members sometimes miss in the General Session space—that served as a deeply healing moment in the week. In that space, Conference members recognized their Higher Power at work.

For years, Conference members have been voting electronically using different methods, which saves time and lessens the possibility of human error when counting paper ballots. The latest approach employed in 2025 was a web platform that proved very successful. Staff are grateful to have found a reliable, user-friendly voting system that will eliminate the need to research a new platform for 2026.

A Delegate-led Stepping Stones Task Force planned the optional visit held the day after Conference closed. Delegates as well as a few WSO Volunteers who had not previously visited Stepping Stones, the home of Lois W. and her husband Bill, traveled together in vans to the Cofounder's home in Katonah, New York. Attendees reported experiencing renewal and spiritual support as a result of both the journey together and the visit. Following the Board of Trustees' 2024 decision to continue Stepping Stone visits as part of the 2028 WSC experience, WSO Staff will again take responsibility for coordinating the 2028 visit.

2026 World Service Conference Planning

Initial planning for Al-Anon's 2026 WSC included laying out the agenda over five days, as the four-day Conference trial ended at the close of the 2025 WSC. The Conference Leadership Team (CLT) has been mindful of comments shared and is making enhancements to the Conference experience based on the 2025 WSC evaluations regarding the length of days and the need for more breaks.

With resounding support from the 2025 WSC, the WSC Agenda Collaboration Work Group (WG), composed of three Delegates and two members of the CLT, fulfilled its two-part Charge throughout second half of 2025:

1. Gathering Delegate ideas for the 2026 WSC; and
2. Evaluating the CLT's preliminary WSC agenda to identify concerns about timing or content and opportunities for Delegate participation.

The WG Chairperson was invited to participate during two CLT meetings to share the WG's comments and discoveries. The CLT held subsequent meetings to consider and incorporate the suggestions developed by the WG. CLT members felt inspired by the commitment and willingness of the WG members to participate and the thoughtful ideas generated. The Opportunities to Serve Invitation distributed at the end of the year included the WSC Agenda Collaboration Work Group as well as the Chosen Agenda Item (CAI) Facilitation Work Group, both products of the 2024-2025 Task Force: Delegate Participation on CLT for Agenda Development.

Insight: Importance of Delegate Participation

Jayme C., Chairperson of the Conference Leadership Team (Trustee)
Jean H., Co-Chairperson of the International Coordination Committee (Trustee)

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As we share our reflections, we recognize that this is not a solitary endeavor. We want to honor the spirit of service, weave our perspectives, and speak to the heart of what we learned.

The Agenda Collaboration Work Group (which is responsible to the Conference Leadership Team) undertook the significant task of reviewing the World Service Conference Agenda. This process offered valuable insights into its content, structure, and timing, thanks in large part to the contributions of Delegates.

Jayme: *Admittedly, I began this process with some skepticism. The scope of the task seemed daunting, and I questioned how this group would manage such a comprehensive review. As the collaboration unfolded, I witnessed the strength that emerges when diverse voices come together with a shared purpose. What initially appeared to be a challenge became an opportunity for growth and understanding.*

Jean: *Our international structures are partners, freely sharing knowledge, offering help, and welcoming support. When Delegates participate in their own Conference, we see how they deepen their understanding of our principles and strengthen the foundation of hope we all share. Their participation brings fresh insights, and more importantly, they affirm that we are equal—regardless of structure size or years of membership in Al-Anon. Through this process, we see individuals grow.*

These experiences underscore the importance of truly listening to the voices of our Delegates. Their insights expand awareness, enrich our decision-making, and reaffirm the collective wisdom that anchors our service work. By practicing Concept Four, we foster a culture of participation in which every voice is welcomed, every viewpoint is valued, and the shared journey becomes stronger through inclusive dialogue.

Policy Committee

Debbie P., Chairperson of the Policy Committee (Trustee)

Al-Anon's Fifth Tradition reminds us that our one purpose is to help families of alcoholics. The work of the Policy Committee supports this purpose as reflected in the Policy Digest. These guiding principles help ensure spiritual unity and inclusiveness for members and groups around the globe. The thoughtful, reflective process engaged when developing recommendations to the Board of Trustees, and ultimately the World Service Conference, is a responsibility we approach with deep care and sincere commitment.

This year, the Policy Committee continued its study of Al-Anon's Twelve Concepts of Service, reinforcing our ongoing commitment to spiritual principles.

The "Local Services – Autonomy of Groups" Policy Task Force completed their charge when the WSC approved the revised Policy, concluding work that originated as a Thought Force in 2017.

Conversations on the "Dilution of the Al-Anon Program" section of the Policy Digest have led to the creation of a Task Force, with further details to be shared in future reports.

At the 2025 WSC, discussions continued regarding the "Choosing a Group's Name" Policy that was adopted by the 2024 WSC. While there was alignment that the Policy itself was not the concern, questions were raised about its implementation. As a result, the WSC agreed to pause implementation related to group name identifiers until the 2026 WSC, allowing Delegates time to gather Area input while continuing to encourage a focus on fostering a welcoming environment for current and future Al-Anon members. The Policy Committee remains committed to listening to all voices as Delegates return to the 2026 WSC to share their Areas' perspectives.

During the October meeting, members were invited to reflect on the impact of the Policy Committee and Policy worldwide. The resulting conversation expanded our understanding and the depth of the Committee's commitment to its scope and responsibility today and in the future.

The Policy Committee continues its purpose of interpreting our basic guides, the Twelve Traditions and Twelve Concepts of Service, in all we do.

Supporting the WSC Structure and Its Trusted Servants

Sarah S., Director of Programs
Scot P., Director of Communications & Community Awareness
Heather S., Associate Director–Public Outreach
Suzanne M., Associate Director–World Service Events & History

World Service Conference Delegates

Prior to Delegates finalizing their travel plans for the 2025 WSC, Staff members from two departments collaborated and facilitated a WSC Travel Training session. This presentation helped to clarify information about how the Conference is financed, as well as what the Conference Budget does and does not cover. The WSO's travel platform, used by Delegates to book their flights, was also reviewed in this meeting. The session's success was evident from how smoothly the 2025 Conference reservation process went.

Staff and the Conference Leadership Team continued supporting the Delegates throughout the year using AFG Connects, a communication platform where Delegates can "talk to each other and reason things out," as well as receive pertinent information, including documents needed to prepare for Conference.

WSC Structure Areas

In 2025, Staff and WSO Volunteers hosted the 68 WSC Structure Areas for the Chairperson of the Board Letter virtual presentations following the January, July, and October Board Meetings. After hearing informal Delegate feedback during Area visits, the Board of Trustees invited all current Delegates to provide input via survey about the presentation to understand how it might be improved. As a result, the time for the "general session" questions and answers was extended, and the breakout sessions were shortened. This approach allowed for Delegate questions to be answered and seemed to be well received by all. The presentations include updates from the AFG, Inc. Treasurer, the Policy Committee Chairperson, and the Conference Leadership Team Chairperson and offer an opportunity for Delegates to ask questions of their assigned Trustees.

Additionally, WSO Staff and Volunteers are often asked to provide support and guidance to specific Areas struggling with challenges and growth opportunities. This year, the WSO Staff and Volunteers participated in both Assemblies and with Area Officers on topics including how incorporated Areas differentiate between traditional and legal authority and responsibility. Staff and Volunteers appreciate the opportunity to support Areas in applying the Al-Anon principles and Legacies to solving challenging situations and are grateful to observe how these trusted servants participate with humility to achieve a group conscience that serves their members and Al-Anon's primary purpose.

In 2025, the World Service Office offered an amends for its backlog in reviewing submitted Meeting List Publishing Policies (MLPPs). The amends included posting a Preliminary Area MLPP Review Guide, which provided guidance on key steps needed for the WSO to support Area MLPPs. Staff addressed the matter of SPIRiT capacity and asked Delegates to provide clear insights into group issues occurring in their Areas that might increase the urgency of their Area MLPP being reviewed. Following the posting, two Areas informed the WSO of their plans to revisit their Area MLPP. Additionally, one Area notified the WSO of concerns and asked for an expedited review, which is underway.

WSO Staff & Volunteer Visits to Areas

WSO Staff and Volunteers feel privileged to have the opportunity to participate either in person or remotely in Area Assemblies, Conventions, and other service and recovery events. Staff and Volunteers are often asked to share on their Al-Anon personal and service journeys and to conduct a workshop. The WSO continued the practice of offering new WSO Volunteers and Staff the support of their mentor or an experienced colleague when visiting Areas for the first time in their world service roles. The WSO pays all expenses related to the mentor trip. Through collaborations, WSO visitors have shared a wide variety of topics. For instance, in 2025, the WSO attended four Area events to share about Public Outreach. The value of these visits was evident in two Areas where, after learning more about the service opportunities, members stepped forward to fill vacant Public Outreach Coordinator positions.

This year Staff participated in 16 Area events, while WSO Volunteers visited 18 Areas, including a Spanish-speaking Al-Anon Convention with A.A. participation. The ability to share our personal journey in recovery with members at the local level serves to bridge the gap between the clearinghouse and the fellowship. Staff and Volunteers welcome the opportunity to serve in this manner and provide any type of additional sessions for your events!

Insight: Connecting with Our Spanish-Speaking Members

Magdalena E., Member of the Board of Trustees

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I was invited to a Spanish-speaking Al-Anon Convention with A.A. participation. The convention committee requested that I speak in four different sessions about the disease of alcoholism and the dynamics this causes in the family as well as living a life using the tools and principles of recovery in Al-Anon.

In each session, I focused on the solution rather than the problem, trusting that most attendees were already familiar with the pain the disease causes. I emphasized the importance of sponsorship, practicing the principles in all our affairs, the spiritual growth that comes from service, and the value of the *Al-Anon/Alateen Service Manual* (P-24/27) as a guide for group, District, and Area functioning.

Outside the formal sessions, many members expressed enthusiasm and deep pride in seeing a Spanish-speaking Trustee and WSO representative who reflected their cultural and linguistic experiences. Members asked thoughtful questions about how to use the *Service Manual*, locate descriptions of service positions, and apply service guidelines in their groups. Others shared their own service journeys and the positive changes the program has brought into their lives.

Several members also spoke about the lack of in-person meetings in rural areas, which allowed me to introduce the *Al-Anon Family Groups Mobile App*. I offered a brief demonstration and explained that it includes access to Alateen meetings as well.

Overall, it was a positive and growth-filled experience, and it was an honor to carry the message on behalf of the WSO and to witness the renewed enthusiasm of members committed to recovery and service.

Insight: Connecting with Our WSC Structure Members

Jeri W., Member of the Board of Trustees

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I had the pleasure of attending the 2025 Missouri Convention in September. My assignment was to tell my story, but what I learned from my visit is that Al-Anon is everywhere and that the love is evident no matter where I travel.

My journey was enriched by my host from the moment she picked me up at the airport. What we discovered on our three-hour journey was how many people from the Georgia and Alabama Areas we knew from our past. I felt at home immediately.

Once at the site, the welcoming attitude was evident everywhere. The first thing I noticed was that the name badges did not identify the speakers, which I felt was a way of unifying all of the attendees. There were no strangers or guests registered, only friends whom I had not met yet. I felt the love and enthusiasm that being an Al-Anon member exemplifies.

I have two distinct memories from that weekend. I attended a candlelight meeting focused on "Shining a Light on Gratitude." Many of the sharings were about loss and how we were able to be grateful even when tragedy occurs in all of our lives. Also, I participated in a workshop titled "Plug in and Shine!," which involved lights, our relationship with our HP, and sponsorship.

On a personal level, I felt like I had lived in Missouri previously and knew the attendees personally. I was overwhelmed with the generosity, love, and support members showed throughout the weekend, not only to the speakers, but to all of the attendees. My first wish for you: If you ever get the chance to attend a Conference, it is my suggestion you don't pass up the opportunity. My second wish: Please invite Trustees to your events, because we want to meet you in your Area!

Growing Future Leaders: Passing It On

At the 2025 World Service Conference, the Growing Volunteer Future Leaders Board Task Force presented the background and concepts underlying the Strategic Plan Strategy: "*Passing It On: Bridging and Empowering Generations Through Knowledge Transfer.*" This Strategy emerged organically over two years through multiple channels across the service structure. Conference members proposed the concept as part of the call for special projects to utilize excess funds in the Reserve Fund. Board members identified the need following a July 2024 Board Envisioned Future Work Group discussion on the generative question, "How do we grow future leaders?" WSO Staff introduced the idea through a high-level proposal titled "*Passing It On: Bridging and Empowering Generations Through Knowledge Transfer.*" The overall goals that emerged consistently were the need to reignite the passion for Al-Anon service and ensure members are passing on foundational service wisdom from one generation to the next.

The 2025 WSC presentation shared the key phases of the "*Passing It On*" project, which will unfold across multiple years. The "*Passing It On*" project envisions WSO Staff collaborating with past Delegates and Trustees to identify educational gaps and missing institutional service knowledge. By capturing the experience and wisdom of these trusted servants, this project aims to develop comprehensive presentations to share at Area Assemblies. These presentations will emphasize the importance of preserving fundamental service knowledge and reigniting passion for Al-Anon service. This collaborative approach ensures that essential information is effectively passed on, contributing to the long-term resilience of Al-Anon Family Groups.

In 2025, the Strategy was presented at both the WSC and the 2025 European Zonal Meeting. Trusted servants domestically and internationally expressed strong enthusiasm for the project and a readiness to begin immediately. Members consistently acknowledged a shared challenge: important service knowledge is not always effectively passed from one generation to the next, which can create gaps in the service structure. Across both gatherings, members spoke with passion, hope, and excitement about the project's potential impact!

Area Coordinators

Across the WSC Structure, a vast number of trusted servants serve as Area Coordinators seeking to fulfill Al-Anon's primary purpose. In 2025, WSO Staff continued to expand their efforts to practice the Global Engagement Strategic Plan Goal Statement "invests in each new generation of trusted servants to preserve our legacy and improve our structure" by increasing the cadence of communication and training for these hardworking Coordinators. Coordinators are supported by various teams within the WSO who respond thoughtfully to the different needs of these roles.

Area Alateen Coordinators & Alateen Process Persons

Every January, incoming Area Alateen Coordinators are invited to attend a welcome service call to assist with establishing a solid foundation on which to carry the message of help and hope for teenagers affected by someone else's drinking. Area Alateen Process Persons receive the same warm welcome and introduction to WSO Staff, who serve as the primary WSO resources for carrying out their service roles. During the Annual Area Alateen Recertification of Al-Anon Members Involved in Alateen Service (AMIAS) and Alateen groups, training and frequent communications are shared. After the June 15 recertification deadline passes, continued support takes place through quarterly service calls. In 2025, the Group Services team continued to demonstrate opportunities to use the "Public Outreach to Professionals – Alateen" toolkit with various professional audiences during these Alateen service calls.

Area Archives Coordinators

Quarterly meetings, monthly discussion questions, and one-on-one support with Area Archives Coordinators strengthened collaboration and knowledge-sharing. These efforts align with the Board's Strategic Plan by supporting members, fostering awareness, and preserving Al-Anon's legacy globally, ensuring continuity and hope for future generations.

Area *Forum* Coordinators

A "getting to know you" questionnaire helped inform the Area *Forum* Coordinators spring kickoff meeting, attended by about 25 Coordinators. WSO Staff provided monthly *Forum* Sales Reports and answered questions on AFG Connects to support trusted servants' role in raising awareness of *The Forum* and encouraging subscriptions and submissions.

Area Group Records Coordinators

As part of our ongoing commitment to Area Group Records Coordinators (AGRCs), we hold quarterly service meetings where we share experience, strength, and hope. This year, topics discussed at the meetings included Al-Anon groups meeting electronically, service rotation, and the benefits of service sponsorship for incoming AGRCs. There was also a special meeting in early June to discuss the implementation of the "Changing a Group's Name" Policy.

More than 100 participants—including AGRCs, their Alternates, and all 68 Area Delegates—joined the discussion on implementing the "Choosing a Group's Name" Policy and the importance of welcoming newcomers. The call provided an opportunity to explore a collaborative approach between WSO and the Areas for confirming groups' understanding of the Policy and the Traditions underlying it. In response, WSO implemented a new approach that incorporates the Area Delegates into the review process for new group registrations or name changes involving an identifier. Area Delegates, in collaboration with AGRCs, took responsibility for confirming these groups intend to honor Al-Anon's primary purpose of welcoming anyone affected by someone else's drinking. WSO Staff also introduced tools and resources to support Area-level discussions.

Area Literature Coordinators

Four quarterly conference calls took place in 2025, at which Area Literature Coordinators exchanged ideas and shared best practices with one another. Attendance ranged from 16–28 participants, and recordings were posted on AFG Connects for others to view as they were able. Coordinators reported conducting numerous writing workshops in their Areas, both in person and virtually, and generously shared workshop formats and presentations in the Literature Coordinators community. Following a writing workshop for the PERSONAL/SERVICE SPONSORSHIP piece (working title), one Coordinator sent the WSO a packet of 65 member sharings!

Area Public Outreach Coordinators

Area Public Outreach Coordinators—including those for French, Spanish, Cooperating with the Professional Community, Institutions, and Public Information—had the opportunity to participate in seven meetings during 2025. Attendance averaged 20–30 participants out of potentially more than 67 Coordinators (some Areas have multiple positions). When an Area's position is vacant, the Area Delegate is encouraged to invite another member who may be interested in serving or any member who can liaise for the Area. WSO Public Outreach Committee members observed these meetings to help inform their work at the world service level.

The series of meetings were bookended by a fellowship orientation in January and a gratitude gathering celebrating service in November, with topic-focused sessions in between. Facilitated by the Associate Director—Public Outreach, additional WSO Staff and trusted servants—including an AIS Public Outreach Liaison, a Past Area Delegate, and a former WSO Public Outreach Committee member—shared on topics such as exploring the *Service Manual*, using the links of service to help carry the message, how Public Outreach supports the Seventh Tradition, and strategies for raising Al-Anon awareness during September's National Recovery Month. Recordings of the sessions are posted confidentially in the AFG Connects Public Outreach Coordinator Community.

A special joint meeting was held in February for 55 Public Outreach and Alateen Coordinators, where Public Outreach and Group Services Staff collaborated to introduce the new Public Outreach to Professionals – Alateen service tool, posted on the Public Outreach Toolkit page of the al-anon.org website. Materials were shared and demonstrated along with guidance on customizing them for local

use. A recording of this meeting was posted in both the Alateen Coordinator and Public Outreach Coordinator communities on AFG Connects. Later in the year, a survey was conducted to better understand how Coordinators were utilizing the service tool. Feedback was positive, and another joint meeting is anticipated in 2026 to further support members in cooperating with professionals who work with young people with the aim of raising awareness of Al-Anon and Alateen.

Area Technology Coordinators

In 2025, the WSO posted a monthly discussion topic to the Technology Coordinators community of AFG Connects. Some of the discussion topics that garnered vibrant responses were related to how Areas manage their hardware and software inventories and how Technology Coordinators remain informed on evolutions in technology.

Area Web Coordinators

The Web Coordinator Community held a conference call in November 2025 to share WSO updates on the *Al-Anon Family Groups Mobile App* and the upcoming Website Redesign project, discuss best practices, and facilitate peer-to-peer problem-solving among Area Web Coordinators. Monthly discussion topics in AFG Connects continued to keep conversations lively and engaged, encouraging Web Coordinators to share their experience, strength, and hope on subjects like website security, accessibility, and technical troubleshooting. This combination of live connection and ongoing discussion threads has strengthened the community's ability to support one another in their service roles.

Al-Anon Information Services (AISs), Literature Distribution Centers (LDCs), and Combined AIS/LDC (Intergroup) Communications

Group Services and AFG Records worked together in a concerted effort to update AIS, AIS/LDC, and LDC information. The team continued personal outreach to these service entities and held informational service meetings to help inform their trusted servants. Through conversation, a central theme emerged: confusion about the relationship between the service entities, their Area service structures, and the World Service Conference (WSC) Structure. To increase understanding, WSO Staff held separate informational service meetings for the different service entities and shared insights to help avoid conflicts and the potential for double-headed management.

Supporting WSO Volunteers

Vali F., Executive Director
Sarah S., Director of Programs
Scot P., Director of Communications & Community Awareness

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WSO Volunteer Onboarding & Mentoring

Each year, World Service Office Volunteers commit enormous energy to support the Strategic Plan Goals and primary purpose of Al-Anon Family Group Headquarters, Inc. Considering insights gained from attendance at the American Society of Association Executives, the Leadership Team recognized the importance of expanding the WSO investment in leadership development for new Trustees and At-Large Executive Committee members. The Chairperson of the Board facilitated updates to a Mentoring Tip Sheet to offer Volunteer mentors the guidance they need to support members stepping into these strategic roles. Together with Staff, she and the Vice-Chairperson refined orientation presentations and materials to improve the virtual onboarding meeting and the in-person orientation sessions in May and July. Improvements streamlined key information, focused on "First Things First," and increased engagement through interaction. Although work continues, preliminary feedback from this year's new Trustees and At-Large members confirmed that they felt significantly more supported and prepared for their roles than the previous year's incoming group.

Road Trip! You and Your Board Connect

The location of our tenth Road Trip! You and Your Board Connect was Omaha, Nebraska. 123 enthusiastic members pre-registered to participate, and two more registered onsite. As always, planning for the event began much earlier, with Staff finalizing hotel contracts in January, the Work Group and Welcome Committee collaboration beginning in February, and WSO Volunteers preparing their personal shares and presentations starting in June.

This year the enthusiastic Nebraska Welcome Committee requested, and the Board of Trustees approved, the sale of Conference Approved Literature at the event, provided that the *Service Manual* and pamphlets referenced at the event were available for interested participants. Future Road Trip! Welcome Committees may choose whether to offer literature sales.

The 2026 Road Trip! location was chosen from the hat containing submitted Area bids. Board direction to the WSO Staff is to evaluate the feasibility of locations in the order pulled from the hat. Immediately following the meeting, an event planner supporting the International Al-Anon General Services Meeting site selection and World Service Conference logistics began a robust evaluation process for the first location selected. The WSO was grateful to have such a knowledgeable planner to augment Staff resources. The Chairperson of the Board (COB) will announce the site for the 2026 Road Trip! in the January 2026 COB Letter.

International: Increasing Access to Al-Anon Globally

Diane B., Chairperson of the International Coordination Committee—2024-25 (Trustee)
Ann Marie Z., Chairperson of the International Coordination Committee—2025-26 (Trustee)
Sarah S., Director of Programs
Tracey S., Associate Director—International Services

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Supporting Structures Worldwide

As a global organization, AFG, Inc. continues to strengthen its connections with trusted servants supporting collections of groups, Al-Anon Information Services, evolving structures, and General Service Offices (GSOs) in more than 140 countries. Continued connection is vital to the well-being of our members and to the unity of our fellowship. The International Services team assumes primary responsibility for communication with the international community, although this team works collaboratively across the WSO to provide comprehensive and timely information.

In 2025, this team adapted to reflect the evolving needs of our worldwide fellowship through frequent collaboration with our Paralegal and the onboarding of the International Assistant and Spanish Interpreter. The WSO Paralegal expanded her responsibilities to coordinate translation and reprint permissions, provide detailed guidance to structures, and coordinate with independent reviewers of Conference Approval Literature (CAL) translations. At year end, one team position remained vacant: Member Services Specialist – International, a Staff position requiring Al-Anon membership and service experience, which the WSO hopes to fill early in 2026.

Additionally, this year, the team met with the International Coordination Committee (ICC) at least monthly and sometimes more often, increasing the frequency of meetings in shared leadership to carry Al-Anon's message of hope to international structures across the globe. Since each country's journey toward developing its Al-Anon service structure unfolds uniquely, the frequency of conversations evolves as the structure develops and needs change.

This past year, a member residing in the United States who frequently travels to Nepal reached out to the International Services team to explore how we could provide support to the members there. Their outreach helped open the door to a brand-new connection, which led to collaborative conversations with members who used to reside in Nepal and members of India who have personal connections to Nepal. As web conferencing and secure instant messaging solutions become more widely available,

these collaborative partnerships make it possible to build and maintain consistent connections. As new countries reach out or reestablish connection, there is hope that additional support can be given and Al-Anon Family Groups can continue to grow worldwide.

Keeping in mind Tradition Seven, which reminds each member and service structure that being fully self-supporting includes and extends beyond financial contributions, the development of long-term service structures is essential. Building the links of service within each country requires members who typically reside in that geographical area and who are willing to be of service. It also requires understanding the details of translating, printing, and reprinting CAL and the significance of protecting CAL copyright.

The WSO offers guidance regarding these and many other topics to individual members, collection of groups, AISs, evolving structures, or GSOs regularly throughout the year during one-on-one calls, emails, or web conference meetings. Every WSO department contributes to International Services in some way, whether by registering new international groups, supplying CAL, receiving contributions, or sharing specialized knowledge during conversations.

Translation of Conference Approved Literature

In Spring 2024, the GSO of France expressed a renewed interest in updating one of that structure's most popular pieces of Conference Approved Literature: *From Survival to Recovery—Growing Up in an Alcoholic Home* (B-21). Following the 2007 publication of the updated English version, WSO resources were limited and an update to the French version had not yet been completed. Early in 2025, discussions resumed in earnest. By the spring, agreements between the WSO, the French GSO, and individual member translators were finalized and the process of creating an updated French-language version began. The WSO is grateful for the efforts of the translators as they work diligently to ensure the update to the French version will be both linguistically accurate and reflective of the spiritual message of the Al-Anon program. We expect this project to continue through calendar year 2026 and look forward to the future when the experience, strength, and hope of a new edition of *De la survie au retablissement* (FB-21) will be shared with French-speaking members.

In 2025, the Board of Trustees gave approval to Serbia and Bulgaria to translate and print Conference Approved Literature in their native languages. Requests were first presented to the ICC, which considers them for recommendation to the Board of Trustees. In addition, Trinidad and Tobago were granted permission to reprint CAL in English, and Tanzania expressed interest in beginning the process of being considered for approval to translate into Swahili. In the meantime, discussions also began with Nepal.

In accordance with WSO procedures, structures translating into their native languages for the first time are subject to the independent review process, in which a bilingual member who was not involved with the translation of the material reviews the translation. The purpose of the review is to confirm linguistic accuracy and to ensure that the spiritual message of the Al-Anon program is conveyed in the translated version. Currently, Bulgaria, Latvia, Serbia, Romania, and Slovakia's translations are subject to independent review. At multiple points during the year, the WSO put out a call for independent reviewers in needed languages: Farsi, Swahili, and Mongolian, among others. We are mindful that our members can be our greatest resource!

WSO Staff continue to respond to questions and requests from structures and individuals regarding the WSO's CAL translation and reprinting policies and procedures. This year, the WSO granted new permissions for 15 English reprints and 11 Spanish reprints, the majority of which were pamphlets and service tools. In addition, the WSO granted permission for 47 first-time language translations, 15 of which are currently subject to independent review. The WSO also works with structures to collect the information needed to assign International Standard Book Numbers (ISBNs). Each translated publication contains an original and translated ISBN, which identifies the specific edition of a book. In 2025, the WSO assigned and filed 60 translated ISBNs for publications in a wide range of languages, including Korean, Marathi, Telegu, and Bulgarian.

Regular Structure Meetings

This year, the International Team has facilitated 40 Regular Structure Meetings (RSMs) with 45 different countries. RSMs offer opportunities to exchange ideas, reflect together on how to apply spiritual principles within the service structure, and discuss how the policies of the *Al-Anon/Alateen Service Manual* are applied within varying cultural and legal frameworks. These meetings have become a valuable space for shared learning where members in service roles engage in collaborative dialogue about the development of organization in their structures. The International Services team serves as a resource to international structures, and our work at the World Service Office is strengthened by the collaborative partnerships we share as we learn from one another.

Global Gatherings

Global Gatherings were regular occurrences in 2025, covering topics including Service Tools and Resources, Highlights of the WSC, the Traditions (shared by volunteers), the Concepts, and personal experiences shared by International Al-Anon General Services Meeting (IAGSM) Delegates or representatives. Each Global Gathering attracts around 40 countries and over 120 attendees. The WSO is committed to providing French and Spanish interpretation for Global Gatherings and other international meetings. When other languages are spoken, each structure takes responsibility for providing interpretation. Some countries hold a "watch party" so that members can gather and listen in their native language. As electronic platforms provide enhanced translation transcription technology, the reach of the Global Gatherings is enhanced, creating a deeper sense of connection across the worldwide fellowship of Al-Anon Family Groups.

International Al-Anon General Services Meeting (IAGSM)

At the 2024 IAGSM, the IAGSM Delegates voted to continue two conversations via web conference. Delegates met electronically during 2025 to discuss key topics, including establishing a Thought Force to Investigate Alternative Funding Options for Future IAGSMs and a Task Force focused on Delegate Participation on the IAGSM Agenda.

Additionally, selection of the structure and host location for the next IAGSM occurs during the in-person gathering. Based on 2024 agreement, that process took place electronically in 2025. GSOs were invited to submit bids, and the IAGSM Delegates met via web conference to select the host country for the 2026 IAGSM. Slovenia presented a bid and was unanimously selected as the host country for 2026. They are very excited to welcome the IAGSM Delegates to their beautiful country, and we look forward to gathering to share global experience, strength, and hope.

Zonal Meetings

Zonal meetings take place in the years between the biennial IAGSM gatherings. These gatherings offer a space for international structures at all stages of development to connect, share, and support one another in unity and service. In 2025, WSO Staff and Volunteers participated in two Zonal meetings: the European Zonal Meeting (EZM), held in person, and the Reunión Iberoamérica de Servicios Al-Anon (RIASA), held virtually.

European Zonal Meeting

The EZM was hosted by the Italy GSO and attended by the Chairperson of Board and the Executive Director, who joined representatives from 17 countries. Twenty-eight members participated during the three-day event. Each structure presented historical background and shared updates on current activities, providing valuable opportunities for mutual connection.

One highlight of the EZM was reconnecting with a member who had been fairly new to Al-Anon when the WSO visited their structure in 2022. This same member represented their structure at the EZM. Their journey, from first meeting the WSO teams as a newer member to engaging in service at an international Zonal meeting, reinforced the concept of "Passing It On" and how service supports continued growth in recovery.

The next EZM will be held in Denmark in 2027 with the theme of "Recovery Through Service."

Reunión Iberoamérica de Servicios Al-Anon

The 2025 Reunión Iberoamérica de Servicios Al-Anon (RIASA) was conducted virtually over two days, with the theme "El Fruto Del Amor Es El Servicio Es La Unidad" ("The Fruit of Love Is Service in Unity"). Fifteen structures from Spanish- and Portuguese-speaking countries participated, sharing their voices, experiences, and hope in a spirit of unity and service. Uruguay served as the host country for the 12th RIASA.

The WSO was invited to attend and participate by providing updates on recent activities and being available to respond to any questions. The Chairperson of the International Coordination Committee (Trustee), the Executive Director, the Director of Programs, and the Associate Director–International Services attended. Throughout the event, members demonstrated a strong willingness to serve and a deep commitment to carrying the message–an inspiring reminder that we are not alone.

Exploration of an Oceania Zonal Meeting

Preliminary conversations have begun regarding the formation of an Oceania Zone, which could include structures located in or near the Oceania geographic region that are not currently participating in an existing Zonal meeting. Ongoing discussions will help determine the next steps for establishing an Oceania Zonal Meeting in the years ahead.

International Visit to Central & South America

As Reunión Centroamericana y del Caribe de Servicios Generales de Al-Anon (RECACSA), the Zonal Meeting for Central America and the Caribbean, was not held in 2025, the Director of Programs, the Associate Director–International Services, and the Chairperson of the ICC (Trustee) had the opportunity to coordinate an international visit to Central and South America. This unexpected opportunity allowed the team to spend time with the structures in Guatemala, Ecuador, and Costa Rica. Despite a shorter planning timeframe, each structure responded with infectious enthusiasm and a deep willingness to serve. Their excitement to welcome the WSO, organize events, and prepare for the visit was truly inspiring.

The visits took place in early September. Each structure determined its own needs and typically formed a committee to plan and coordinate the agenda. In accordance with Concept Ten, "Service responsibility is balanced by carefully defined service authority and double-headed management is avoided," the WSO prepared presentation topics, while each structure organized the venues and invited the membership to participate in the WSO visit.

Guatemala

Guatemala was the first stop on the 2025 international trip. Given a recent change in their Board of Trustees, the structure expressed strong interest in gaining a deeper understanding of the relationship between the World Service Conference and the Al-Anon Family Group Headquarters, Inc. Board of Trustees, including delegated authority and responsibility as described in Al-Anon's Twelve Concepts of Service. Guatemala's Board was eager to learn how the WSC functions, how decisions flow through the service structure, and how AFG Inc.'s Board carries out its legal and traditional responsibilities while remaining accountable to the fellowship as outlined in Concept One. Traveling with a Trustee who had experience serving on the Board of Trustees added value and provided firsthand insight to support these discussions.

Time was spent meeting with the committees and participating in a fellowship event featuring a panel discussion based on *Healing Within Our Alcoholic Relationships* (P-95). Both the WSO team and long-term members of Al-Anon in Guatemala participated on the panel.

Ecuador

During the visit, Ecuador celebrated its 15th anniversary as a General Service Office. Alongside this significant celebration, members participated in a Twelve Traditions workshop and engaged in open, thoughtful conversation focused on unity and growth. Many in attendance expressed that they had long dreamed of a WSO visit, and its realization strengthened their sense of connection to the worldwide fellowship.

Costa Rica

Costa Rica, a long-established structure, was eager to deepen its understanding of the Twelve Concepts of Service. Members demonstrated enthusiasm, commitment, and a strong desire to carry the message through the links of service. The fellowship event drew members from across the country and featured a workshop based on *When I Got Busy, I Got Better* (P-78). Members engaged fully and celebrated afterward with music, food, and dancing in a special venue used by the Al-Anon Family Groups for fellowship gatherings.

All Visits

In every country, newcomers were present at the fellowship meetings. Encountering newcomers served as a powerful reminder of both the ongoing need for Al-Anon Family Groups around the world and the personal growth members experience over time.

Members in each structure extended extraordinary hospitality, reflecting the same spirit Lois W. showed when she welcomed members into her home. In every structure visited, the host country demonstrated remarkable willingness and generosity in caring for the WSO guests. Members volunteered to transport the team to and from the airports, share meals, offer guidance through local places of interest, and offer an opportunity for immersion and connection to the unique cultures of their country. These personal moments are invaluable in strengthening the bonds felt for each other. Many members expressed that the visit fulfilled long-held dreams, reminding the WSO visitors of the shared purpose to help Al-Anon Family Groups grow. Through these visits, WSO Volunteers and Staff experienced how the language of the heart reinforces the unity that supports Al-Anon's growth worldwide.

Insight: International Trip

Ann Marie Z., Chairperson of the International Coordination Committee (Trustee)

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As the Chairperson of the International Coordination Committee this year, I had the honor of participating in an international trip to Guatemala, Ecuador, and Costa Rica. In *Hope for Today* (B-27), it states, "In Al-Anon I can say what is in my heart and know that my words will be received with understanding and compassion." I know this is true in my meetings, but this statement took on an even greater meaning on this trip. We had translators wherever we went, but there were many times when you didn't even need to hear the words to understand the message from the heart of another member.

I truly felt at home when I walked into the different General Service Offices and saw Conference Approved Literature for sale. The Twelve Steps were displayed, and I recognized the Serenity Prayer on the walls. We are truly connected with our fellow members worldwide through our common bond of alcoholism in friends and families.

Each country was so appreciative of the investment that AFG, Inc. made to send our team to visit and share our experiences in our structure and operations. They felt that if WSO has been doing it for almost 75 years, then we must be doing something right, and they could adapt our strategies to meet the needs of their countries.

Personally, one of the highlights of the trip was walking from our hotel to the meeting location with members. I was able to communicate one-on-one with members with the aid of a translation app. That truly connected us member-to-member on a more intimate level.

Just as in any service position I have held, my Al-Anon circle has, once again, expanded.

Our Financials

Manage Our Budget & Financials

David B., Treasurer of the Board of Trustees (Trustee)
Niketa Williams, Sr. Director of Finance & Operations (Non-member)

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Our Financials

In 2025, literature sales slowed compared to prior years. Because no new literature was released, a decline in sales was expected. Total literature sales for 2025 were $3,141,508, representing a 19 percent decrease from 2024. Net literature sales accounted for 31 percent of revenue for 2025.

As a result of unwavering support from our members, contributions totaled $3,571,021, which accounted for 46 percent of revenue for 2025. Contributions increased by 18 percent in 2025 compared to 2024. Contributions from groups provided approximately 37 percent of all contributions received, followed by bequests at 17 percent.

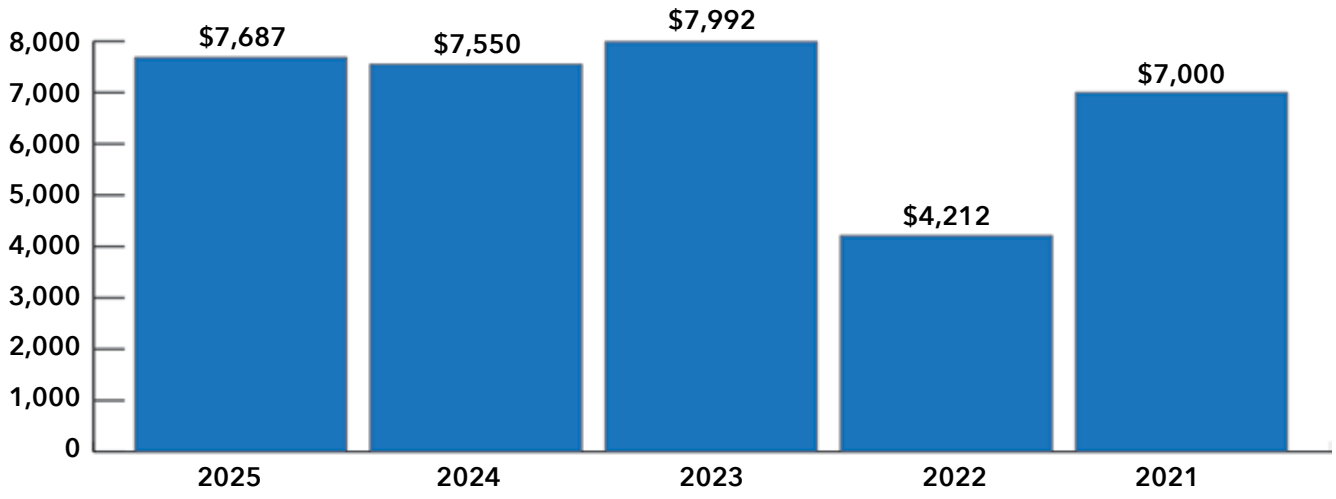
Positive market conditions increased our investments held in the Reserve Fund, allowing the WSO to build an ample reserve, which had decreased in previous years due to a tough market.

Thanks to the continued support of our members, even as literature sales have declined, the WSO was able to maintain essential services and accomplish several important initiatives. This support made it possible for the WSO to send a team to visit trusted servants supporting international structures in Central and South America, participate in the European Zonal Meeting in Italy, and attend the 2025 A.A. International Convention with Al-Anon participation. The strong support enabled the WSO to help grow subscriptions for the *Al-Anon Family Groups Mobile App* Daily Reflection, prepare to publish the *2026-2029 Al-Anon/Alateen Service Manual* in early 2026, and enhance public and professional understanding of our programs through the Public Outreach to Professionals – Young People Strategy.

Al-Anon's operating funds come from three main funding sources: revenues from literature sales, contributions, and other revenue. More than 70 percent of total expenses go directly towards achieving the Mission of Al-Anon Family Group Headquarters, Inc. The supporting services included in general and administrative expenses provide customer service support and financial support to maintain operations.

Note: The complete audited financial statements of Al-Anon Family Groups Headquarters Inc. for fiscal year 2025 may be obtained online at al-anon.org.

Five Year Revenue (in thousands)



Finance Committee

David B., Treasurer of the Board of Trustees (Trustee)

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As Treasurer of the Board of Trustees and Chairperson of the Finance Committee, I work with fellow WSO Volunteers to review the monthly financial statements and develop the Quarterly Appeal Letter. Through those processes, I am reminded that the activities carried out by the WSO to provide the services our fellowship wants are funded either by sales of Conference Approved Literature (CAL) or contributions from our members. Like so many of you, I have done my part to support that over the last year by purchasing some of the new ebooks that have been released as well as making individual contributions to the WSO.

The 2025 financial results present a more favorable picture than we can sustain due to the significant bequests we received throughout the year from the estates of our members. Without these bequests, we would have been running a deficit in our results, with expenses in excess of revenues as literature sales fell from the levels of the prior two years. While spending was tightened, reductions cannot offset these lower revenues while still providing all the desired WSO services.

For the WSO to most effectively maintain these many services, our groups need to consistently purchase CAL and maintain—or increase—their regular contributions. This is one way to put our 2025 Conference theme, "Investing in Each Other to Preserve Our Legacy," into action. My recovery program works best for me when I consistently follow what I have learned here, and that includes regular support to ensure that Al-Anon remains available for the newcomer seeking help in the future, just as it was when I attended my first meeting many years ago.

Insight: Excess Reserve Fund

David B., Treasurer of the Board of Trustees (Trustee)

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In 1970, the Finance Committee of the Board of Trustees established a reserve fund with a goal of eventually setting aside enough to cover a year's worth of operating expenses if ever needed. In the decades since, the WSO Volunteers and Staff have prudently shepherded the growth of the Reserve Fund, providing updates about its status at the annual World Service Conference as part of the approval process for the Auditor and Finance Committee reports. I have been humbly privileged to be a part of that stewardship effort in recent years as Chairperson of the Executive Committee and then as Trustee and Treasurer.

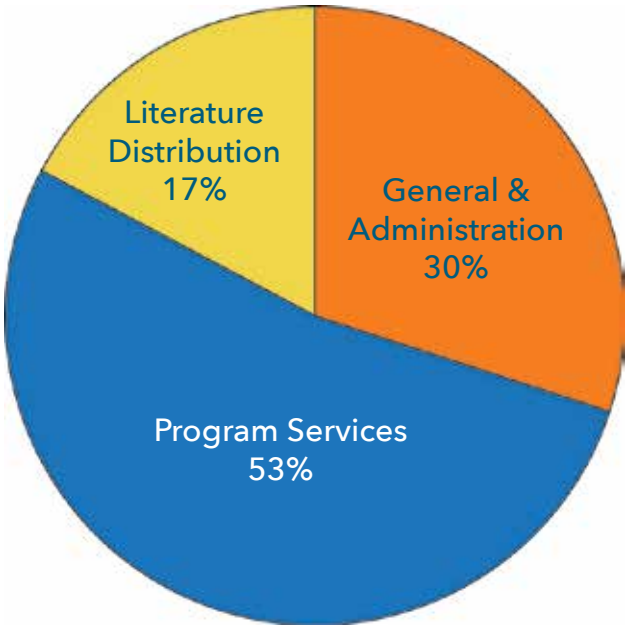
When WSO Staff determined in 2023 that we had an excess of one year's operating expenses in the Reserve Fund, I was excited to hear the possibilities of potential uses of the excess to further the Al-Anon mission while staying true to the original intent of the fund. WSC input was solicited to go along with the recommendations of Staff, primarily resulting in three multi-year special projects to bolster our public outreach to young people, help grow future volunteer leaders, and transform the fundamental WSO core systems that will impact everyone who wants to find a meeting, purchase literature, make a financial contribution, or engage in service.

I am inspired to take part in the oversight of the tireless efforts of the WSO Staff to bring these initiatives to fruition in the years ahead, knowing that these projects will make a real difference in ensuring that Al-Anon remains as vital in the future as it has been in the past.

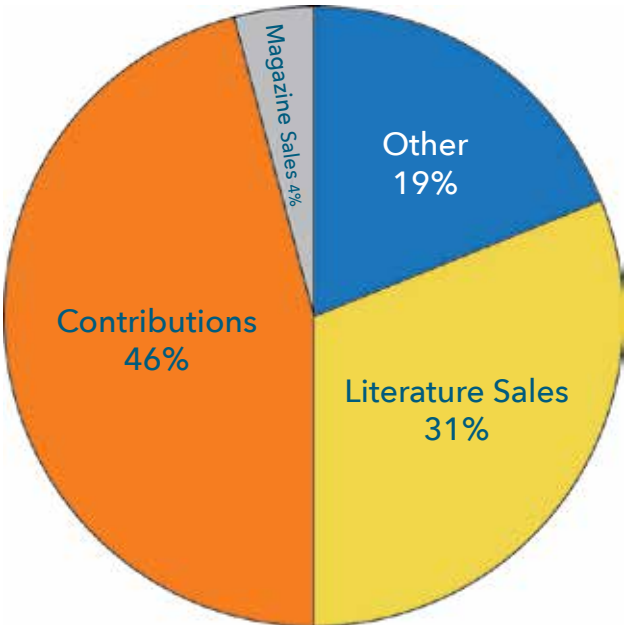
Financial Highlights

Statements of Financial Position	**2025**	2024	2023	2022	2021	2020
Total Assets (in thousands)	$16,953	$15,776	$14,575	$12,757	$13,783	$11,833
Liabilities and Net Assets Total liabilities	$1,286	$1,354	$1,466	$1,850	$1,497	$1,333
Net assets without donor restrictions	$15,667	$14,422	$13,109	$10,907	$12,286	$10,500
Total liabilities and net assets	**$16,953**	$15,776	$14,575	$12,757	$13,783	$11,833
Operating revenue (in thousands)	**2025**	2024	2023	2022	2021	2020
Literature sales, net	$2,371	$2,929	$3,218	$2,100	$1,906	$1,847
Contributions	$3,571	$3,023	$2,916	$3,338	$2,623	$3,295
Magazine and subscription income	$279	$261	$262	$247	$238	292
Other income, net	$1,466	$1,337	$1,596	($1,473)	$2,233	458
Total operating revenue	**$7,687**	$7,550	$7,992	$4,212	$7,000	$5,892
Operating expenses (in thousands)	**2025**	2024	2023	2022	2021	2020
Program services	$3,382	$3,290	$3,184	$3,333	$2,752	$2,484
Literature distribution	$1,127	$1,005	$891	$904	$922	866
General & administrative	$1,933	$1,942	$1,715	$1,352	$1,540	$1,571
Total operating expenses	**$6,442**	$6,237	$5,790	$5,589	$5,214	$4,921

Functional Expenses



Operating Revenue



Our Plans

AFG, Inc. Envisioned Future

Kathi M., Chairperson of the Board of Trustees (Trustee)
Jean L., Chairperson of the Envisioned Future Work Group—2024-25 (Trustee)
Marco R., Chairperson of the Envisioned Future Work Group—2025-26 (Trustee)

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Insight – Talking to Each Other to Envision the Future

Marco R., Chairperson of the Envisioned Future Work Group (Trustee)

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As I approach the end of my current service as a Trustee, I can reflect on all the assignments I was entrusted with and the great lesson each one left imprinted on me. One of my assignments in 2025 was facilitating the Envisioned Future Work Group (EFWG). My impression has been that this work group is like a continuous thought force that renews its topic every three months. In 2025, the four topics brought for discussion to the Board meetings were in line with the AFG, Inc. Strategic Plan.

- The topic in January was in line with the Goal to "improve our structure and operations to meet the needs of the global landscape" as it was about fellowship. The Board discussed how technology has changed the way we engage in fellowship in and out of our meetings. The discussion gave us the opportunity to envision what fellowship would be like in the future.
- In April, the topic was "Board Transparency." We discussed how to apply transparency while guarding the fiduciary duties vested in us. Some of our discussions were on misconceptions, misinterpretation, and misunderstanding. We also talked about how to improve transparency.
- The topic for discussion in July was "Misinformation, Disinformation, and Malinformation." While misinformation is information that was misinterpreted, disinformation and malinformation are a malicious attempt to divert the information. The discussion was in line with the Goal to "build public and professional awareness of the Al-Anon program."
- The October topic was "Why do good boards make bad decisions?" Once again, our Board was stimulated into a discussion of transparency while avoiding complacency.

In conclusion, I am satisfied that the four topics for 2025 allowed us to envision the future by engaging in discussion and stimulating possible new ideas.

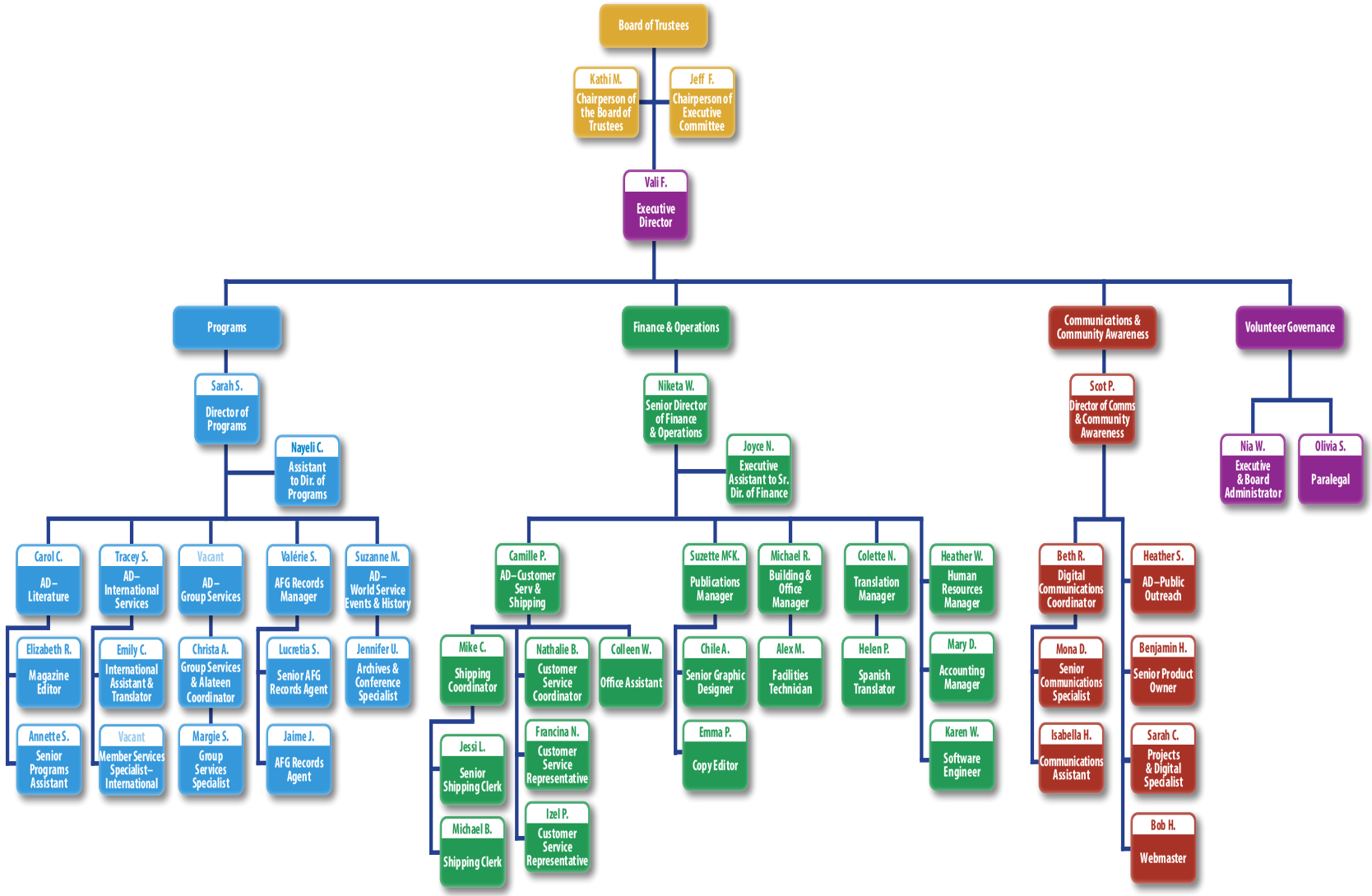
2025 Strategies

Vali F., Executive Director
Niketa Williams, Sr. Director of Finance & Operations (Non-member)
Sarah S., Director of Programs
Scot P., Director of Communications & Community Awareness
Heather S., Associate Director–Public Outreach
Suzette McKinney, Publications Manager (Non-member)

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In preparing to present the 2026 Strategies for Board of Trustee consideration, the Strategic Leadership Team (SLT) identified that many of the 2025 projects would carry over into 2026, leaving little capacity for additional Strategies. After thoughtful evaluation, the SLT recommended introducing only one new initiative for 2026. The complete list of 2026 Strategies will be announced in the January Chairperson of the Board Letter.

World Service Office Organization Chart - April, 2026



Confidential - Property of Al-Anon Family Group Headquarters, Inc.

Board of Trustees Motions and Decisions by Consensus[2]

Kathi M., Chairperson of the Board of Trustees (Trustee)

The Board, in its legal, financial, or oversight capacities, acted to:

- Nominate Trustees, Executive Committee and Executive Committee for Real Property Management At-Large members and Chairperson, and Board Officers.
- Revise the Board of Trustees nominating procedures to adhere to the recent group conscience of the Policy Committee reaffirming the current Policy as relates to "Service Participation by Members of Al-Anon Family Groups Who Are Also Members of Alcoholics Anonymous" by removing the Board of Trustees' restriction related to past membership for its WSO Volunteers.
- Direct the Nominating Committee to define the service requirements necessary for each WSO Volunteer position, so that the term "beyond the group level" can be replaced in the requirements section of each WSO Volunteer position.
- Accept amended Executive Committee for Real Property Management (ECRPM) Resume Form, Role Description for Trustee of the Board of Al-Anon Family Group Headquarters, Inc., and WSO Executive Committee At-Large Member Resume Form.
- Extend the time during the COB Letter Presentation when all attendees participate to one hour and ten minutes and shorten the breakout sessions to 20 minutes.
- Approve the preliminary 2025 WSC agenda.
- Hold a "Clearing the Air" session, broad in nature, which would cover anything that has come up during the last year or at the last Conference that 2025 Conference members wanted clarification on.
- Defer work on the WSC Chosen Agenda Items Education Work Group for 2025 due to Staff and WSO Volunteer capacity constraints.
- Assign responsibility for the facilitation of the two remaining Stepping Stones visits of the six-year trial to Staff and hold these visits outside the Conference agenda, consistent with the 2025 Stepping Stones Delegate Task Force feedback.
- Prepare a concise statement regarding elimination of the ten-year employment limit on the Executive Director's position to share the facts with all Conference members at the same time.
- Approve the 2024 Annual Report.
- Extend the Annual Report development timeline and approve distribution as an interim Board action.
- Approve the quarterly Finance Committee Reports, the WSC Equalized Expense and Full Cost amounts, the IRS Form 990, and the 2025 Preliminary and Revised Operating Budgets.
- Adopt the Corporate Resolution related to Al-Anon member bequests to Al-Anon Family Group Headquarters, Inc.
- Approve the Investment Philosophy & Guidelines to reflect a single investment manager.
- Approve the Finance Committee recommendation that no further action is required regarding One Year's Operating Expense in 2025.
- Approve the 2025 WSO Projects Landscape.

[2] Following best-practice recommendations provided by the American Society of Association Executives (ASAE) and confirmed by the AFG, Inc. attorneys, in 2022 the Board of Trustees, together with its Executive and other Committees, began using a consensus methodology for decisions except when matters, such as legal and other fiduciary responsibilities, required formal motions.

- Accept the SLT recommendation to modify the 2025 WSO Projects Landscape by adding the Website Redesign project; reducing the scope of *AFA*, Passing It On, and Public Outreach to Professionals – Young People; and transitioning Risk Mitigation to standard operating procedure.
- Approve holding the 75th Anniversary on April 25, 2026, following the 2026 World Service Conference.
- Approve the 75th Anniversary Gala Banquet price of $75, including a 50 percent discount for non-working WSO Staff.
- Approve the sale or presale of CAL at the Road Trip! You and Your Board Connect event by the Area welcoming the event, if the Area wishes to do so, the space is available, and the Area agrees to bring at least the *Al-Anon/Alateen Service Manual* and any pamphlets being referenced by presenters during the event.
- Approve Slovenia to host the 2026 IAGSM and set the IAGSM Equalized Expense (EE) at the full cost per Delegate of $1,714, which includes WSO commitment to absorb the cost difference between the low-cost options used to estimate the EE and flights booked on new travel platform.
- End the trial three-day October Board Week and return to a four-day schedule beginning in 2026.
- Approve the Executive Director 2025 Annual Performance Evaluation.
- Approve the revised Executive Director Job Description as substantially revised and updated, providing opportunity for further review and refinement at the January 2026 Board of Trustees meeting.
- Approve transfer of $160,581 from Reserve Fund to General Fund for approved "Excess Reserve Funds" initiatives.

Executive Committee Motions and Decisions by Consensus[2]

Carol M., Chairperson of the Executive Committee – 2024-25 (At-Large member)
Jeffrey F., Chairperson of the Executive Committee – 2025-26 (At-Large member)

The following actions were approved by the Executive Committee and presented to and approved by the Board of Trustees:

- Approve the Al-Anon Family Group Headquarters, Inc. Employee Manual as revised, subject to legal counsel review.
- Approve the Audit Committee, Compensation Committee, Conference Committee on Trustees, Conference Leadership Team, Envisioned Future Work Group, Executive Committee, Finance Committee, *Forum* Editorial Advisory Committee, International Coordination Committee, Literature Committee, Nominating Committee, Policy Committee, Public Outreach Committee, and Road Trip! You and Your Board Connect Work Group Guidelines as amended.
- Approve the At-Large Committee Selection Process as revised.
- Modify the WSO Committee selection process to include an invitation to the Chairperson of the Board (COB) to attend the first and last meeting each year of the WSO Committees that do not include Trustee members, so that the COB can extend appreciation and gratitude respectively for At-Large member and Delegate participation.
- Allow the returning At-Large members the opportunity to reapply annually via written confirmation to the Committee Chairperson rather than being required to submit an updated resume.

[2] Following best-practice recommendations provided by the American Society of Association Executives (ASAE) and confirmed by the AFG, Inc. attorneys, in 2022 the Board of Trustees, together with its Executive and other Committees, began using a consensus methodology for decisions except when matters, such as legal and other fiduciary responsibilities, required formal motions.

- Approve At-Large member and Chairperson appointments for the Audit, Public Outreach, Literature, and Forum Editorial Advisory Committees for the 2026 term.
- Recommend to the Board of Trustees that the At-Large member resume for WSO (aka At-Large) Committees be evaluated and updated to clarify the requirements and commitments generally, and for each Committee, for those interested in serving, particularly evaluating the requirement limiting participation to one Past Delegate and clarifying the requirement for what positions the At-Large members cannot hold in addition to their At-Large Committee service.
- Accept the monthly Finance Committee Report and financial statements.
- Accept the Finance Committee recommendation to limit sales of the Holiday Bundle to individual members only.
- Accept the Delegate Thought and Task Force as well as Staff and WSO Volunteers' 2025 WSC presentations.
- Accept the 75th Anniversary Public Outreach Strategy proposal as an addition to the 2025 WSO Projects Landscape.
- Approve the 2024 Membership Survey Results as amended for publication as a Public Outreach service tool.
- Forgo the posting of media mentions through *In The Loop* electronic newsletter to avoid the perception of endorsement of outside entities.
- Accept the revised 2026-2027 Board of Trustees, Finance, and Executive Committee meeting dates as amended.
- Change the Executive Committee September meeting from virtual to in-person, including arranging an opportunity for Committee members to engage in a meaningful way with Staff, on a three-year trial basis starting September 2026.
- Amend *The Forum* magazine masthead to read: "In keeping with the principle of anonymity and Al-Anon policy, any full-face image published in this magazine has been licensed for commercial use and does not depict anyone identified as an Al-Anon or Alateen member."
- Acknowledge the Literature Committee's recommendations regarding the benefits of proposed Literature Index Project and request the Committee consider the spiritual implications to member recovery of introducing such a tool; refer the idea to the Strategic Leadership Team for future consideration if and when WSO resource, technical, and financial capacity exists; and direct Staff to communicate appreciation and possibilities with the developer, with a caution about legal constraints.
- Accept the revised AFG Connects Purpose and Roles and authorize implementation, including posting the Purpose across all AFG Connects communities and updating related policy and onboarding materials.

2026 CONFERENCE ATTENDEES

BOARD OF TRUSTEES

Trustees at Large

Ann Marie Z.
David B.
Jayme C.
Jean H.
Jeri W.
Kathi M.
Magdalena E.
Marco R.
Rachelle C.

Regional Trustees

Cindy M., US Southwest
Diane B., US South Central
Debbie P., Canada Central
Cindy H., Canada West

Sustaining Member

Vali F., Executive Director

EXECUTIVE COMMITTEE

Jeff F., Chairperson
Vali F., Executive Director
Kathi M., Board Chairperson (Ex-officio)
David B., Treasurer
Debbie P., Policy Chairperson
Angela A., Member at Large
Kari O., Member at Large
Sarah S., Staff member

NON-TRUSTEE COMMITTEE CHAIRPERSON

Lori H., Executive Committee for Real Property Management Chairperson**

WORLD SERVICE OFFICE STAFF

Vali F., Executive Director
Niketa Williams, Senior Director of Finance & Operations*
Sarah S., Director of Programs
Scot P., Director of Communications & Community Awareness
Carol C., Associate Director – Literature
Heather S., Associate Director – Public Outreach
Suzanne M., Associate Director – World Service Events & History
Tracey S., Associate Director – International Services

AREA DELEGATES

Melanie R., Alabama/ Northwest Florida
Tiana T., Alaska
Olive W., Alberta/ Northwest Territories
Melody G., Arizona
Cindy J., Arkansas
Nancy M.C., British Columbia/ Yukon
Chris M., California North
Teresa F., California South
TMF, Colorado
Stephanie S., Connecticut
Phil (Philomenia) D., Delaware
Gretchen S., Florida North
Kathy D., Florida South
Debi S., Georgia
Burt P., Global Electronic Area
Kaui P., Hawaii
Lori M., Idaho
Liz P., Illinois North
Mary (Katie) G., Illinois South
Brenda K., Indiana
Michelle K., Iowa
Joan K., Kansas
Pauline W., Kentucky
Danny C., Louisiana
Annie W., Maine
Debbie H., Manitoba/ Northwest Ontario
Dagny G., Maritime Provinces
Dolores McK., Maryland/ District of Columbia
David C., Massachusetts
Theresa S., Michigan
Marcy F., Minnesota North
Colleen C.D., Minnesota South
Jennifer S., Mississippi
Diane S., Missouri
Jill M., Montana
Wes B., Nebraska
Tracy B., Nevada
Melinda A., New Hampshire
Peter M., New Jersey
Parker, New Mexico/El Paso
Carol C., New York North
Sarah M., New York South
Theresa MacL., Newfoundland/ Labrador
Lyria B., North Carolina/ Bermuda
Brenda G., North Dakota
Rose R., Ohio
Allison T., Oklahoma
Donna S., Ontario North
Jason W., Ontario South
Stephen Y., Oregon
Suzanne H., Pennsylvania
Griselda V., Puerto Rico
Claudette D., Quebec East
Kathy H., Quebec West
Barb W., Rhode Island
Brian MacD., Saskatchewan
Linda S., South Carolina
Jody D., South Dakota
Irene F., Tennessee
Anna A., Texas East
BJ M., Texas West
Jan Marie R., Utah
Joanne V., Vermont
Laura L., Virginia
Kimberly H., Washington
Cheryl W., West Virginia
Iris R., Wisconsin and the Upper Peninsula of Michigan
Ron G., Wyoming

*Non-member, non-voting
**Non-voting