

AL-ANON FAMILY GROUPS

1995 WORLD SERVICE CONFERENCE

Our Vision and Our Hope in a Changing World Tarrytown, New York, April 23-27, 1995

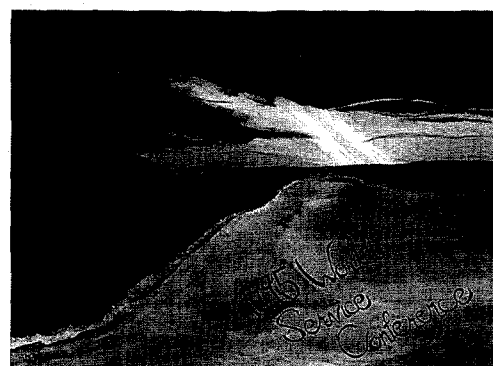
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CONCEPT II

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

"... it is evident that, in order to get effective action, the groups must delegate the actual operational authority to chosen service representatives who are empowered to speak and act for them. The group conscience of Al-Anon could not be heard unless a properly chosen Conference were fully trusted to speak for it in most world service matters."



CONFERENCE THEME



Our Vision and Our Hope in a Changing World

On a bright and beautiful spring morning, April 23, 1995, the 35th Al-Anon World Service Conference brought together delegates from 67 areas, WSO volunteers and staff. Special thoughts and prayers were with members, Pat A., WSO volunteer, and Michelle L., Michigan Delegate, who could not be in attendance, and all our Al-Anon friends in Oklahoma.

Skip L., Conference Chairperson welcomed everyone and shared her thoughts on the WSC theme, *Our Vision and Our Hope in a Changing World*, "For it has been said, 'A vision without a plan is daydreaming,' and that's what I feel we are here for this week—to plan the best for Al-Anon groups worldwide." Skip introduced each of the delegate panels and many of the WSO participants.

Each morning Skip shared her feelings of unity, joy and love by reciting a poem of special meaning. A moment of silence followed by the Serenity Prayer and a reading of the Steps, Concepts or Warranties opened the traditional morning agenda. Using a gift from her Nebraska Al-Anon friends, Skip banged a big red gavel which officially opened the Conference.

The vision and hope of the early pioneers rang out through the room as Lois' voice was heard from an August 1956 tape, "The St. Louis Convention last year offered a great opportunity for our family groups, for it marked the debut of our own book. We are glad to report that the book, *Al-Anon Family Groups*, book sales have been most gratifying . . . We were scared blue that we would have the 5,000 books for years and years, but they all went in a year."

The first motion of the 1995 WSC presented by Don C., Chairperson of the Admissions/Handbook Committee, to seat the following persons at the 1995 WSC with voice and no vote:

- Alberte C. Secretary, PFA, Al-Anon member

- Richard Keilly, WSO Business Manager, nonmember
 - Georgette G., NPIC Office Supervisor, Al-Anon member
and, with no voice and no vote:
 - Gail G., observer, Al-Anon member
- The motion carried.

A consensus vote was taken which approved still picture-taking during the meeting sessions. Pending review by an ad hoc committee, the Policy Committee recommends that no videos be used before, during or after the WSC or the visit to Stepping Stones. Continuing the pilot plan, two WSO members and four delegate members chosen by lot were selected to research ask-it-basket questions and compile the responses for distribution.

Moving on to the voting procedure that will be used during the 1995 World Service Conference, Skip reminded the participants on how motions can originate and the overall general motion procedures. Consensus was reached to use closed, written ballots for all voting. Each WSC determines the number of votes needed to carry motions whether by a simple majority or substantial unanimity. A motion was presented to use two-thirds of the voting population (excluding abstentions) to determine substantial unanimity. By a show of hands, the motion was approved. Two delegates whose names would be drawn by lot each day would serve as ballot counters with Alberte C., PFA.

Ric B., Chairperson of the Board of Trustees, began by reading the Twelve Traditions and thanked each and every member for their prayers, cards and expressions of goodwill for his recovery following last year's WSC. During the 1994 discussion on relocation, Ric's heart was pounding, "I told God that I must get through these two motions." Two days following the WSC, God said, "Okay, the Conference is over." Feeling fit and fine now, Ric extended his welcome on behalf of the Board of Trustees. "Our theme seems especially important since we are celebrating the 35th anniversary of the WSC."

SHARING AREA HIGHLIGHTS

This gathering provided an opportunity for all in attendance to share their visions and hopes for Al-Anon by relating experiences within their areas.

Several members spoke about how their local groups had adopted Russian groups; some members actually visited Russian groups and brought literature. All groups but one had members in the area that could translate the letters of thanks. One group had a \$2,000 budget to support the adopt a Russian group effort, as well as a liaison that spoke Latvian. Several group members adopted three persons in Russia to come to the 1995 International Convention in San Diego.

One area had a Pioneer Day where long-timers with 20-37 years in Al-Anon were presented with a free registration to their local Al-Anon/Alateen conference. Another area reported that they held an Alateen hug-in; many were in attendance and it was a great success.

One area held a CPC activity for the school of pharmacy. They had a panel explain Al-Anon and held a question and answer period. There was such a wonderful response that a request was made that this be an ongoing activity.

One delegate shared how a district was pulled back together after a split. Another explained that the WSC delegate orientation was taken back to be used as a model for GR orientation.

The advancement of technology via the Internet brought 30 calls per day requesting Al-Anon information.

In response to declining attendance at area assembly meetings, one area shared that a questionnaire was mailed to the GRs asking what they did or didn't like about the meeting. A mailing was also sent to those not in attendance.

Other ideas and suggestions to help all facets of communication and growth were: silent auctions were held to help turn finances around; be cheerleaders for each other as delegates; attend other area assemblies; an area made up a cookbook with proceeds going to relocation; one group had a summer seminar training session with handbooks and talked about Traditions and Concepts; an area took Al-Anon videos to prisons to show in place of other programs; a "change for relocation" campaign was held, no bills were allowed in the can; several delegates elect their coordinators; one delegate is available at conventions for questions and concerns.

The chairperson for the 1996 Sharing Area Highlights will be Art B., California (N); the secretary will be Mariellyn K., Minnesota (S).

Doris thanked everyone for the privilege of serving and the meeting was closed with the Al-Anon Declaration.

Doris B.,
AR Chairperson

Ruby W.,
LA Reporter

STANDING COMMITTEES

Rita McC., Conference Administrator, announced the Standing Committee appointments.

COMMITTEE	Panel 33 (1993-95)	Panel 34 (1994-96)	Panel 35 (1995-97)
Admissions/ Handbook	Kalvin Y. ONT (N) Doris B. AR Jan C. ID	Geneva B. IL (N) Mary Ruth R. TN Mary D. TX (W)	Penny R. WA Kitty S. AL Roger C. ALB/NWT
Alateen	Wilma L. NE Joan C. SD Becky B. AK	Bill H. TX (E) Kary L. CA (S) Sherry B. NY (N)	Ann D. QUE (E) Carole M. NJ Genevieve B. ATL. PROV
Archives	Ruby W. LA Shirley S. SC	Mara W. KS Lucy J. ONT (S)	Colleen R. MN (N) Shirley L. OR
Conference Committee on Trustees	Mike T. NM Ruth S. NY (S)	Barbara McL. OH Neal B. RI Melody G. MD/DC	Luz N. AZ Kay J. MT

COMMITTEE	Panel 33 (1993-95)	Panel 34 (1994-96)	Panel 35 (1995-97)
Cooperating with the Professional Community	Jim L. NH Lucy T. ME Bernice McL. NFL/LAB	Jennie H. FL (S) Elaine L. DE Karen W. MAN	Joanne B. WI Patty C. ND Vicki L. WV
Institutions	Terry C. CT Norma C. IL (N) Robert J. WY	Eileen McD. IN Madeleine P. FL (N) Michelle L. MI	Kay B. OK Michelle M. CO Madeline J. MS
Literature	Lois B. IA Antonia M. PR Roberta A. UT	Art B. CA (N) Susan E. HI Denise G. QUE (W)	Juanita P. VA Barbara A. GA John H. MA
Public Information	Marjorie S. SASK Rachel P. NV John P. MO	Mariellyn K. MN (S) Mary Etta M. KY Jean T. PA	Rose J. BC/Yukon Joan D. NC Mary H. VT

APPROVAL OF ANNUAL REPORTS

Myrna H., Executive Director of the World Service Office, presented the 1994 Annual Report and opened the floor to questions and comments.

Clarification was requested regarding the term "a portion" used on page 8 referencing a "recommendation to set aside a portion of the Reserve Fund in anticipation of relocation." Doris S., Chairperson of the Budget Committee, explained that one treasury note matured on February 15 and a second one will mature on May 15 each for

\$250,000. This amount will be set aside for relocation.

Relative to an annotation on page 5 which references a "legal action," it was explained that the WSO is not at liberty to discuss this at all except to say that there is a legal action.

Changes were suggested, discussed and noted, and the 1994 Annual Report was approved by the WSC as amended.

(The 1994 Annual Report begins on page 60.)

SPANISH SERVICES LUNCHEON

Sandra F.,
Chairperson

Mary Ann K.,
Administrator

Raquel K.,
Executive Assistant



Thirty-five Conference members interested in Spanish Services throughout the U.S. and Canada had lunch and shared the successful service projects in their areas.

Raquel K., WSO Executive Assistant for Spanish Services, explained the scope and extent of Spanish activities. There are 5,534 Spanish-speaking groups meeting outside the U.S. and Canada and 11 Spanish-speaking General Service Offices in operation.

Delegates shared activities and ideas for Twelve-Step work, reaching out to family members in the Spanish language and in particular the translation and distribution by Puerto Rico of the Al-Anon Service Plan, 1995. The Service Manual, with all 1995 changes, will be available in Spanish in one book at the same time as the English version.

FRENCH SERVICES REPORT

Publications Francaises PFA, Inc. being at a crossroad, will study its financial situation. The sales of the new book, *Courage to Change*, had a good start, but the sales of all other publications did not reach the 1994 budgeted numbers. We were, therefore, very conservative when we prepared projected 1995, 1996 and 1997 budgets. The first quarter of 1995 has been very promising, sales for the quarter exceeded last year's first quarter by \$26,000. Overseas sales reached \$15,000 compared to our \$30,000 volume for the whole year of 1994.

With every shipment of *Inside Al-Anon*, notes were inserted mentioning pieces of literature where major or minor revisions were made or to announce new ones. Sometimes, a short message based on announcements or articles published in WSO's newsletters was included.

By modifying our way of preparing the French version of *The Forum*, we have succeeded in bringing production up-to-date. At the end of June, May/June 1995 *Forum* issue and June/July 1995 *Inside Al-Anon* will be shipped to the groups.

We published, in March, (in time for the Quebec City AA Convention with Al-Anon participation), the new booklet, *When I Got Busy I Got Better* (P-78). We are presently working on the final revision of the French version of the book, *Al-Anon Faces Alcoholism*, which should be offered for sale to our members in September. Also, part of the book, *From Survival to Recovery*, is translated and we are aiming at publishing same next year.

Any new literature piece—a book, a pamphlet or even *Forum* reprints—is of great interest to our French-speaking members and results in an increase in sales. All that has, of course, only been possible thanks to the great cooperation received from WSO from whom we obtain authorization to translate and publish all CAL. A new procedure for translations has begun. The WSO is sending text for the new book, *How Al-Anon Works for Families & Friends of Alcoholics*, on diskette.

Any change is always scary, but improvements always imply changes and that includes services as well.

Alberte C.,
General Secretary

ALATEEN PRESENTATION/REPORTBACK

The Alateen presentation was an interactive session which tapped into the creative minds of the Conference members and resulted in an extraordinary sharing of insight and experience.

The chairperson, Mary A.T., introduced a fireside chat format with the theme, "Sponsor Our Alateen Program (S.O.A.P.)."

The fireside chat, with six committee members, focused on members sharing their experiences and fears of getting involved and sponsoring Alateen groups. Talking through the fears and sharing positive stories with experienced sponsors helped others realize that they, too, with the help of their Higher Power, could become Alateen sponsors.

Following the presentation the Conference body divided into groups for a brainstorming session which focused on questions geared at addressing Alateen sponsorship. For example—How can we seek and attract sponsors; How can we ensure equal safety for Alateens and sponsors; How can the Al-Anon sponsoring group members give encouragement to the Alateen sponsors and co-sponsors. No rules

constrained the creativity from flowing.

The input from the brainstorming session will be compiled and distributed to all Conference members. Each Conference member received a S.O.A.P. (Sponsor Our Alateen Program) button to wear when giving their report at their assemblies, and to pass the idea and the button on to their Alateen Coordinators. Bonnie C. thanked the members for sharing their thoughts and ideas, and reminded everyone that "Alateen needs YOUR help to sponsor our Alateen program!" Mary A.T. reminded the members that Alateens are people too—just smaller—they need and deserve our love and support.

The chairperson reported that the new Alateen recovery book, *COURAGE TO BE A KID* (working title) continues to be reviewed by the Alateen and Literature Committees. Additional sharings for the Twelve Steps section were reviewed also and the writer/editor has made specific changes to the first and second sections of the manuscript at the committee's request. The third section on problems and coping

Mary A.T.,
Chairperson

Bonnie C.,
Administrator



with them have been submitted to the Alateen and Literature Committees. A number of suggestions for a title were received, such as: Alateen's Breaking the Silence; What About Me? Alateen in the Family; Alateen: I Count Too; and The Courage to Be Me.

Alateen Talks Back on Detachment is completed and will be available in May. Direction was given to the committee to stop further work on the two new *Alateen Talks Back* (ATB) booklets; focus needs to be on distribution and utilization of the existing ATBs. The Chairperson of the Board attended Thursday's standing committee meeting to relate the rationale for the decision of the Board and Executive Committees to stop the remaining ATBs.

Alateen Traditions: The guidance of the Policy Committee refers us back to the need to poll all registered Al-Anon and Alateen groups for any changes and to receive, in writing, a request to make such changes by three-fourths of these groups. The committee agreed to leave the Alateen Traditions as they are now written. This decision was based on the committee's input that the idea did not originate from a groundswell of Alateen member requests. It began as a result of the need to include younger members; therefore, the committee agreed to put an additional topic under "new business" to review the policy on membership (pg.97, Part III, item 1a) to include

younger members.

The new Alateen Sponsorship "How To" booklet was reviewed by the full standing committee. The writer/editor will be contacted and given additional direction. It was reported that Alateen and CPC will be working together on a special mailing to schools. The proposed artwork for the cartoon booklet was not approved by the committee. Committee members agreed to solicit more artwork from members within their areas.

As a result of the committee discussion as to the need of a new ADAT, a motion was approved by the committee, "To ask the 1996 Alateen Committee to consider seeking approval of a new Alateen daily reader at the 1997 WSC." Minor revisions on one phrase in the prayer is being considered for the Just For Today bookmark and leaflet. The Alateen Committee was asked to seek participation of Alateens from among those who will be attending the 1995 International Convention for the 14 planned Alateen workshops.

Due to the lack of time the committee briefly discussed restructuring. Members expressed concern as to how Alateens will be represented at future Conferences, whether younger members will receive support from the fellowship and what will happen regarding continuation of young people's literature.

ARCHIVES REPORTBACK

Louise B.,
Chairperson

Virginia A.,
WSO Coordinator

The committee's concerns regarding the move of Archives were listed in a memo to the Chairperson of the Board, which he forwarded to the Relocation Committee. It included: accessioning, specification of an Archives room and storage maintenance.

The WSO Archives Coordinator has a back-up person, Dora K., who is being trained on scanning software. A suggestion from the committee was to look at producing a simple pamphlet for visitors to the WSO, pointing out our historical roots and perhaps distributing it to local intergroups.

During the Archives presentation at the 1994 WSC, a request was made that areas stop sending duplicates of their holdings to WSO Archives since there is no space

available. The committee was informed of the type of material being held in the WSO Archives such as newsletters and knick-knacks on display. The material currently in the file cabinets will be evaluated since some might have WSO archival value. A list of existing material that the WSO does not keep will be sent to each area for their evaluation. Upon request, those area holdings would be sent back at the area's expense.

A motion was made, seconded and carried to return area archival holdings currently stored at the WSO to the delegates, at the expense of the area, or to a designated address.

CONFERENCE REPORT

1996 World Service Conference Site Report

Meeting sites are in tune with the pulse of today's corporate changes. Corporations are working with fewer resources and tighter budgets and employees are expected to work while traveling and in their hotel rooms. Travelers want more control over their working environment.

One thing we can look forward to is that hotels will compete with conference centers in creating video conferencing which will become more the norm than the exception. Hotels will be equipped with state-of-the-art computers, modems, fax machines, and Internet capabilities at the very least.

It was interesting to learn that the computer capability in a Hallmark card, has more computer power than existed in the entire world in 1950. In 1980, neither a fax machine, cellular phone nor laptop computer existed. To coin a phrase, "You've come a long way baby."

While it is virtually impossible to find the "perfect meeting site" it is within the realm

of possibility to find a place that meets our meeting, sleeping room and banquet needs while keeping within our projected budget and equalized expense costs. I am looking at sites in New York and Connecticut for the 1996 World Service Conference.

Because of the WSO move in May of 1996, the dates of the World Service Conference, usually set by the Conference Committee, were referred to the Board of Trustees. Acting on the recommendation of the Board, the dates of the 1996 WSC are April 14-18. The decision to keep the extra day for the 1996 World Service Conference has not been determined.

The watchword in the meeting planning industry is "technology will never replace the need for face-to-face meetings." With that in mind I look forward to working with you at this Conference and in preparing for and meeting with you at the 1996 WSC.

The Conference members showed their appreciation to Rita and the WSO support staff for their tremendous work in putting together the WSC with a deserving "standing ovation."

Skip L.,
Chairperson

Rita McC.,
Administrator

ADMISSIONS/HANDBOOK REPORTBACK

Subcommittee of the Conference Committee

The at-large committee met once in January to discuss proposed Handbook changes and to petition the Board and subsequently the delegate members of the committee to seat nonvoting members and an observer at the 1995 WSC.

The standing committee reviewed TERMS USED IN AL-ANON pages 52 - 54 in the *Al-Anon/Alateen Service Manual* and after discussion and reviewing worksheets, agreed to add the descriptions of seven terms, not already described, that appear in the Handbook chart on page 50.

A member requested a review of the eligibility of DRs to become area delegate. It was decided that the description on page 71 implies that only current DRs are eligible. After discussion it was decided to reference page 75 where it states that past DRs are also eligible.

The committee reviewed the issue of eligibility for district representatives and

after lengthy discussion it was decided to change the eligibility for district representatives from currently serving group representatives to incoming, outgoing or active past group representatives. This change will be reflected in the Handbook section of the manual on pages 62, 68, 69, 71 and 78.

A request was made that a review of the Handbook be made regarding expanding the assembly voting requirements to include five area officers and five directors/trustees as voting members of the assembly. The writer suggested that as stated, the Handbook section of the *Al-Anon/Alateen Service Manual* does not follow Concept IV. Concept IV states WSO staff and volunteers are voting members of the World Service Conference. The committee discussed this issue at length giving examples of problems and solutions they have seen in their areas. After discussion, the chairperson asked that each person get a sense of how their area members feel about expanding the assembly voting requirements and send their findings to the Conference Administrator

Don C.,
Chairperson

Rita McC.,
Administrator

by June 1. The subject will be put on the October Admissions/Handbook Committee agenda. The results of the committee's input will also be part of the Policy Committee discussion at their July, 1995 meeting.

The committee received another request to review the Handbook to clarify the issue of a group representative's term of office. It

was suggested that the Handbook emphasize that the group representative's term should coincide with the terms of the Area World Service Committee officers. Following discussion, the committee agreed that this was an issue that should be left up to area autonomy.

COOPERATING WITH THE PROFESSIONAL COMMUNITY (CPC) PRESENTATION/REPORTBACK

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Gerry V.,
Chairperson

Ellen D.,
Administrator

Using a town meeting format, the CPC Committee role-played a variety of ways for members to reach out by cooperating with the professional community. A descriptive "Q & A" session identified activities which illustrate the various ways to cooperate.

Ideas on how to contact professionals were shared: We can set up appointments and meet with individual professionals, or we can hold a workshop to introduce Al-Anon to professionals. The revised CPC Guideline G-29 gives step-by-step tips on this type of outreach. Hot off the press is the new Guideline for area CPC Coordinators which offers guidance on their responsibilities and suggestions for serving as a link with the WSO, the districts and groups.

Filtered into the presentation was a slide show depicting people in the various helping professions as well as members performing CPC work. A special slide was shown of Lois, who in her 90s carried the message to two professionals, Mother Hale, founder of Hale House, and Bill Barnette from the NY State Office of Alcoholism and Substance Abuse Services.

The committee shared some professional insights through letters received at the WSO and National Public Information Canada (NPIC). "In my position as an Employee Assistance Professional with the Canadian Pacific Railway System we deal with helping employees and family members. Some of those problems are related to alcoholism. I strongly feel that any treatment plan that does not involve the family with Al-Anon is doomed for failure."

An alcoholism counselor explained, "My experience has shown that clients who become involved in the Al-Anon program while in treatment, progress more rapidly than those who do not. One primary benefit offered by the Al-Anon program is its personal approach through member-to-member contact 24 hours a day. I am thankful Al-Anon is a free and available service to anyone suffering the effects of

alcoholism in a loved one or friend."

All Conference members received a gift of material for an "Adopt a Professional Campaign" which was developed by the Louisiana Area CPC Coordinator.

Following the presentation, the chairperson reported that: a free ad listing Al-Anon's 800 numbers was developed and was subsequently published as a print Public Service Announcement in the 1995 *Wellness Resource Directory*. Paid ads appeared in two issues of the *Student Assistance Journal* and one issue of the *EAP Digest*.

The CPC Administrator presented to 20 clinicians at Corporate Health Systems, a managed care company for Met Life employees; met with the manager of the Employee Assistance Program for Chase Manhattan Bank and gave a presentation at the International Year of the Family Conference in Salt Lake City sponsored by the United Nations Secretariat.

The Deputy Executive Director attended the National Association for Children of Alcoholics Conference in San Diego, CA. The Institutions Administrator attended the National Student Assistance Conference in Orlando, FL. The exhibit booth was sent and Al-Anon and Alateen meetings were held at the conferences.

The winter issue of the newsletter, *Al-Anon Speaks Out*, was sent to over 9,000 professionals with a copy of the *Domestic Violence* reprint, an order form for the reprint and the books, *From Survival to Recovery* and *...In All Our Affairs*, and a form for professionals to be added to the mailing list. The summer issue is being compiled. The feature article will be written by a professional, Jerry Moe.

The National Clearinghouse for Alcohol and Drug Information was sent 5,000 copies of: *Al-Anon/Alateen Is & Is Not* bookmark, *Detachment, So You Love an Alcoholic*, *Understanding Ourselves and Alcoholism* and the *Fact Sheet for Professionals* for distribution

to callers. In addition they requested and were sent *Getting in Touch* on a disk for their on-line network.

The committee reviewed a letter received from the delegate from California (N) regarding the production of a pamphlet written by professionals. This proposal was defeated at the 1994 Conference. The assembly requested that the WSC reconsider its position. The CPC Committee agreed that before recommending the production of a new pamphlet, we review the Area CPC Coordinators Questionnaire regarding the current use of existing literature. After

discussion, the committee decided that in light of the proposed new structure, it would not recommend the production of a new piece but would include articles from various professionals in *Al-Anon Speaks Out* which may be used as a reprint in the future.

Since it is time to start work on the 1996 membership survey, the committee reviewed the questionnaires used in the 1993 survey. Changes were recommended to simplify the Al-Anon and Alateen survey questionnaires used in 1993.

NATIONAL PUBLIC INFORMATION CANADA (NPIC)

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Subcommittee of CPC Committee

Arrangements have been made to exhibit at six national conferences: Canadian Hospital Association Conference, May 7-12, Ottawa, Ontario; 3rd National Conference of the Canadian Council on Multi-cultural Health, May 17-20, Montreal, Quebec; 5th National Home Care Conference, May 28-31, Edmonton, Alberta; Canadian Guidance & Counselling Association National Conference, May 23-26, St. John's, Newfoundland; Special Libraries Association, 86th Annual Conference, June 11-14, Montreal, Quebec; the Canadian Congress on Criminal Justice, August 8-12, Winnipeg, Manitoba.

The NPIC Office Manager gave a presentation at the Quebec West Assembly in March, participated at a PI workshop of

the Quebec East Assembly during the AA convention in March, and at a PI workshop at the Saskatchewan Assembly in April.

The 1995 issue of the Canadian bulletin, *Al-Anon Speaks Out*, was mailed to 7,000 professionals and included a return card to request a free copy of *Al-Anon Speaks to You, the Professional*, and *Youth and the Alcoholic Parent*. In answer to this mailing, 535 requests were filled.

The production of the French version of the video, *Alateen Tells It Like It Is* was completed and is available at PFA in Montreal at \$35.00 tax included. A national mailing project to TV stations in Canada was presented to the delegates at the NPIC presentation during the 1995 World Service Conference.

Patricia A.,
Chairperson

Ellen D.,
Administrator

Georgette G.,
NPIC Office Manager

TREASURER'S REPORT

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1994 Financial Report

Income from operations totalled \$4,062,479 in 1994, about \$78,500 (1.9 percent) less than anticipated. Expenses for the year were \$4,381,824, \$126,200 (3.0 percent) less than projected. As a result, the General Fund experienced a loss of \$319,345 as compared to a projected loss of \$367,000 and a loss of \$139,108 in the prior year.

The gross profit on literature sales of \$2,884,882 was about as expected; both literature sales and the cost of sales were slightly below estimates. While we experienced declining revenue from the sales of

existing literature, the publication of a new book, *From Survival to Recovery* added \$376,239 to sales income.

Contribution receipts continued their decline and totalled only \$795,043 for 1994 against \$870,741 in 1993. A contribution peak of \$1,043,200 was achieved in 1991. Since then, receipts have declined by \$248,200 (23.8 percent).

Forum subscription income of \$398,700 was \$47,600 below 1993 results.

A loss of \$16,146 was incurred from investment activities due to a decline in the market value of our securities.

Operating expense of \$4,381,824 was

Doris S.,
Treasurer

Richard Keilly,
Business Manager

\$74,195 below 1993 results. Actual expenses for virtually all individual line items were below expectations. Positive variances occurred in labor costs (\$36,500 below projections), occupancy (\$15,100), stationery and supplies (\$12,000), office services and expenses (\$28,600) and committee costs (\$10,000). The only significant negative variation was in telephone costs which were \$13,300 over budget. Non-operating expense included the biennial cost of the International Al-Anon General Services Meeting (IAGSM) - \$38,400.

At December 31, 1994 the World Service Office had total assets of \$6,478,997 and liabilities of \$616,261 leaving a net fund balance of \$5,862,736 distributed between three funds—General, Reserve and Relocation.

The General Fund had a fund balance of \$1,189,253 of which \$756,060 consisted of cash and temporary investments.

The Reserve Fund had a fund balance of \$4,524,028 at year end. In January, 1988 the Board of Trustees established a Reserve Fund goal of \$4,500,000. Therefore, at either cost or market value of \$4,694,592 at December 31, 1994, the Reserve Fund exceeds the established goal. A substantial portion of the Reserve Fund assets is expected to be used in the WSO relocation to Virginia in 1996.

The Relocation Fund was established in 1992 in anticipation of moving the WSO headquarters. By year's end the fund had a balance of \$149,455.

1995 BUDGET REPORT

Doris S.,
Treasurer

Richard Keilly,
Business Manager

A loss of \$279,000 is anticipated for 1995. Income is expected to total \$4,209,000, with \$3,074,000 or 73 percent derived from the sale of literature. Projected literature sales of \$3,964,000 are 7.8 percent over the 1994 results. A new book *How Al-Anon Works for Families & Friends of Alcoholics*, should produce \$530,000 in additional sales revenue—more than offsetting an expected decline in the sales of existing literature. The gross profit earned on literature sold should remain stable at 77.5 percent.

Forum subscription income will decline by an estimated \$58,700 to \$340,000. Total monthly circulation is expected to average 40,000 copies—a decline of 5,500 copies from an average circulation of 45,500 in 1994. Subscriptions have declined steadily from a peak distribution of 62,000 in 1990.

Interest earned on investments should total \$25,000. Contributions are expected to decline to \$770,000, 3.2 percent less than what was received in 1994.

Total expenses of \$4,488,000 are expected to be about \$106,000, 2.4 percent higher than in the prior year. Operating expense of \$4,330,000 is \$139,400 or 3.3 percent above 1994 figures. As in prior years, about 75 percent of our operating budget is con-

sumed by labor and occupancy costs and both expenses should show only minor increases over the prior year. Labor costs include a cost of living adjustment and savings realized from a full year's coverage under managed care health insurance. Packing and shipping net income will decline reflecting higher USPS and UPS rates. Postage costs and other printing costs will rise due in part to a groupwide mailing of the updated *AFG Service Manual*. Stationery and supplies will increase in the face of rising paper prices. Office services and expense include the cost of promoting the new book and CPC outreach efforts. *Forum* printing costs will increase, also as a result of higher paper costs. The Conference has been extended by an additional day (at an approximate cost of \$11,000) to cover an expanded agenda. The direct funding of the French Literature Service has been reduced to \$40,000 based on that office's ability to fund 1995 expenses. In-office volunteer costs will increase as more volunteers are utilized throughout the office.

A new PSA will be produced by Public Information at a total cost of \$20,000 which includes production and distribution of both television and radio versions.

1995 BUDGET

Al-Anon Family Group Headquarters, Inc.

	1994 Budget	1994 Actual	1995 Budget
REVENUE			
Income from Publications	3,840,000	3,676,600	3,964,000
Cost of Literature	<u>857,000</u>	<u>791,700</u>	<u>890,000</u>
Gross Profit from Literature Sales	2,983,000	2,884,900	3,074,000
Forum Subscriptions	405,000	398,700	340,000
Interest Earned	30,000	(16,100)	25,000
Contributions	<u>870,000</u>	<u>795,000</u>	<u>770,000</u>
Total Income	<u>4,228,000</u>	<u>4,062,500</u>	<u>4,209,000</u>
Expense			
Operating Expenses			
Salaries (includes temp help)	\$1,815,000	\$1,773,500	\$1,810,000
Payroll Taxes	155,000	157,200	157,000
Employee Benefits	440,000	412,800	388,000
Building Occupancy	886,000	858,900	880,000
Packing and Shipping (Net)	(35,000)	(23,700)	(8,000)
Postage: Forum	82,000	80,600	77,000
other	157,000	157,700	190,000
Telephone: office	30,000	36,000	35,000
800 #s	13,000	20,300	20,000
Stationery & Office Supplies	120,000	103,000	112,000
Office Services & Expenses	70,000	41,400	60,000
Repairs & Maintenance	49,000	42,300	44,000
Travel & Meetings: Committees	124,000	114,000	110,000
Office & Admin	14,000	7,400	12,000
Legal & Audit	20,000	27,400	25,000
Printing: Forum	120,000	119,400	126,000
Conference Summary	14,000	14,000	16,000
Inside Al-Anon	23,000	18,800	20,000
Other	18,000	18,500	34,000
CPC Exhibits	21,000	17,200	21,000
Direct Conference Costs (Net)	51,000	46,000	52,000
French Literature Service (Net)	65,000	47,800	40,000
Canadian Public Information	30,000	27,200	30,000
Regional Service Seminars	8,000	12,800	12,000
In-Office Volunteers	21,000	20,900	25,000
Insurance	21,000	21,800	23,000
Miscellaneous	<u>19,000</u>	<u>17,400</u>	<u>19,000</u>
Total Operating Expense	<u>4,351,000</u>	<u>4,190,600</u>	<u>4,330,000</u>
Non-Operating Expense			
Intl Al-Anon General Services Meeting	55,000	38,400	—
Communications Consultant	9,000	10,100	—
PSA/PI Campaign	5,000	3,200	20,000
Depreciation & Amortization	<u>140,000</u>	<u>139,500</u>	<u>138,000</u>
Total Non-Operating Expense	<u>209,000</u>	<u>191,200</u>	<u>158,000</u>
TOTAL EXPENSE	<u>4,560,000</u>	<u>4,381,800</u>	<u>4,488,000</u>
EXCESS REVENUE (EXPENSE)	<u>(\$272,000)</u>	<u>(\$319,300)</u>	<u>(\$279,000)</u>

THE FORUM

Syntha E.,
Chairperson

Fran M.,
Administrator

Editorial Committee Reportback

The committee met in January and April, each time reviewing a minimum of 240 sharings from the fellowship. A final manuscript for a reprint on *Turning Points* is complete. Further discussion at a goal session led to the concept of using this reprint as a means to refer members to another piece of literature with similar stories. The Executive Committee approved production of the reprint, and suggested

this idea be developed further and brought back to the Board in April.

Sharing sheets soliciting humorous anecdotes on the lighter side were mailed with *Inside Al-Anon* and *The Forum*. The response has been extremely positive, thereby giving the committee material to feature a Humor Page in several issues, and perhaps on an ongoing basis. The request for more sharings "On the Lighter Side" will continue.

INSIDE AL-ANON

Bill S.,
Chairperson

Sandra F.,
Editor

The chairperson reported that the Feb/Mar issue saluted our World Service Office volunteers in a cover page article. Other articles included: a request for sharings from senior members; the history of bookbinding problems with *Courage to Change*; Let's Be Friendly With Our Friends—the Professionals; WSC agenda summary; *Alateen Talks Back on Detachment*; Al-Anon in the Arctic; and the second article on Group Business Meetings.

The April/May issue featured our new

basic book, *How Al-Anon Works for Families & Friends of Alcoholics*. Sharings continue to arrive on the topic of "How do you handle disruptive members?" as well as requests for information on crosstalk and the group business meetings formats offered in the Feb/Mar issue.

A proof sheet of the 1995 World Service Conference *Inside Al-Anon* issue will be mailed to all Conference members by Wednesday, May 3.

INSTITUTIONS PRESENTATION/REPORTBACK

Don H.,
Chairperson

Claire R.,
Administrator

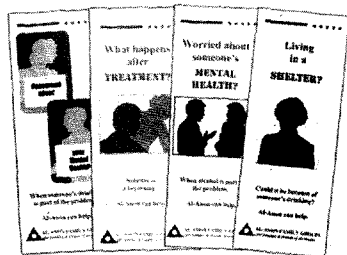
The Institutions Committee presented a participative problem-solving workshop titled, "Our Vision and Hope for Institutions Work in a Changing World." Its purpose was to brainstorm solutions to ten major needs and concerns identified by area Institutions Coordinators and sponsors of institutions groups. The goals were to help create a vision that will revitalize institutions service, thereby helping more families and friends of alcoholics.

The chairperson suggested that a vision is a mental creation of a preferred future, another place to be or way of being. He added that we seem to have more focus and better results when we first have clear mental pictures and ideas. New Al-Anon publications and service work start as concepts or visions. One of the great needs and concerns today is tapping and releasing energy, commitment and action by volunteer members to help fulfill our primary purpose: to help families and friends of alcoholics.

In terms of institutions service, our desire is that Al-Anon become the best and most widely used, community-based resource for families and friends of alcoholics. The best in terms of Al-Anon always being available with quality, meaningful and timely help to institutions. Our new institutions CAL leaflets are a step toward being the best and most widely used resource. Putting into practice the ideas from this presentation is another step.

The WSC members were divided into ten groups, each with a different topic to discuss, including: ways/approaches to reach family members and friends at institutions; ways to help young people residing at or related to someone at a facility; ways to inform facilities about Al-Anon and to cooperate with them; and ways to help minorities, men, parents and other diverse groups make the transition from institutions to local Al-Anon groups.

Each group applied a six-step problem-solving process: problem identification;



silent generation of ideas by each person; round-robin recording of ideas; discussion of each idea for clarification; establishing initial priorities; and reaching consensus and closure on the best ideas. The first and critical objective was to generate the largest number of ideas by encouraging a free-wheeling format. Each workshop group reported back to the entire Conference what they felt were the best ideas generated for their topic. Records of all the ideas were retained, with the intent of having them prioritized.

At the close of the presentation each Conference member received a copy of the problem-solving process used and a list of the topics. The Institutions Committee plans to compile and summarize all ideas from the workshop groups for distribution to Conference members to use in service to the fellowship.

The chairperson reported on the publication and distribution of the new CAL institutions leaflets. They will invite family members and friends of alcoholics at or in institutions to try Al-Anon where they live. The leaflets will be for mental health facilities, treatment centers and crisis/abuse shelters. June publication is anticipated with distribution in 10, 25, 50 and 100 quantities. The leaflets will be distributed on a complimentary basis to make it easier for our members and groups to do institutions service work and for facilities professionals to have a supply of Al-Anon materials to refer patients, clients and their families to local Al-Anon groups. There will be a nominal fee for postage and handling. A pilot project is being considered for new

leaflets to study their effectiveness within the areas.

The WSO will provide areas with a mailing list and literature packet featuring the *Domestic Violence* reprint; areas will need to provide postage and a local meeting list.

The 1995 October Institutions Month leaflet was completed early in response to requests from area coordinators and DRs to give them more time for pre-planning. Districts, AISs, Institutions Coordinators and delegates may order additional copies for workshops and to encourage participation by contacting the WSO Institutions Service. DRs will be receiving copies with the June issue of *Area Highlights*.

The committee discussed possible topics for a proposed MCI conference call with area Institutions Coordinators. The call, if approved, will be planned for September/October. Recommendations for topics were: October Institutions Month, use of the new institutions leaflets and getting coordinators and districts actively involved in service work.

The Institutions Committee approved the reportback and assessments of the Institutions Survey to be submitted to the Board of Trustees.

All Conference members will receive copies of the 300 plus ideas that were generated by the Institutions Committee's WSC presentation. The best ideas voted by each workshop group will be shared through a series of newsletter articles. The Institutions Committee will use the ideas generated for institutions service work during the coming year.

INTERNATIONAL CONVENTIONS

1995 AA International Convention

This isn't our party, but we sure are participating! AA's 1995 International Convention will be held June 29 - July 2, 1995 in San Diego, California to celebrate their 60th anniversary. Al-Anon has been invited to participate.

There will not be any Al-Anon big meetings after 5:00 PM at this convention; Al-Anon members plan to join in AA's activities. A Conference Reunion Dinner is planned and all members of the WSC, past and present, were invited to attend and bring a guest. Al-Anon will hold a General Service Office Luncheon to renew friendships made working with those in other countries.

See you in San Diego.

1998 Al-Anon's International Convention with AA Participation

Al-Anon's first-ever International Convention with AA participation will be held July 2 - 5, 1998. Delegates were asked to go back and discuss with others in their area or region the possibility of hosting a hospitality suite at the Al-Anon International Convention. The members in Utah will provide some hospitality, but when hosting a worldwide convention, several hospitality suites are needed. Members will be needed to coordinate hospitality and it must then be determined how funds will be raised by the area or region to provide days of hospitality, July 2 - 5, 1998.

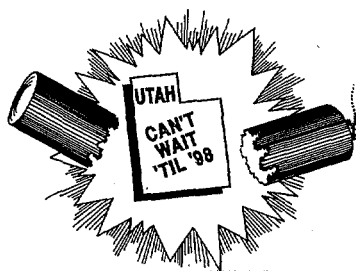
A booth for the 1998 International

Myrna H.,
Chairperson

Sandra F.,
Co-Chairperson

Mary Ann K.,
Coordinator

Carole K.,
Co-Coordinator



Convention in Salt Lake City will be available at the Concourse during the AA Convention in San Diego to remind members to save for Salt Lake City.

Host Committee Chairperson, Glenna C., and Co-chair Roberta A. joined Carole and

Mary Ann, Coordinators for the 1995 and 1998 International Conventions at the 1995 Host Committee kick-off meeting in San Diego where 600 Al-Anon members volunteered to help in any way possible.

INTERNATIONAL COORDINATION REPORTBACK

Maxine K.,
Chairperson

Mary Ann K.,
Administrator

Thirty-three areas have adopted Russian groups and the following excerpts are from two letters about the project:

From the contact person in the Arizona area, "Our group received a packet of cards from the Safety Valve Group in Moscow and I got them translated. It is really wonderful to hear from them! They seemed so happy just to know they are not alone. This is the best job I have ever had in my whole life. I feel like a conduit—transferring all those words of encouragement and Al-Anon love across the miles. You can't believe how much it affects me personally. My Higher Power knew what I needed when He told me to volunteer."

From Irkutsk, Russia, "I don't hope to write something unique. In the whole world the face of alcoholic is the same. I'm a doctor. My husband was an alcoholic (his father was too), and now my son drinks a lot. I was looking for some support in literature and found that in Al-Anon. I was brought up as non-religious and it is difficult for me to accept Higher Power over my fate, but without it I was turning into a person who lives in permanent panic. I started to pray and go to church. I prayed to God to forgive me for my not trusting and proudness that I can make life better. I forced myself to feel the words of the prayer, always carry Al-Anon literature, and read that especially when I could not suffer it any longer. I was trying not to talk

with son about his problems. I think that son has more hope that he will solve this problem. I thank you very much that you send literature to me and others. I am trying to explain how to use them in groups, to make meetings useful. It doesn't go perfectly, but we hope God will help us."

Areas can still adopt Russian groups, many groups are waiting. Forms and letters were available to the delegates to assist in their reports.

Other parts of the world are growing in Al-Anon too. In the Middle East members are more active in service. The Jerusalem Group was granted a \$2,100 loan to reprint literature in Hebrew. At Germany's invitation and expense, Ric attended the German General Services Conference and Mary Ann attended Spain's General Service Conference. For the first time we have a registered group in Romania and on China's mainland.

In the spirit of unity, the delegates at the IAGSM voted not to create their own literature but to use the literature developed by the World Service Conference.

At the Spanish Services Luncheon held at the WSC, Myrna presented Raquel, Spanish Services Coordinator, with a plaque that was given to the WSO at Spain's General Service Conference. The inscription read, "With all the love and recognition, from the Spain GSO to the WSO."

LITERATURE REPORTBACK

Committee members commented favorably on the cover of our new book, *How Al-Anon Works for Families & Friends of Alcoholics*. The chairperson showed the Conference members the new Al-Anon pamphlet display rack which will sell for \$17.00 plus \$1.00 postage and handling.

When the new bookmark/order forms were shown to the committee a member proposed that the one for *From Survival to Recovery* be redesigned and produced as a saleable item. Following discussion of this proposal, the committee decided against the idea and against numbering and titling the excerpt. We will continue with planned distribution as a complimentary item. It was suggested that the bookmark/order forms also be distributed with renewal letters.

The committee has been considering the possibility of retitling our book, *...In All Our Affairs*. The Title Selection Committee agreed to propose the subtitle, *Making Crises Work for You*, to the Policy Committee for approval.

The committee decided not to propose a motion for timely development of a daily reader and accepted the revised description of the Conference approval process that was distributed at the Conference. The committee also sat as a task force for a preliminary review of the initial draft manuscript for a gay/lesbian pamphlet.

Although there are an abundance of sharings for the international spirituality project, on the whole, they do not reflect the diversity of cultures that was anticipated. It was suggested that all delegates personally ask for sharings from Al-Anon members of diverse backgrounds.

The committee will present a recommendation to the Board of Trustees that the pamphlet, *Lois' Story*, and the book, *Al-Anon Family Groups*, be discontinued.

Fifteen thousand copies of, *The Dilemma of the Alcoholic Marriage*, were printed in softcover. The committee was impressed with the quality of the flexible, laminated composition cover and suggested that it might be an acceptable alternative for more of our books. In exploring various aspects of this, it was discovered that the 1976 WSC approved a motion, "To affirm the Literature Committee's decision not to print the Al-Anon and Alateen hardcover books in paperback."

The committee discussed whether

paperback covers are the same as softcovers and agreed that they are not the same. Further, it was suggested that softcovers of high quality may be an acceptable alternative to hardcovers for some Al-Anon books, especially if it helps in keeping prices down.

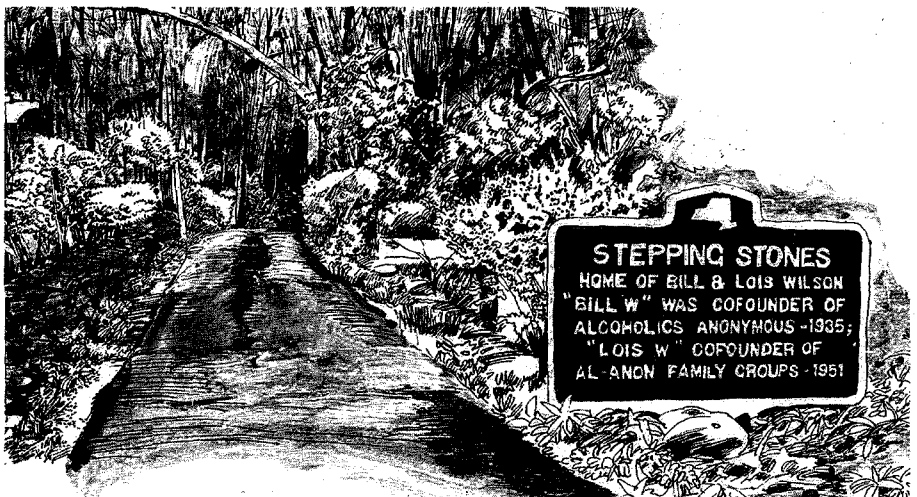
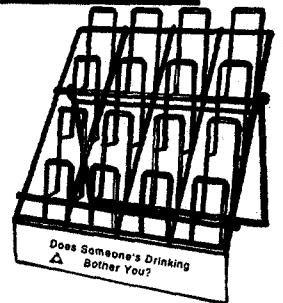
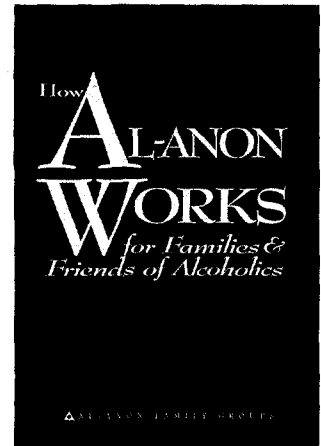
The Literature Committee presented a motion to the 1995 WSC to approve the production of books in softcover such as flexible laminated composition covers which are in keeping with our policy "to aim at only the best..." as quoted in Concept XI, item 6. Production in softcover would be reviewed on a book-by-book basis, possibly as an option prior to discontinuance.

The floor was opened for discussion and members shared their perspectives on the Literature Committee's request. One member explained that softcover production would help in doing institutions work because many facilities do not allow inmates to have hardcover books. Another expressed concern that book sales would decline if we alter production. Others explained that a book's quality is in its content and not necessarily in its cover.

Following discussion, the Conference members voted to approve the Literature Committee's request.

Pat L.,
Chairperson

Geri H.,
Administrator



Following the Conference, 1995 Conference members and their guests were afforded the opportunity to visit Stepping Stones, the home of Al-Anon's co-founder, Lois W.

WORKSHOPS

Those issues not discussed during the Open Discussion session were referred to workshops for discussion and reportback.

- Regarding Internet and whether it violates Traditions, some members explained that this is too new to us and we are not fully equipped to respond. Given the complexity and speed of this arena, it was proposed that the Policy Committee assign an ad hoc committee to review the issue and present their findings at the 1996 WSC. Others discussed services that could be provided on the Internet—lone members contacting each other; group information and records, professionals contacting Al-Anon; putting Al-Anon's name and 800 number online as another vehicle for carrying the message. However, we should proceed with caution, specifically regarding anonymity and copyright violations.

A question was addressed about what place technology will have in the Five Year Plan? One delegate reported that technology doesn't have anything to do with the Five Year Plan. Several expressed the need for us to get back to basics and keep it simple. Remember, we're a fellowship not a business. It was reported that the WSO needs to keep up with technology and we must look at ways in which technology can help enhance services.

- How to keep members coming back with emphasis on long-timers and increasing diverse representation: encourage group inventories; remind people to give back what they received; invite long-timers to speak and to work with newcomers; increase institutions and PI work; encourage new members to call; offer temporary sponsors; avoid dominance; treat everyone equally; eliminate private conversations; ask long-timers to assume a group service responsibility.

To encourage long-timers to remain in Al-Anon, several ideas were shared: have a *Forum* page for long-timers; the Literature Committee could develop a piece on long-timers; invite long-timers to take part in activities; get them involved, and talk about recovery as a restoration and renewal process.

Regarding old-timers who can't let go: love them; talk one-on-one; encourage veterans to help support work groups; form a new group; attend a newcomers meeting or sponsor an Alateen group.

How much of a leadership role should an

area officer take in making decisions for the area: Officers should provide lots of leadership, but the groups should make the decisions. A suggestion was made to take an inventory.

- One issue focused on delegate representation on WSO committees. The group felt this could be better addressed by the full Conference during the discussion on restructuring of committees.

The delegates' role on standing committees was discussed as it relates to participation at the WSO quarterly meetings, especially in the development of new literature. Workshop members expressed that the question shows a distrust of WSO. Other ideas included: the delegate could come to one additional meeting; it would be very costly and too much time would be spent traveling to have delegates attend a quarterly meeting. A CAL idea is approved by Conference, draft copies are reviewed by Conference members, including delegates. Our structure was not designed for this and it would favor those delegates who live closer to WSO. WSC approves the concept of new CAL, not the text. Delegate input and approval is through the Literature Committee.

The members discussed whether the fellowship has lost confidence in the delegate representation and should the Board be held more accountable. There may be communication break-downs. Sometimes not all parts of a problem and its solution are communicated to the full membership. The Board needs to develop communication that speaks directly with the membership. Delegates must also communicate effectively.

- A suggestion to eliminate love gifts and submit a donation to Al-Anon was discussed. Some members explained that gifts are donated by members. Some delegates use funds from their allotment. It is up to each group and area to decide.

- Ideas were shared on how to encourage groups to follow the Traditions. Have a meeting or workshop; encourage members to do Traditions on a personal level; display Step, Tradition and Concept banners. Members were reminded that we cannot take any action against groups who choose not to follow the Traditions; we don't police our groups.

Relative to whether a district can remove a group from its meeting list and deny them a vote at meetings if believed the group is not following Traditions, members stated

that according to Warranty Four, we do not take punitive action against groups. Some districts/intergroups do not publish a group on its meeting list unless that group is registered with WSO. It was suggested that the group take an inventory and if it is not functioning as it should, it will dissolve itself from within. We can win them over by gentleness and love. It was also expressed that several information services are putting disclaimers on their meeting lists to try another meeting if a member feels a meeting is inadequate.

- To improve communication and accentuate the positive, share experience, strength and hope; encourage planned topic meetings with a positive thrust; share enthusiasm of service work.

- One topic was relative to the out-of-print status of the *Al-Anon Family Groups* book. This issue was addressed by the full Conference as a motion presented from the floor.

- Members talked about whether we should encourage IAGSM participants to attend the WSC. Members agreed that we, as a Conference, can be open to the decision of the GSOs and if they wished to join the WSC, then we would be welcoming and work with them in regard to equalized expenses.

- To encourage service workers, it was shared that we should remember to thank those who serve; encourage the little things; remind members that rotation doesn't mean rotate out of service; brainstorm on how to do service; channel enthusiastic people to their area of interest.

Ideas on how to retain service volunteers: a little "promotion" never hurts; use newsletters, flyers, word of mouth; let your sponsorees know you plan to sponsor them into service; when all else fails, assert; "just get in the car!"

- Protecting anonymity and the potential to be more open was discussed. Within the fellowship we need not be anonymous; anonymity is not subject to criticism, but we cannot break someone else's anonymity. Other thoughts shared during the session include: discuss Al-Anon without disclosing membership; share what we do and how we preserve others' anonymity; common use of last names can introduce personalities.

- On the issue of whether DR and GR terms should be reduced to two years, members felt this would not be long enough to learn the position and perform the duties effectively.

Term limits for sponsors were covered and workshop members encouraged the spirit of rotation—"don't be afraid to let go."

There was discussion on regional realignment and down-sizing the number of regional trustees. It was agreed that most of the regional trustees already serve many areas. RTs would become less available to the fellowship if they were reduced in number. The current balance appears to work.

- In response to the question, "Since WSO serves the group, and one service arm doesn't support another, why are individuals and areas encouraged to contribute?" the members stated that the WSO provides services to the groups and their members, but needs funds to operate.

- Regarding the purchase of property by other entities, the 1994 WSC requested that other entities not purchase property until the 15-year WSO pilot is completed.

- The potential for an adult children coordinator was discussed and the participants felt this was a matter for area autonomy.

- One workshop reviewed what attitudes, feelings and fears keep Al-Anon from moving forward. Perhaps our greatest drawback is close-mindedness; a need to control in our private lives and a fear of exploring new horizons in our groups. We can use our service plan to expand our vision and increase our hope.

- One idea to reduce the cost of literature and shift away from the dependency on raffles was to "break the buck barrier!"

- The process of changing the Steps, Traditions or Concepts was reviewed. It was agreed that because they are the basic principles of our program, our founders planned for them to be difficult to change. All registered groups would be polled in writing and three-quarters would have to approve the change. AA considers this to be three-fourths of the groups responding, but we need to make our own decision. Some members feel bound by things set up by our pioneers. We should look at the intent behind the policy. A task force is needed to look into our history.

- In response to the issue on whether Al-Anon is a publishing company or a service organization, workshop members agreed that we are both. Groups and members buy the literature which helps support WSO. New literature sustains interest in Al-Anon. If we don't publish, we don't serve.

- The issue of dual members serving in certain Al-Anon positions was reviewed again. Members stressed that we should point out in what capacities AA members can serve.



To improve our image with AA, we can practice our program; we are not an auxiliary of AA. We can cooperate with AA, but cannot control their relationship with us. Invite AA to participate at open meetings, anniversary celebrations, etc. Encourage meetings at the same facility; this could build cooperation and respect.

- A discussion of the difference between attraction and promotion was held in one workshop. There is a lot of misunderstanding among our members regarding these terms. A service piece is being prepared to address this. A function of public information is to provide members with a notice that our service centers may receive more calls due to a new book, etc. which mentions Al-Anon. We are challenged to work the Twelfth Step to carry this message of hope.

- Members explained the rationale for producing a reprint on domestic violence when the 1994 WSC turned down a proposal for a new piece of literature on the subject. Reprints are a re-publication of articles already in print and fills and responds to an immediate need.

- Al-Anon differs from other self-help and Twelve Step programs as we rely on a Higher Power and our group to support us. We speak a language of the heart and focus on the solutions; not just the problems. We have our Traditions, Steps and Concepts of Service along with our supportive service structure to strengthen our group.

- Another topic focused on the WSO budget "running in the red." The Board and the WSC recognize that we have gone through difficult financial times and as a not-for-profit organization, we work with a tight budget. Cost-cutting measures have been implemented. We are committed to keeping Al-Anon world service functioning. We anticipate an improved financial position after building occupancy costs are reduced.

- Is the informed group conscience as expressed in the Conference being followed or is it being circumvented when the same issues come up year after year? Members felt the group conscience can change and it takes a while for members to become comfortable with new ideas.

- Al-Anon's name and how we identify our purpose to the public as a support to families and friends of alcoholics was another workshop topic. Members explained that the name, Al-Anon, is not always self-explanatory and we may want to consider using our full name to the

general public, Al-Anon Family Groups.

- If the cost of attending an RSS is too high, an area or several areas could preview a mini-service seminar to show the value of attending a full RSS.

- In response to the question on plans to unify Al-Anon and Alateen, the workshop group agreed that Alateen is already unified with Al-Anon.

On the issue of how to handle Alateen meetings when gangs attend, workshop attendees felt that two co-sponsors are very important when there is a risk of serious behavioral issues. If there is a threat, call the police immediately. If they are not disruptive, they should be welcome. Group conscience of the Alateen members should establish behavior guidelines for the group.

Leadership

Resulting from requests and information taken from the 1994 WSC evaluation form and Delegate's Survey, time was allocated at the 1995 WSC for two leadership workshops. Each Conference member received a copy of Bill W.'s essay on leadership taken from Concept Nine as a guide. Following the workshops, reportbacks were given from each of the breakouts.

Conference members were asked to provide input on five related topics: How do you inspire creativity? How do you initiate change? How do you communicate a vision? How do you use the technology available to make the area stronger? How do you delegate and obtain support? The workshop members were to summarize their insights into three specific action steps, and to share their visions and hope during a general session.

One common theme expressed on the topic of inspiring creativity was the value of brainstorming, accepting all thoughts, no idea is too small or silly; listen, be enthusiastic and positive; keep an open mind; encourage new ideas; provide a safe environment; go slowly and respect others; give positive feedback; do something creative yourself; don't create any barriers before you start; bring out each others' talents; provide workshops on leadership, and be open and flexible to change.

The topic on communicating vision solicited creative responses: clearly develop a vision; carry the basics with us to the future; the vision has to be important to you; a vision starts one day at a time; present it in such a way that as many people as possible will understand; work to keep the vision alive; remember the five p's —

prior planning prevents poor performance; look at all the avenues of communication; communicate the vision and lead people to it; create an inventory of goals, develop a process to achieve them, and be willing to compromise.

Relative to technology, members shared innovative ideas such as: use technology to help families and friends while always being mindful to avoid rifts between "techies" and "non-techies;" Al-Anon basics can skyrocket us into the future; computerized group records will make communication with the WSO easier; putting meeting schedules and directories on computer will make access easier; ensure that those who do not have computer access are still given information; learning to use a computer is an opportunity for personal growth; a computer for the area office can be limiting if everyone doesn't know how to use it; "Just For Today I will be willing to learn something new," and technology is only a tool not an end.

Ways to initiate change brought inspiring thoughts from the WSC members; just do it; don't worry about being wrong; be assertive; meet the fear head on; reduce fear with information; ask for a group conscience; plant the seed with no expectation of a result; if you hear something often enough you get used to it; be sure of your vision, be firm in your presentation and believe in the change; be aware of the dynamics of change; take a risk to be different.

The final topic focused on how to delegate and get support. Suggestions and ideas included: to get support, be supportive; ask for participation from the entire group; give people who haven't had a chance to serve, the opportunity; the direct approach works; make the jobs manageable; never give away a job you wouldn't do yourself; encourage leadership/creativity in others; don't re-invent the wheel; praise the work—when you ask someone to do something, you inspire confidence.

OPEN DISCUSSION

The Deputy Executive Director, Sandra F., explained that Conference members would vote on those topics they preferred for discussion in an open forum. The remaining topics were sent to workshops for discussion and reportback. The delegates whose areas submitted the topics, would act as moderators for the session.

Specialized Literature

Lucy T., ME, Moderator

The issue revolved around the 1994 Conference decision to produce a welcome introductory piece in pamphlet format to reach out to the gay and lesbian community, and the overall issue of literature targeted to special groups.

Several comments were voiced freely:

- On the whole, the input was negative for producing this pamphlet. The feeling was for us to get back to basics, keep our unity and focus on our sameness.
- Everything was fine until the sharing sheets for gay members. I didn't have an answer why so many sharings were needed for an introductory piece.
- There is a need for this piece and there is a need for us as Al-Anon members to respond with love. It's okay if a new-

comer mentions that they are gay; we're not talking about gay issues in meetings, we're talking about who the alcoholic is.

- When I came to Al-Anon, I was the only member who didn't have white hair; the only one who was the husband of, rather than the wife of. I was the exception. Those ladies had a pamphlet, *Al-Anon is for Men*. It conveyed three messages to me: someone had seen fit to print that pamphlet welcoming me; those ladies saw fit to have a copy to welcome me; inside, the pamphlet told me of the unity and the common solution to our problem.
- There is a sense that the WSC needs to send a strong message that our literature focuses on unity rather than diversity.
- If *Al-Anon is for Men* wasn't there, I wouldn't be here. I didn't see another man for five months and I had to go to Canada to find one! Even though you were all gals, that pamphlet told me I could come.
- There are African-American members who want to know when they will get their own piece of literature.
- Specific literature separates us as a whole. I want you to welcome me because I'm hurting, not for any other reason.



- My group has been opposed to separate literature for a long time. When I had a special situation, I needed to work the basics of the program. The only thing that mattered was that I went to a meeting and stayed focused on Al-Anon.
- Up until last year I didn't believe in special literature. When my husband and I divorced, I almost quit, I felt like I didn't belong. I now feel that if one little pamphlet welcomes people, it doesn't hurt the rest of us, and we are filling a need.
- If it weren't for a pamphlet when I first came in, I would have felt unique. Those pieces helped me get past those things that separated me and brought the unity forward. Get the person in the door any way we can. It's the alcoholic that brought us here and should keep us in that room. Then all the differences should be set aside and we should adhere to the Traditions.
- A precedent had been set for distinguished literature with one of our first pieces, *One Wife's Story*. It was clearly aimed at one segment of the population, but no one objected. I feel strongly that people need to have something addressed to them to believe it's real. Once the welcome has been established, the rest of the program will have meaning.
- The feelings are very strong in my area against this. This issue was voted down as a workshop topic.
- The WSO had received 22 complaints against any diverse piece of literature, not just a gay/lesbian piece. The reasoning for the sharing sheets being sent out is that all recovery pieces start with sharings.

Alateen

Barbara A., GA, Moderator

The Alateen discussion targeted two issues: the potential for litigation and whether Al-Anon could afford to be legally responsible; and whether Alateen should continue. (Are we ignoring the reality that the teens are in need of something we can't give them?)

Members shared their views:

- There is concern over liability issues; we had an incident several years ago where the teens went wild and injured someone by running into them.
- Our experience has been that there is intense Al-Anon supervision/involve-

ment required. One year Al-Anon participation was lacking on the planning committee. It took two years to clear the debt.

- At a convention, some friends of the Alateens caused a problem. Now we have an orientation meeting and set up rules and guidelines. A teen is not allowed to participate without being accompanied by a parent or sponsor.
- We have an "other" category on the registration form for those who are not members of Alateen, and ask that the parents of children under a certain age be responsible for them.
- We had one incident and found out who was responsible. The next year we made him the security chairman. Our Alateen Coordinator worked up stringent guidelines and rules for the Alateen functions. Any one individual who is a trouble-maker is asked not to come back by the other teens. There is always a solution, we just need patience for finding one.
- Our Alateen convention meets at a retreat house that provides an insurance rider. The agenda is very structured and supported by the teens. We just started to use a release form for any teens who attend without a parent.
- We lost our assembly site because the teens triggered a fire alarm. Now they must be accompanied by a sponsor or parent and room with their guardian. In addition we have to carry a \$1 million dollar insurance coverage for 48 hours for our Al-Anon conference at a cost of \$2,600. The teens, however, don't have to have any insurance.
- I have been a sponsor for years; we do need Alateen. Their needs are being met or they wouldn't keep coming back.
- Insurance costs vary by state. If an area is incorporated and Alateen is part of it, an area may be able to obtain directors/officers liability insurance; you may also be able to add a rider for special events. It tends to be cheaper for nonprofit organizations. More than one nonprofit insurance company should be explored.
- We're concerned about where we are going with Alateen. As a sponsor of younger members under 14, my experience has been that the older teens will not come back because they can't relate and I have felt I was in a teaching position. A lot of focus now goes to the teens and not to our primary purpose.

- Alateen is alive and well in our area. We recently appointed a 19-year-old coordinator. At our last assembly we had a half dozen GRs who were Alateens. The only thing these teens need is what I needed, love, understanding and compassion.
- The teens in my group run their own meeting—they share, they use the ADAT book, literature and *The Forum*. I don't know if the problem is the teens or the Al-Anons who don't make these things available. I get more than I give. I love them. No matter what age, I can share without teaching someone.

Lord's Prayer

Bill H., TX (E), Moderator

The issue centered on the growing number of Al-Anon members speaking out on the belief that the Lord's Prayer expresses religious ideas that are beyond the scope of the Twelve Steps and whether we are in fact violating our Traditions. The question was also raised on whether the World Service Conference would develop a guideline or resolution regarding this.

The session opened with a moment of silence for each member to be in touch with their Higher Power, followed by the Serenity Prayer. The moderator broke down each phrase of the Lord's Prayer and shared what they meant to him personally.

Comments from the floor were:

- The group decided not to use the Lord's Prayer and ended the meeting with Let It Begin With Me. If members choose not to participate, it's okay to step out of the circle.
- When I came to Al-Anon and heard the Lord's Prayer, I felt pretty angry at God and wanted to leave. I am now very protective of my program. I don't want to offend anyone. I don't like using the Lord's Prayer. Yet I don't like the Conference making a decision on this. We can make the fellowship aware of their options.
- It's up to the group chairperson. They can use whatever they want for the opening and closing. If someone does not want to participate, they don't have to. I don't want the Conference making a decision on this.
- It's up to the groups not the WSC to make rules or judgments over what the groups use. Many groups use the Serenity Prayer to open and Let It Begin With Me to close.
- We had a disruption at assembly and ultimately put four prayers in a hat and drew one. We demonstrated to the groups that a choice was available. Just because it has always been used, doesn't mean we have to continue.
- The Lord's Prayer is not the same for all Christian religions. I'm concerned about people coming back. Group inventory is the answer; that inventory will keep members coming back.
- I stood in the circle too afraid not to say the prayer. I can't stand in the circle now, I feel suffocated. It isn't comfortable to feel excluded. I know the Lord's Prayer isn't CAL, but it has historical and traditional weight. People don't think of its offensiveness to others.
- The suggested closing says, "will all who care to . . ." I would like to see us encourage the Declaration Statement and write that in the suggested closing. It will help us remember our Twelfth Step.
- Thank goodness when I came in they had the words Higher Power and God of my understanding. When I chair, I close with the Declaration, what others choose is their decision.
- The chairperson in our group says, "If you care to join us in a moment of silence and say whatever prayer you care to . . ." This solved the problem for many of our groups.
- Sometimes if you don't have a problem, you don't recognize it. One member was asked to chair a meeting, but she couldn't say the prayer. It made us look at how we structured the meeting and how we need to be sensitive to all our members.
- You made it easy by offering the God of my understanding. We may not make it easy for all newcomers because we say a prayer that is so strong in the Christian faith. I feel it has no place in meetings unless everyone wants to say it. Alcoholism is not a Christian disease. We live in a changing world and need to be sensitive.
- I enjoy saying the Lord's Prayer, but when I look around the room and see people not saying it, I wonder where the group unity is. I don't know if I would be willing to go along with the WSC making a decision—that's the easy way. It's up to the group conscience.
- I think the Lord's Prayer is a special prayer. I was prepared to go back to my

area and tell them that there are some weird groups in the states. Thanks for sharing on this topic, now I have the material to address the topic properly. We probably have the same problems, too.

- If the group takes a continual inventory, you can settle a lot of things. We brought back issues from the inventory that were prevalent. We asked for suggestions for the opening and closing and voted on each. Part of my growth is accepting the group conscience. I have to trust that God is leading and guiding our membership. It's up to the areas and the groups to decide, not the Conference.
- I was always made to feel that this program is one of inclusion not exclusion. It would be nice to have a prayer that makes everyone feel welcome. I think the WSC could make a resolution.

Improving Communication

Jim L., NH, Moderator

The final topic for general discussion was improving communication and getting the word out within the structure.

Comments included:

- We had a successful workshop where we talked about what the groups get in their mail. We look at *Inside Al-Anon*, the flyers for subscriptions, area newsletters, etc. We discuss where they come from and why the group would be interested in getting this information. This helps them understand more.
- We started a GR's meeting at the assembly. It has helped communication and understanding. The written report I provided was being misquoted. This GR session helped with clarification.
- One district had two DRs, now they have none. I went to that area about a month ago and only one person showed up at the meeting. I got in my car and visited seven different Al-Anon members. Sometimes we have to put in an extra effort to reach the members.
- I encourage the areas and districts to have alternate DRs and GRs. Sharing duties is a real asset and fosters communication.
- It all begins with the election procedure. We should have a good time, but there is also a responsibility to service. It is up to

each individual who takes on the responsibility to be that link of service.

- One way to educate GRs and DRs is to get them to the RSS meetings. Last night the Board voted to go back to three seminars a year. Those who attend could write to *The Forum* as a vehicle to get others into service.
- Every group gets a copy of my report. It's important that we all have the same information. I would like to visit all the groups and would like all of them to invite me.
- We have a responsibility to make people feel important. Sometimes they feel like rubber-stampers. We need our grass roots; if we lose that, we can lose our fellowship. It seems that we get less contact from the DRs and more from the GRs. When they want information they go right to the WSO or the delegate. All of us collectively working together, can make it work.
- On the plane on my way home, I make out an invitation to the area world service committee with bullets on the items I plan to cover after the WSC. I also put a "want ad" in our newsletter informing groups, districts, etc., that I would be willing to share with them.
- I send a postcard from the WSC to all GRs so they will know that I exist and am thinking about them.
- Ask in your areas if anyone would like to be a translation reviewer. We have many, but sometimes they get tired. It would certainly help communication within the worldwide fellowship.
- Our weakest link is the lack of communication between outgoing and incoming service workers. I suggest that the outgoing worker sponsor the incoming one. We need to show concern and caring. In my area, we have a "change-over meeting." We should also remember to acknowledge all those people who do a lot of the "grunt" work.
- I copy every single sheet of *Area Highlights* and send to everyone on my world service committee. They thank me for keeping them so informed. That little brochure contains so much valuable information.
- In summary: write it down; visit, visit, visit; the best way to get the message out is to take it; workshops; invite them; sponsorship, that's a link we break.

OPEN TIME

As a result of the Literature Committee's report which included a recommendation to the Board of Trustees that the *Al-Anon Family Groups* book be discontinued, a motion was presented from the floor of the Conference that our "basic book" not be discontinued without a substantial unanimity vote at the World Service Conference.

It was explained that sales of the book have continued to decline since 1990 and the projection for 1995 is less than 5,000 which is below the number needed to re-order. There are currently no books in stock, therefore, the Literature Committee submitted a request to the Board that it be discontinued. The Board has not yet acted on the committee's request.

Members expressed that the *Al-Anon Family Groups* book is the foundation of the Al-Anon program and should not be discontinued. Possibly it could be reprinted in softcover laminated form. There was also discussion on whether the new book would be a replacement for AFG. Some participants felt that *Al-Anon Family Groups* is a part of history and cannot be replaced; comparisons were made to AA's *Big Book* as a program foundation. Opinions varied while senti-

ments were strong. A motion was made to table this motion until later in Conference week to give everyone a chance to consider it further. The motion to table was approved by a simple majority.

A second motion on the subject was presented that the Board of Trustees approve the immediate reprinting of a minimum order of our basic book in its present form or in softcover. The WSC continued the discussion, and a motion to table was presented and approved by a simple majority.

Finally, a motion from the floor requested that the Board notify, in writing, all Conference members of its intent to discontinue any hard/softcover books one year prior to the discontinuance or failure to print. The 1995 WSC approved the motion.

Following, members asked that the two tabled motions be brought back to the floor of the Conference and not remain tabled until 1996. A consensus was reached to bring Motion #24 back. The motion was withdrawn by the originator and by the second. A consensus was reached to bring Motion #28 back; it, too, was withdrawn by the originator and by the second.

POLICY REPORT

The Policy Committee presented 14 motions for Conference approval. This completes a process that began in 1991 out of concern that Al-Anon members were taking punitive action towards individuals and groups who didn't adhere to passages outlined in the Digest of Al-Anon/Alateen Policies. An ad hoc committee was formed to review the language in the Digest. In 1993, the WSC approved 27 of those revisions and in 1994 another six were approved. In 1995, the first 11 motions conclude this three-year process.

As in prior years, the Policy Committee motions were sent to Conference members prior to the start of the World Service Conference. At the WSC, the chairperson reviewed each motion to determine if the Conference consensus was to set it aside for discussion or consider it for immediate vote. Two changes relative to the use of group funds and members' outside involvement were approved immediately and appear in Motion #6. The remaining were brought

forward individually for discussion.

Relative to the request to add a separate category under Finances, Contributions to the WSO, there was discussion on whether the "birthday plan" should also include the word "anniversary." It was decided to leave the wording as originally requested. A suggestion was made to clarify the triannual appeal and how the contributions would be used to cover expenses for worldwide services. Motion #7 was approved as amended.

Following discussion, Motion #8 was approved as amended. Consensus was reached for Motion #13 which contains changes to six sections in the Policy Digest that reflect only tone changes.

A request was made to amend a section in the Digest, under Dilution of the Al-Anon Program relative to professional involvement. The initial discussion centered on whether the proposal was a policy rather than a tone change. A consensus was reached that it was a tone change. Discus-

Pat B.,
Chairperson

Sandra F.,
Deputy Executive Director

sion centered on whether professionals may assist in forming an Al-Anon and/or Alateen group. Members shared their personal experiences as well as those of their groups and area. Some expressed concern that the Al-Anon program would become diluted if we allow professionals to start groups. One explanation shared was that a professional who contacts the WSO interested in starting a group, receives a letter stating that an Al-Anon member must be involved. They also receive a copy of the policy as it appears in the Digest. Others shared that professionals involved in starting a group are a vital form of PI and CPC work, and we should continue to be friendly with our friends.

A recommendation was made to consider this section as a separate motion. The Conference voted to approve Motion #12, the Policy Committee's request for changes under Dilution of the Al-Anon program, sections a., d., e. as amended.

The motion to amend the text on page 127, Professionally Conducted Family Therapy Groups, paragraph c., as presented by the Policy Committee was tabled, returned to the floor of the Conference and withdrawn by the originator and the second.

A proposed change originating in the Nominating Committee and submitted to the Policy Committee acknowledges the Conference Committee on Trustees, clarifies who the non-trustee workers are, and corrects an inaccuracy that the Nominating Committee interviews candidates. Following discussion, Motion #14 was approved as presented.

The Conference Committee requested

that the description of its committee be reinstated in Concept XI. Since there were various inconsistencies within a few committee descriptions, the Policy Committee submitted a proposal to rectify. The Conference approved Motion #15.

The final Policy motion amended text under, Commercial Enterprises and was a policy change rather than a tone change. The committee's proposal would allow Al-Anon's name to appear in film credits when technical assistance is provided; this is cooperation not affiliation. The Conference members discussed the rationale and implications. Members were concerned that this may not be in the best interest of our spiritual aim. Tradition Six states that we cannot lend our name to any outside enterprise. Further, Al-Anon would have no control over which films its name is associated with. Other members shared that this would be a means of getting the message out. By consensus Conference members voted to reinsert the sentence that Al-Anon's name may not appear among a film's credits. Motion #16 was not approved.

A motion was presented from the floor to amend the text under, Section V, c., under Professional Involvement, so that professionals may initiate the formation of an Al-Anon/Alateen group provided that the meetings are then conducted by Al-Anon/Alateen members. Professionals who are not Al-Anon members may want to invite an existing Al-Anon or Alateen group to provide a brief on-site meeting to demonstrate how group meetings function. The 1995 WSC thoroughly discussed the proposal and voted to approve Motion #23.

PUBLIC INFORMATION REPORTBACK

Marion W.,
Chairperson

Carole K.,
Administrator

In an effort to assist and encourage PI Coordinators, districts and groups to continue with their PI efforts, the PI Committee has divided the 1995 calendar into three service projects. A summer outreach includes a Health Fair Kit, radio scripts, a summer press release and a flyer listing summer outreach projects, (e.g., giving meeting lists to hotels, motels, resorts and convention bureaus or offering Al-Anon and Alateen information to camp counselors). The summer information packet was mailed to all PI Coordinators early in April. The second phase, a Back to School project, will be mailed to all PI and Alateen Coordinators in July. The third project will be a holiday outreach to the

media and will be mailed to all PI Coordinators in October.

The PI Committee is reviewing scripts for new TV and radio PSAs and discussing designs for new Al-Anon and Alateen posters that will tie in with PSAs. It is the committee's plan to use these new PI tools in the holiday outreach.

Another project the PI Committee has been working on is the gathering of sharings from senior members who are raising their grandchildren due to the children's parents alcoholism, seniors concerned with their adult children's drinking and seniors facing alcoholism for the first time after the retirement of a spouse. The committee has enough material

to proceed with the production of a PI piece focusing on the senior population and will also provide material to The Forum Committee for inclusion in an issue with focus on seniors. (The original request for this piece came from an AARP representative.) In January 1996, the PI Committee is planning to have a seniors outreach project.

The committee discussed a concern that the Canadian Broadcasting CBC North is the only TV station that is airing Al-Anon PSAs. Basically the stations want Canadian content and production, and it's a struggle to get past some of the Canadian media criteria.

The PI staff will contact NPIC for assistance in researching a solution.

The committee discussed inappropriate questions from the media. If time allows, Al-Anon can ask to talk with the interviewer before the program and discuss the questions, however, many requests are last minute. If an interviewer asks an inappropriate question, the Al-Anon member does not have to answer, but can redirect the question back to Al-Anon and how the program serves the families and friends of alcoholics.

PUBLICATIONS COMMITTEE REPORTBACK

Established in October, 1994 by the Board of Trustees, the Publications Committee is currently operating on a one-year trial basis.

Its purpose is to develop a more comprehensive approach to Al-Anon publications by:

- Streamlining current CAL offerings;
- Taking an overview of proposals for new literature;
- Designing coordinated promotional efforts for *The Forum* and other WSO publications and analyzing the results.

To these ends the committee:

- Supported a long-range production, pricing and marketing plan for

How Al-Anon Works for Families & Friends of Alcoholics.

- Recommended the Board of Trustees reconsider pricing of *How Al-Anon Works for Families & Friends of Alcoholics* and to set the price at \$9.95.
- Recommended that the Literature Committee study production of selected titles in softcover; durability of covers is of prime concern.
- Agreed to reconsider bimonthly mailings of *The Forum* after relocation to Virginia.
- Supports continued efforts to reach recently dropped subscribers to *The Forum*.

Fran M.,
Forum Administrator

Geri H.,
Literature Administrator

REGIONAL SERVICE SEMINAR REPORTBACK

Two sites in Texas were discussed for the U.S. South Central RSS in June of 1996. After site selection review, a final decision will be made.

Pat S.,
Chairperson

Carole K.,
Administrator

REGIONAL TRUSTEE PLAN

The process to nominate regional trustees for the U.S. Northeast, U.S. Southeast and U.S. North Central Regions, witnessed at this WSC actually began a year ago. Packets containing profile sheets, a list of area chairpersons, and the regional trustee plan

have been prepared for U.S. Southwest, U.S. Northwest and U.S. South Central, the regions nominating RTs from their areas at the 1996 WSC.

Using the process begun in 1993, the RTs from the nominating regions will distribute

Ric B.,
Chairperson of the Board

Rita McC.,
Administrator

RT nominee packets to the delegates in their region. The RTs will ask to be informed of the dates of the elections for each area, follow-up with the delegates, and encourage delegates to nominate candidates and send the nominating information to the WSO before the deadline of January 1, 1996.

In June, following the Conference, a duplicate back-up packet is sent to the area chairperson of each of the nominating regions to alert them to the RT nominating procedure through an assembly election process and for the information to be passed on to the GRs at their assemblies.

If a nominee is selected from an area, a profile of the candidate should then be sent to the WSO immediately following the election assembly, but no later than January 1, 1996 on the official profile form. Failure to do so constitutes forfeiture. The profile should be sent by the delegate by registered mail. It is equally important that the delegate notify the WSO when the area is NOT submitting a nominee candidate.

The delegate should include their name on the mailing envelope and address it to the attention of the Conference Administrator at the WSO. Some humorous and not so humorous events take place each year in connection with submitting candidates' names. This year a resume was invalidated because the person did not go through the proper nominating procedure with their assembly. Other delegates take a casual approach. Resumes are found attached to literature order forms or literature sharing sheets, which makes their journey to the Conference department lengthier and sometimes more precarious.

When all the resumes have been re-

ceived, the profiles are gathered for printing in the Conference brochure and for a mailing to Conference members, to examine before they arrive at the 1996 WSC. Conference members outside the voting regions were then selected by lot to participate in the 1996 RT elections. (The WSO participants will be selected by the Board in January.)

Out-of-Region WSDs to vote in U.S. Northwest Region

Jennie H.	FL (S)
Karen W.	Manitoba
Bill H.	TX (E)

Alternate

John H.	MA
Melody G.	MD/DC

Out-of-Region WSDs to vote in U.S. Southwest Region

Colleen R.	MN (N)
Rose J.	BC/Yukon
Ann D.	Que (E)

Alternate

Mara W.	KS
Vickie L.	WV

Out-of-Region WSDs to vote in U.S. South Central Region

Penny R.	WA
Patty C.	ND
Michelle L.	MI

Alternate

Vickie L.	WV
Mary Ruth R.	TN

CONFERENCE COMMITTEE ON TRUSTEES (CCT) REPORTBACK

Mike T.,
Chairperson

After a trial period of five years, the Conference Committee on Trustees (CCT) became a permanent subcommittee of the Nominating Committee in 1990. The CCT is made up entirely of delegate members while all members of the Nominating Committee must be current trustees. The Board Chairperson and the Executive Director also serve on the Nominating Committee as ex-officio members.

The primary purpose of the CCT is described in the World Service Board of Trustees Guidelines under Trustees-at-

Large, Nominating Candidates. It states that the "Nominating Committee, after requesting a review of the Conference Committee on Trustees for disapproval, if any, submits the names of the candidates to the Board at the January Board meeting at which time the qualifications are discussed." This purpose is further delineated in the CCT composition, scope and procedures.

Historically, evaluating trustee-at-large candidates for disapproval by the CCT has evolved into a process of grading each candidate on seven criteria. Trustee-at-large

resumes are sent to the members of the CCT during the last week in August. They rank the candidates (on a ten-point scale) against each criterion and sum the grades. The CCT Chairperson tallies the scores and sends the results and comments, if any, to the WSO Executive Director. The Executive Director provides the information to the Nominating Committee for consideration and comparison with the results of their own evaluation using the same process.

If a disapproved candidate is submitted for trustee-at-large nomination by the Nominating Committee, any member of the CCT may then file a minority appeal to the Nominating Committee and, if necessary, to the Board of Trustees.

After a spirited "brainstorming" session at the final standing committee meeting last

year, it was agreed that the resume form grading system and evaluation process, and the Conference Committee on Trustees Composition, Scope and Procedures document all required updating to reflect the way the committee actually conducts its business. To that end, a new form and suggested evaluation technique have been introduced for use this year and the procedures document is being updated.

The role of the CCT in the selection process for members of the Executive Committee on Real Property Management is also being discussed. As a final note, the CCT, in conjunction with the Nominating Committee, has developed a flow chart that describes the steps involved in the trustee-at-large selection process.

NOMINATING COMMITTEE REPORTBACK

Words of thanks were extended to all members of both the Nominating Committee and Conference Committee on Trustees (CCT) for their efforts during 1994-1995, and a welcome to the new CCT Chairperson, Barbara McL., OH and Chairperson-elect, Kay J., MT.

The WSC was provided with a brief explanation of the difference between trustee-at-large and regional trustee. In summary, the major difference is in the selection process. The procedure for selecting the RT candidate in the area assembly is similar to that used to elect a delegate. Each RT candidate submits a resume to the area assembly or to the Area World Service Committee, whichever method the area has chosen. The area assembly or Area World Service Committee votes to select one candidate and sends a resume, via the area delegate to the WSO by January 1. At the same time, an alternate candidate may be selected who would automatically take the place of the original candidate in the event of the death or withdrawal of the original RT candidate, prior to the nomination of the candidate by the World Service Conference.

Trustee-at-large candidates do not come through the area structure. Each year the names of qualified AI-Anon members are requested by and submitted to the WSO Nominating Committee no later than August 15. The resumes are sent to the members of the Nominating Committee and CCT for rating. Six candidates are selected and, with the Board's approval, are invited to meet the Board in January. The names of

the nominees are then submitted to the Conference for traditional approval. The nominees are then elected by the Board at its annual meeting. Following the World Service Conference, the solicitation of resumes will begin for trustee-at-large candidates to be presented to the following year's WSC.

The following candidates for trustee-at-large were submitted to the 1995 WSC for traditional approval:

Margaret G., PA	1st 3 year term
Betty B., KS	1st 3 year term
Helen R., TX	1st 3 year term

The slate of officers of the Board was presented and approved:

Ric B.	Chairperson
Doris S.	Vice Chairperson
Don C.	Treasurer

The Conference members were also informed of the nominees to the Executive Committee:

Pat B., Chairperson	1st one year term
Lorill W.	2nd one year term
John B.	3rd one year term

The administrative staff member is Bonnie C., who will be serving her first year.

The WSC also affirmed the regional trustee nominations as selected on Sunday evening during this 1995 Conference:

Felix M.	U.S. Southeast
Larry A.	U.S. North Central
Marion W.	U.S. Northeast

Congratulations were extended to all the nominees.

Connie D.,
Chairperson

BOARD OF TRUSTEES

Ric B.,
Chairperson

Ric B., Chairperson of the Board of Trustees, reported on activities approved by the Board that had been addressed by the trustees at their quarterly Board meetings throughout the year.

Concerns Regarding Board of Trustee Actions

A letter was sent to the Board from members in one area expressing concern over several issues: the purchase of property, relocation to Norfolk, creation of a fundraiser prior to the WSC's approval to relocate; 1994 WSC actions regarding gay/lesbian members; the budget with a built-in deficit, the large reserve fund, and the production of literature to cover costs for the WSO.

The letter requested that the Board reconsider some of its actions as the Conference may have approved them in haste or under pressure, and that the WSO and the Board review how they present business to the Conference to ensure that the delegates have an opportunity to discuss the issues within the fellowship.

The Board asked the Conference members to provide direction. While the WSC recognized the stated minority viewpoints, the delegates expressed a level of comfort and satisfaction with the communications from the WSO in advance of the Conference. Most communications were sent with sufficient time for delegates to share the information within their areas. Further, there were no sentiments of pressure to vote a certain way during any Conference votes. It was suggested that the delegates consider how the information is reported back to their areas to ensure members have a thorough understanding of the process and the decisions reached at each World Service Conference. It was emphasized that the Conference is the true expression of group conscience at work and suggested that the Board acknowledge the letter informing the writers that it was discussed at the WSC and that all decisions were reached by group conscience with the Higher Power's guidance.

Al-Anon Family Group Service Plan—1995, The Year of Renewal

The Al-Anon Service Plan is based on the foresight of the WSO staff in recognizing the need for focus on the basics of the Al-Anon program. Our changing world calls for the renewed dedication of our fellowship. There

are fewer groups available for families and friends of alcoholics, yet more people need help. This year, the Service Plan is focused on renewal—renewal of our commitment to practicing the Al-Anon Steps, Traditions and Concepts of Service at every level; a renewal in commitment to service work; a renewal of our energy as a fellowship to reach out; a renewal of our power as unique individuals within a unique fellowship. This plan invites all members to unite in a common vision and direction.

Conference members shared how they are utilizing the Service Plan successfully with their own lives as well as through their area service work to achieve our common goal—to reach out to all those who are still suffering from the effects of alcoholism in their lives. The energy level was high for the focus on returning to the basics of our program, regardless of the changing world involving all of us, which are instrumental to our continued growth in Al-Anon. Members explained how they used the items included in the service plan during conference workshops and as meeting topics with great success. Putting the focus on the basics gets everyone involved and excited. Enthusiasm is contagious—pass it on!

Five Year Plan

Phyllis M., WSO Volunteer

The 1995-2000 Five Year Plan was drafted by the Long-Range Study Panel and approved by the Board at its January 1995 meeting. The goals were developed based on input from WSO volunteers, WSO staff, consultants and survey results within the WSO and throughout the fellowship. The Five Year Plan provides an avenue to take an ongoing "fearless" inventory of our structure and work processes. The criteria for the development of the plan were: support the three legacies—recovery, unity and service; observe the spirit of the Board's direction; present realistic opportunities for success, and respond sufficiently to the international aspects of Al-Anon.

The Five Year Plan goals are to: 1) clarify, recognize and support leadership within the service structure; 2) evaluate and improve our communications structure; 3) take an inventory of our service structure (World Service Office, area, district, group, etc.) and evaluate its usefulness and effectiveness; 4) enhance WSO internal operations; 5) establish the name "Al-Anon" as the best-known service/resource for relatives and

friends of alcoholics; 6) develop literature that addresses various levels of recovery and targets different groups; 7) make the World Service Conference a true group conscience; 8) increase our outreach to diverse populations; 9) find new ways to address needs of young Al-Anon members; 10) study and revise Al-Anon Family Group Headquarters, Inc. (the WSO) Purpose Statement; and 11) create name recognition by having every school-age child learn about Al-Anon and its purpose.

Conference members applauded the efforts of the LRSP in producing a Five Year Plan. There were questions for clarification and suggestions for rewording goal numbers four, five, six and 11. The chairperson assured the WSC that she had noted all suggestions and that they will be discussed with the LRSP. She urged all Conference members to send in suggestions at any time.

Long-Range Study Panel

Phyllis M., Chairperson

The WSO Board has approved the outline for the Five Year Plan's implementation: divide the 11 goals over the next five years for individual attention; create ten fellowship focus groups to help implement the plan—nine area and one WSO.

The Long-Range Study Panel (LRSP) will work with the regional trustees to select areas to participate based on demographics. In addition to the wisdom afforded to the LRSP by the RTs, the delegate questionnaire will be an important resource for the development of the fellowship focus groups. As the process continues, the selected areas will receive an invitation that will include assignments, guidelines and expectations.

The Board has approved the LRSP to work on the following topics in addition to the Five Year Plan implementation: future surveys, and analyzing present surveys.

Communications Report

Bill S., WSO Volunteer

Sandra F., Deputy Executive Director

The Deputy reported on the questionnaires and provided a handout showing their status. She also assured WSC members they would receive recaps of the AIS, Individual, GR, DR, CPC Coordinators and Alateen Sponsor Questionnaires in addition to the Delegates' Questionnaire which has already been distributed.

Bill reports the Executive Committee approved a process for using the information from the delegate survey. The questions would be divided among the Executive

Committee members for analyzing and reporting back. Using the results of the Delegates' Questionnaire, the recap and our own combined analysis, a brainstorming session was conducted on items that stood out as significant.

The members were asked to identify up to five concerns/suggestions gleaned from the delegate questionnaire data. The items were: sending the Conference Summary to all groups; more time at the WSC; simplification of the Service Manual; more about leadership, and more time with trustees/staff.

The committee agreed on the action plans: planned changes being made to the Service Manual for simplification and improvement. An additional day at the WSC this year with time allotted for informal interaction; the length of the WSC will be addressed each year. (Two leadership workshops were held at the 1995 WSC.) An Executive Committee action was passed to study the cost implications of sending the Conference Summary to all English-speaking groups in 1996.

Other items still to be evaluated include: more visits to areas by trustees; a mechanism to address larger issues; decline in *Forum* subscriptions; the role of delegates on standing committees; what is the WSO, perception compared to reality; a forum to express minority viewpoints; how to deal with re-occurring "timely topics" at the WSC; getting back to basics; establishing an 800 telephone number for delegates to contact WSO for better communication and record keeping.

Purchase of Property

Bill S., WSO Volunteer

A memo was sent to all Conference members following the January 28, 1995 Board meeting informing them that the Board approved the purchase of land and building to house the World Service Office. That decision was made after reviewing preliminary costs of lease versus purchase as calculated by our developer. The savings expected to be realized appear to range between 25 percent and 35 percent.

Many factors contributed to that decision: a review of existing available space with both rental and purchase options; control over the maintenance and renovation of the property; ultimate control in the design of the building; ability to relocate at any time; financing advantages; landlord restrictions; debt elimination; direct control of operating costs.

It was, therefore, decided that a build-to-

suit arrangement would best meet our needs. The cost comparison clearly showed a significant economic benefit. Therefore, the Board decided to purchase property to house World Service Office.

Relocation Committee

John B., Chairperson

The Relocation Committee is a working committee of the Board and is assisted by five ad hoc committees of the Board who review specific areas of the project, outside consulting groups and other professional sources to ensure the best possible recommendations to the Board for their review and approval.

Recommendations of the Relocation Committee that have been approved by the Board and the Executive Committee, include: revised staff structure of the WSO; authorization to purchase land in the Corporate Landing Office Park in Virginia Beach; to create a separate Executive Committee for Real Property Management; approval of a new salary structure, schedule of benefits geared toward the new area; a severance package for part-time and full-time employees; selection of a realtor, coordination of a national relocation group and a local realty firm to assist our staff.

The land purchase contract has been received by the Executive Director for approval. Development of the building is progressing with the developer and the architect providing accurate budget information which was submitted to the Board. Our legal counsel has advised us that Al-Anon's request for property tax exemptions has been approved by the Virginia Legislature and the Governor. This will be effective July 1, 1995.

The goal is to relocate the warehouse function to the new facility in March 1996 with the other headquarters office functions to follow at the end of May 1996.

John was excited to share the reality of the relocation and the building design with all members of the WSC. A model of the World Service Office's new home was on display for all to see during Conference week.

Report on Ownership of Property vs. Rental Property

Bill S., WSO Volunteer

The total estimated cost to provide a new facility for our World Service Office on 5.2 acres of land in Corporate Landing, Virginia Beach, VA is \$2,755,000. A breakout of that total cost includes: \$2,350,000 for building construction and material; \$155,000 for the 5.2 acres of land and \$250,000 for other items

such as legal, lender and development fees, permits, etc.

These land, building construction and material costs are the same whether Al-Anon owns or rents. How these costs are actually paid makes a major cost difference to Al-Anon. If Al-Anon were to own the property, a 25 percent down payment is required which would be about \$690,000. Therefore, 75 percent of the total cost, about \$2,065,000 would be financed. We plan to obtain tax exempt financing at 6 percent for a 20-year period. The resulting annual principal and interest costs to Al-Anon would be \$177,500; included in that amount is approximately \$55,100 in principal repayment. Technically, this is not a cost but an investment in property.

If we were to rent this property from a lessor, the cost of the land and building are the same. However, the finance costs for the lessor are different. The lessor's borrowing rate would be 9.25 percent because the lessor would not qualify for the tax exempt financing. The lessor expects to earn at least a 12 percent return on the investment. Therefore, the annual base rent for Al-Anon would be \$345,000. The lessor would also charge Al-Anon an annual management fee of \$10,400.

The next three items, structural maintenance reserve (\$3,000), utilities (\$71,500) and insurance (\$3,500), are estimated the same for own or lease and would track each other over the years. The janitorial services vary slightly (\$20,000 to own; \$25,000 to lease). If we owned, an employee would handle the work. This figure is for comparative purposes only.

Al-Anon received a property tax exemption. This exemption only applies if AFG, Headquarters, Inc. owns the property. The lessor could not take advantage of that tax exemption so the cost would be passed directly to us from the lessor.

The interest lost on the down payment would be \$48,300 per year. This assumes Al-Anon could earn interest at the rate of 7 percent on approximately \$690,000 that we would use for the down payment to purchase property.

The total cost for Al-Anon property ownership would be \$339,800 per annum. Property rental would cost \$504,400 per annum. By purchasing this property the annual cost savings would be \$146,000. Another way to look at the cost savings is by the square foot (SF) which would be \$10.22 per SF to own versus \$15.17 per SF to lease. A difference in Al-Anon's favor of \$4.95 per SF.

The gap between ownership and rental cost would be expected to widen over the

20-year period. Al-Anon interest costs would be expected to decline as the mortgage is paid in the purchase situation. However, costs would increase for escalations in property taxes and management fees passed directly to Al-Anon if we were to lease.

Executive Committee for Real Property Management

Ric B., Board Chairperson

Motion 12 from the 1994 World Service Conference required that the Board of Trustees submit for approval at the 1995 WSC either articles of incorporation for a new corporation or bylaws for an Executive Committee. After much research and input from counsel, it was decided that a separate Executive Committee was preferred for its simplicity and would cut down on the additional forms needed to file annually with the Internal Revenue Service.

The at-large members would be nominated and elected by the Board to one three-year term. In 1996, the Conference would grant traditional approval to: one person for a one-year term ending in 1997; one person for a two-year term ending in 1998; and one person for a three-year term ending in 1999. The qualifications for membership would be the same as for a member of the WSO Executive Committee. The Chairperson of the Executive Committee for Real Property Management would attend the Conference with voice but no vote, to separate the management of the property from the management of the fellowship. All actions of this Executive Committee would be subject to Board review and approval/rejection. If approved by the Conference and adopted by the Board, this motion will bind the Board during the trial period.

During the discussion at the 1995 World Service Conference, the Conference affirmed that the phrase, "otherwise involved in or concerned with the Al-Anon fellowship" means, "Al-Anon members" for the purpose of this motion. Conference members also discussed the definition of "traditional approval" by the WSC. It was explained that the Board of Trustees has the delegated authority for the operation of the World Service Office and that the Conference may be asked to provide traditional approval for Board actions. Checks and balances have been built into the system to ensure that the group conscience prevails; for example, the Conference can dissolve the Board if they feel it has run amok; the make-up of the

Conference body and the number of WSO representatives, all assure the Traditions are not violated.

A motion was made, seconded and carried that the World Service Conference agrees to the proposed Amendment to the Bylaws regarding the creation of an Executive Committee for Real Property Management during the 15-year trial period. (Specific wording can be found in the Motions section, number 5.)

World Service Office Structure

Myrna H., Executive Director

As the relocation of the WSO became a reality, a revised structure of the WSO was developed and subsequently reviewed by the Relocation Committee to determine if the new plan would be more responsive to our membership. Input received from the fellowship had provided much direction for: increased communications, a more integrated message from the various departments, more delegate involvement, and better balancing of the office workload. After extensive review of the restructuring plan, the Board of Trustees gave its approval on a three-year trial basis. The structure would divide the WSO and its committees into five new or restructured departments:

Group Services (i.e., Alateen, Institutions, Lone Members, Archives, Group Records, etc.) will bring the WSO closer to our grassroots and will assure prompt and efficient delivery of all group services.

Fellowship Communications (i.e., Conference Approved Literature, *The Forum*, WSO newsletters) is charged with carrying a unified message to our fellowship via the printed word and electronic media by encompassing all publications for the fellowship into one department.

Public Outreach (i.e., Public Information, Professional Outreach) will oversee the message of Al-Anon for the public and professional communities and stimulate WSO outreach efforts to attract new members.

Membership Outreach (i.e., WSC/RSS, International Coordination) will handle efforts and activities by the WSO to increase interaction within the fellowship.

Business Services (i.e., accounting, technology, publishing, shipping, office operations, personnel) holds the key to sound fiscal and operational management of the WSO.

Crucial to the success of the organization will be the integrated communication and cooperation of departments and the support of reorganized volunteer committees.

Delegate response as the pilot unfolds will be the key to the effectiveness of the reorganization.

If the Conference approves the trial period, the transition would begin between the current and the new committee structures at the 1996 WSC. There will again be two standing committee meetings at the 1996 WSC. The first meeting would be with the current members to "wind up" its activities; at the second meeting, the new committee would begin its work. Panel 36 delegates would be assigned to both a current committee and a new committee with the understanding that the transition would occur as indicated above. At the same time, the WSO Conference Committee would reassign panel 34 and 35 delegates to the new committees. Since we currently have nine delegate members on each of the eight committees (with the exception of CCT which has seven members and Archives, six members), the new plan would call for six committees with 11 delegate members each. The one exception would be the Group Services Committee with 12 delegate members.

In keeping with hearing minority opinions, a request was made by Don H., trustee, that the two-minute at the microphone Conference rule be suspended to allow him 15 minutes to present an opposing opinion. Conference members discussed whether setting aside the "two-minute at the microphone" rule would be needed since no decision had been reached to accept this proposal and, therefore, no formal process was necessary to hear a lengthy minority report. In view of this, the request for additional time was not granted.

There was much interaction among Conference members on the restructuring plan. Some questioned the difference between the advisory committee versus delegate member committees. It was explained that the advisory committee consisting of at-large members is just that; it is not a decision-making body. All decisions will be referred to the delegate member committees. Detailed explanations on many of the components of the new structure followed. It was stressed that the new alignment was a pilot program with emphasis on eliminating a vertical structure and moving toward horizontal teamwork. Viewpoints focused on the need to maintain service to the fellowship regardless of how the WSO was structured. Members provided feedback and suggestions on how the new organization would work.

Following this discussion, the 1995 World Service Conference affirmed the Board's

implementation of the revised committee structure.

Equalized Expenses

Don C., WSO Volunteer

In an effort to further explain the concept of equalized expenses, the Board presented this discussion. The idea of equalized expense is a spiritual concept that aims to make attendance at our WSC available to all delegates so that every group is represented, thus generating the ultimate group conscience.

The philosophy is simple, every area bears an equal financial responsibility to ensure that no one is eliminated from representing an area due to an inability to meet travel costs. The theory has changed from time to time. In the early 1980s, when money was not a problem, the Board decreased the area's contribution to only 35 percent of the total cost; the balance came out of the general fund. As the decade drew to an end, the economy was not too healthy, contributions began their steady decline and the area equalization began to increase. This Conference is a split of 74 percent area and 26 percent WSO funding.

While there has been some indication that 100 percent area contribution is the direction in which our WSC is heading, the Budget Committee does not spiritually support this idea. This does not, however, preclude a financially healthy area from donating the entire amount, should it opt to do this. The Board made the determination not to move toward 100 percent area funding based on Al-Anon's history. In the original letter from Sue L., Conference Secretary, she noted that "The Conference is for the benefit of Al-Anon as a whole. Therefore, we feel that all groups will want to share in its financial support." This passage was instrumental in the Board's decision.

The final action of the Board was in the form of a motion requesting the Conference's conceptual approval for a 50th Al-Anon anniversary celebration in the year 2001.

The ideas abounded, and excitement rose as Conference members described potential celebratory actions. Only a few years from now, the Al-Anon fellowship will celebrate its 50th birthday. The motion received overwhelming support.

On behalf of the Board of Trustees, Ric B., extended appreciation and thanks to all members of the Conference, "... for your courage and trust." There were many

decisions and discussions on relocation, restructuring, and trial property ownership. "It is the Board's hope, in this changing world, that there will be more service, not less; more delegate input, not less. Even

after implementation, there will be many opportunities for change to ensure we have the best organization for the families and friends of alcoholics."

CLOSING SESSION

The closing session at the World Service Conference is always so very special. Members have a chance to share their innermost thoughts about the week-long meeting.

The Board Chairperson said good-bye to some very special people. Louise B. taught me what a "still small voice" means. There isn't any job she wouldn't take on. I thought I went a little too far when I asked her to sew buttons on my raincoat! Thanks to Syntha E., the guiding hand of *The Forum*, the continuity and constancy of her leadership has been essential to the fellowship. Maxine K., we will miss your humor. We have had a special relationship since the day I came to talk to the Board in 1990. Two members are leaving their current roles. Pat B., you helped me understand what quiet leadership is. Bill S. was my sponsor when I came here, and I wondered why. When I went to the International in 1990 I showed up in shorts and all the other trustees were all dressed up. One even asked who I was. Then Bill showed up in white shorts; I knew I had the right sponsor. All of the Conference wants to thank each of you for your part, you have made my job easier.

Thank you to everyone here. This Conference started out as one big mess and got worse as the days went on. I now feel like I've been born again. I'm reminded that we can disagree without being disagreeable and that everything we do is for worldwide Al-Anon, not just my area.

I've been delighted and overwhelmed to watch the process work. I'm so glad to go back with such a positive feeling.

Thanks to panel 33 for being a great example on how to have fun in service. I came last year with the serious side of me showing. I'm learning to loosen up and Let Go and Let God. Thanks for sharing your experience, strength and hope with all of us.

The last three years have been an experience I won't forget any time soon. Thank you for putting fun in the Conference.

I've learned lots about me, our structure and Al-Anon as a whole. You will all be in my prayers next year.

The Aborigines believe that you don't have to own anything; the memory is the real value. In my mind and my heart, you will always be there.

I have to thank my Higher Power that I'm here; three months ago I wasn't certain.

I want to say to the Conference and re-affirm to myself that every vote I've ever made has not been done without prayerful consideration and with the help of my Higher Power. I can leave here knowing I fulfilled my purpose.

Thanks to panel 33 for going before me and preparing the way.

Thanks to my WSC sponsor. I found new Al-Anon love and friendship.

This is the third year in a row that you have made me believe in the process.

God is in heaven and looking down on us with a smile.

Last night I didn't feel good about being here. After long talks and God working in my life, I received letters from my area telling me how proud they are to have me represent them.

The people of Oklahoma want to thank you for your love and prayers during our tragedy. I will let them know how you feel about us.

Thanks to my Higher Power. Thanks to the WSO. It's a simple program and I love you all.

My message to the Board and the WSO. We're here for you and we love you. When you get frustrated, remember—we're out there and we love you. It's going to get tough and strong men will

Mary A. T.,
Moderator

be made weak, remember—we're out there and we love you.

- I have had every emotion during these three years and have grown in ways I don't quite understand yet.
- When I arrived here last week I received a message that my only son was injured in an auto accident and his best friend was killed. I shared this with a few people and felt comfortable staying; this is where I had to be. Thanks for the beautiful memories that I can take home.

The final sharing echoed throughout the room as Lois' voice could be heard from a 1956 tape. "In conclusion, I want to tell you how grateful I am for your loyalty and support of headquarters. For all the time and loving effort you have spent in helping others. And for your devotion to the idea of practicing AA's principles in all your affairs. It seems to me we relatives of alcoholics, who far outnumber them, have limitless opportunity for service and growth. When we dream about our future, endless vistas open up; from person to person, from area to area like a proverbial ripple when a pebble is dropped in the sea. I sincerely believe that we, like AA, can be a positive force for good in a confused world.

If we will but let God use us. I am deeply grateful to a loving God for blessing us so greatly. Thank you." With that expression of love, Skip L., banged her red gavel and said, "I declare this 1995 Conference closed." Skip and Myrna presented scrolls to the outgoing panel 33 delegates.

What followed this presentation can only be described as "unbelievable." In traditional fashion, the outgoing panel performed a skit that was beyond anyone's imagination. With the Year of Renewal as the backdrop, a genuine revival meeting took place with the "Alanettes" singing an altered version of "Old Time Religion." "It was good for Anne and Lois, it's good enough for me. Give me that old time renewal . . .". The Right Reverend Goody-Two Shoes made his way to the front of the room asking in a booming voice, "Do you feel the power?" as tambourines clanged. The energy level electrified the room as the group performed hilarious parodies involving many members of the viewing audience.

At the conclusion of the performance, the panel 33 delegates presented Richard Keilly, WSO Business Manager, and Doris S., Chairperson of the Budget Committee, with their contribution to the WSO Relocation Fund.

DINNER SPEAKER

Myrna H.,
Executive Director

At dinner on Sunday evening, following the first day of General Session, Conference members listened intently to the Executive Director as she wove her personal story with her remembrance of the growth of Al-Anon and our World Service Office.

I came to Al-Anon in 1963; I don't know why because I thought I had all the answers. I figured I would show everyone how it could be done—how to live with an alcoholic, how to get him sober—they loved it. My first group consisted of all newcomers. I had the longevity; I had gone to one other meeting. This made me the expert. Our group was actually started by an AA member who couldn't stand the way the wives of the AA members were acting. She told us we had to get ourselves together and form an Al-Anon group because we were driving our husbands crazy. She guided us in the right direction—no gossip, keep the focus on us—we couldn't wait for her to leave to do it *our* way.

I learned about Al-Anon through the NY Intergroup. At the time, few members of my

family were speaking to me because I had married an alcoholic after surviving a disastrous first marriage. I already had two children. My mother felt I would be a burden on the family for the rest of my life.

My husband had been sober about a month when we moved from Cape Cod, MA to Brooklyn, NY. We had no place to go, and he was virtually unemployable. We would have been homeless had it not been for my father taking us in. My mother was angry with me and said she was leaving if we stayed. I said, "Goodbye." I really thought there was nothing wrong with this. Before she left, however, my mother gave me an ultimatum to be out of her house by the end of the summer. I knew "we" had to get a job. I say "we" because I wasn't letting my husband go anywhere without me, not with a dollar in his pocket and all those bars in New York! So, with the kids in tow and another on the way, *we* set out to find a job. We soon found a job and *we* went to work, especially on payday. I was there, faithfully, every other Thursday at lunch time to collect that paycheck.

During this time, I didn't think my husband was following the AA program the way I thought he should, so I sat up nights reading the AA *Big Book* to him. If there was ever anyone in need of the Second Step, it was me. When I came to Al-Anon, that Step frightened me to death; inwardly I knew my actions were not sane and I couldn't face the reality of it. It took me a long time to be able to acknowledge my irrational thinking and insane behavior. I also functioned on fear and worry, always waiting for something horrible to happen.

I did some positive things, too. I went to meetings regularly and volunteered at the intergroup office. I met wonderful people who were helpful and kind. I wanted to give back to Al-Anon what they were trying to give to me. By working with the callers, I heard my insanity through them. I realized there were better ways to function. This is when I began to really use the principles of our program. I held onto the Serenity Prayer when other parts of the program wouldn't sink in.

We moved from my parents' house and my mother became less and less angry. She saw my husband go to work, and how hard my pregnancy was and she softened a great deal. We found a small apartment, three rooms, three children and the two of us. Some years later I began working part-time at the NY Public Library and was about to work there full-time, but God had other plans. When the Mayor of New York declared a moratorium on all city jobs, placements were frozen. I phoned my sponsor who volunteered at the WSO as the treasurer. I knew some of the WSO people during the years I volunteered as intergroup treasurer, vice chairman and chairman. My sponsor suggested that I apply to the WSO for a job. "I can't do that," I told her, "Henrietta scares me to death!"

I listened to my sponsor, who would not take "no" for an answer and called Henrietta. That was the beginning of a new love affair, worldwide Al-Anon. My job was to supervise Group Records and see to the publication of a World Directory. I constantly tracked our group growth—this was important to me. I also learned a lot about geography—I even learned where Canada was. I had a mission, a mission to register new groups and see that service was provided. But, everyone in our office had the same goal and desire to see the groups grow and new members come to our meetings. Everyone had the concern for the newcomer—fully aware that when we help a newcomer, we help ourselves. That philosophy pervaded all that we did.

In spite of my initial reaction, Henrietta

really had such a big heart. She loved and cared for the membership. She worked very hard, and reached out to the groups in the U.S. and abroad. It was very important to her when Al-Anon started in a country and she did everything she could to give them the opportunity to grow. It worked.

Lois would come into the office once a week and work with the archival material to ensure its preservation. The office was little more than a huge room and in the center was a table at which we all gathered every morning to open the mail. We pored over the letters received daily. Then we totaled the orders—no one thought of getting an adding machine—we used our pencils! We had a wonderful bookkeeper, Henny who was not a member but she exhibited such love of our program just as we see in Richard today.

There were many people who made up the office. Holly, the Conference Secretary, who wouldn't let anyone or anything get in her way when planning for the newly born World Service Conference. Evelyn C. was one of the first volunteers and a good friend to Lois and Henrietta who later joined the staff. We had lots of other dedicated volunteers as well who made up the core of the WSO. Sue L., our first Conference Chairperson, worked in the printing business. She would obtain lots of paper and other supplies; no one ever asked how. At the Conference, no one ever stepped out of line with Sue. You would hear about it if you did. Timmy, our Alateen Secretary, set forth her mission to ensure Alateen growth. All the Alateen Secretaries (called Administrators today), would always say the same thing, "Don't forget Alateen."

During these past 29 years, I've seen a lot of wonderful things happen, and a lot of sad things, too. Our beloved founders and most of those early pioneers passed away, and each time I would hear of another death, I could feel the pain in my heart. A little bit of our history would go with them. Our history is vital to Al-Anon; we need to hold onto it. We need not to dwell on the past, but every now and then we need to look back to know what we did right or wrong and move on from there. That's how we've been able to reach this point. Now we have an eager new generation of members with lots of new ideas to bring to the program. I feel we can do this without jeopardizing our Traditions. Lois never expressed fear of change or viewed progressiveness as compromising our Traditions.

We started an Al-Anon meeting among the staff in those early years. There were those who said, "Don't do this" and others

who said, "Why not?" Henrietta gave the new meeting her blessing and joined us on a regular basis, as did Lois. These meetings provided a greater opportunity to bond. We became the family that each of us needed. When things went wrong in our lives, when we experienced tragedies and personal pain—we shared. When I lost my son, Lee, the people in our office held me up when I couldn't stand alone. They gave me the courage to continue on. I grieved for a very long time, and still often grieve sometimes today. My source of strength came not only from the staff, but from the volunteers as well.

That sense of family that we have at the office today will surely continue when the office moves to Virginia, the foundation is there. It's there with all the same people, and will be there when we hire new ones. It

is in the spirit of Al-Anon to share and to care. The legacy that we have been given by our predecessors at the World Service Office is what we hope to share with worldwide Al-Anon. We have experienced so much suffering with alcoholism, so much pain, and we have been blessed with an opportunity for a different life.

Al-Anon is so fortunate to have every one of you. Even though I'll be leaving the WSO in a year, I'll expect to find new beginnings and new challenges; I have hope that new doors will surely open for me. I plan to keep my service work as active in retirement as I do now.

I really feel the presence of our pioneers and my Higher Power here today. I see the love in all of you which helps me to love, too. Thank you for the opportunity to share.

..... SPIRITUAL TALKS

Antonia M.,
Puerto Rico

Al-Anon is a life-giving program. It invites me to live life fully every day. It teaches me that the only thing I have in hand is the present. How I use it, is my decision. Today, thanks to the Al-Anon program, I can see things that way. When I first came to Al-Anon I felt hopeless, desperate and alone. Alcoholism is a family disease; and if anyone can testify to this, it is I.

At 19 I married a young, handsome gentleman with whom I was very much in love. I was brought up under the premise that the husband is the head of the family and that my duty as his wife was to obey, help and follow him. A few months after my marriage, I was "notified" that my mother-in-law was coming to live with us. Far from my idea of an ideal household, it didn't occur to me to object to it.

I first realized that there was something wrong with my mother-in-law when we were by ourselves. I was afraid to let my husband know about it because I feared I would be held responsible and he would see me as an inadequate wife. When, at last, he did find out he didn't pay much attention to it. I felt even lonelier because this was very important to me and I didn't know what to do.

The relationship with the alcoholic was more unbearable with each passing day. She became aggressive, verbally and physically, with the children and with me. When I was around them, they felt reassured, but when I wasn't home it was chaos. Whenever I talked about this with my husband, he would accuse the children of

misbehavior and making their grandmother angry. As a result, I stopped telling him anything.

My husband and I grew further and further apart. I went to a succession of psychologists, psychiatrists, marriage counselors, social workers, spiritual directors. The only recommendation I got was to get a divorce and free my children from the effects of alcoholism. Nobody ever mentioned Al-Anon to me.

I couldn't accept that recommendation. First of all, I loved my husband and I knew that he loved me. I also felt it would hurt the children more, and I couldn't accept the fact that I had failed in this important venture—marriage.

One day his mother tried to commit suicide and this made me determined to leave the house since my husband had made it clear, many times, he wouldn't leave her alone. The children listened to me very understandingly and when I finished they told me that they would support me in my decision, but to my surprise they announced they were coming with me.

My husband didn't object our leaving and told us he was staying with his mother. I felt terribly sad to see my 30-year marriage end like this, but at the same time I felt relieved from a situation I could no longer endure.

I read about Al-Anon in an Ann Landers column in one of our local newspapers, but I didn't quite understand it and I didn't know how to get in touch with them. I came to the program eager for help and with a

determination that I would give it a try. If for no other reason, because I had nothing more to lose and maybe I could get something from it. So, I listened attentively. Slowly, I began the winding way to recovery. My first tool in this process, I remember was the leaflet "Just for Today." I was so sick that I couldn't handle more than that. I didn't get this way overnight so it took me some time to get better. But the program provides even for this and "Easy Does It" worked for me. My husband and I attended our Al-Anon meetings and the children kept on in Alateen.

About a year into the program I came home one night and found the gates to our house opened, the dogs were wandering and the front door was wide open. Sure enough, she was drunk. I looked at her straight in the eye and said, "I pity you!"

Her beginning in AA was at the age of 80. Pretty soon she was the spoiled "Grandma" of her AA group. She attended her meetings for several years. Now her arthritis makes it too difficult for her to go to meetings, but she is sober.

One of Al-Anon's great gifts for me has been freedom. Slowly, I started to free myself from the resentments in my heart.

Not only did I have resentment for the alcoholic, but as I worked my Fourth Step, I learned I also resented many of my husband's actions. All my life I had tried to be the person somebody else wanted me to be. The painful and slow discovery of my own personality was able to take place with the help of my sponsor. She showed me how other person's opinions didn't have to affect me the way they did. She showed me I had options, beautiful qualities and that I had the right to live my own life. I discovered a human being that had lived within me and I hardly knew her—it was I. My love for this program, my gratitude for all it has given me: a husband, a family, trust in myself, my Higher Power, and so many other things, guided me into service. A great deal of my recovery came through service. Never did I dream that all of this could have been possible, yet it is.

I thank Al-Anon for letting me know that I am not responsible for the way of drinking or the behavior of the alcoholic; for allowing me to put myself and my needs first; for allowing God to take care of me and all the others. For learning how to laugh . . . for teaching me how to live, today.

I am truly a grateful member of the worldwide fellowship of Al-Anon. It has been an extremely long and arduous road for me to travel just to be able to introduce myself as I just did. For so long I thought that the phrase, "... and I am a truly grateful member of the worldwide fellowship of Al-Anon," was simply part of the rote introduction that all Al-Anon speakers used. How little did I know how much the phrase would mean to me this evening. One of the most valuable gifts is the realization that my entire life has been a miraculous spiritual journey that I am only now beginning to understand and appreciate.

Perhaps the most significant series of events affecting my early spiritual path can be attributed to the Roman Catholic Church. I thought religious and spiritual beliefs were one and the same. The maternal side of the family was devout Catholic. My father had been raised Methodist.

My personal conflict with the church really came to a head when I was 11. I actually managed to avoid entering the confessional for my first Confession. I was afraid that whatever I said would be too terrible for the good father's ears and, since the priests often came to our house for drinks, they would feel obliged to tell my

parents. It makes no sense to me today, but at that time, fear was a tremendous motivator. To this day, I've never been inside a confessional.

I was born into a career Navy family at the end of World War II. Every evening when my father got home, my parents would have cocktails. We didn't have dinner until after eight in the evening and this is one resentment I carried with me for a long time. During these early years I only saw my father drunk once. My mother was a different story. I now believe that alcohol played a significant role in accelerating her death in 1986.

I was introduced to my wife at a party in college. It would be two years before I had the chance to make my move. I unloaded all the charm, wit, and savoir faire I could muster. It worked! Soon we were inseparable; passion was rampant, life was good, and alcohol was not a vital part of our relationship.

After college graduation, I was commissioned into the U.S. Navy and a few months later, Gail and I were married. Our nights were not as passionate and exciting as I remembered. Something was already changing and I didn't have the slightest idea what it was. Shortly after my new

Mike T.,
New Mexico

bride and I arrived, the officers on the ship held a party to welcome Gail as a new officer's wife. I should have known something was wrong when I heard her tell the Commanding Officer to take a flying leap. I believe this was the real start of Gail's journey into alcoholism and mine into Al-Anonism.

Things seemed to be improving and our first child was born. A beautiful daughter named Alison. I felt an extremely strong sense of separateness from the family. My father-in-law had been involved in child development training for years, so I allowed myself to take a back seat. I knew something was wrong, but I didn't know what to do about it. As I let these resentments fester, I became irrational in my behaviors toward Alison.

As with most babies, she would cry incessantly. There were times that I could be gentle and caring and loving toward her. Then there were other times I would actually shake her violently. Then as quickly as I'd lost my composure, I'd regain it and hold her and love her. Each time this happened, it would reinforce my lack of self-esteem regarding parenthood. I wanted to pray for help and guidance, but praying was a religious act, and I didn't know how.

Gail and I grew further apart. One night, she was particularly drunk and amorous and the result was our second child, Nicholas. I felt as though I'd been manipulated and that Gail was pregnant without my real consent. Another resentment in the brewing. This was the first time I entertained the idea that maybe the Catholic church had been right. My rejection of the church had brought the wrath of God down on me and now I had to pay.

My professional career became my life. As I did well, at almost any expense, particularly the expense of others, I moved up the corporate ladder. I escaped from the uncomfortable situations at home by going on extended business trips. Unknowingly, the job and the money it could provide became my Higher Power.

Things went on like this for several years until Gail suggested that we see a counselor. Although the counseling did not really pan out, two remarkable things happened. On the day Gail went to the treatment center I went to my first Al-Anon meeting and my life has not been the same since.

I entered the room an extremely angry man. As always in Al-Anon, the meeting

began with the Serenity Prayer. Can you guess how I felt about the first word I heard being "God?" And then they told me this was a spiritual program. All my religious experiences came rushing back and this only contributed to my anger. What kind of a cult was this? Fortunately, those wonderful, loving members listened to my tales of woe, many of which had to do with the fact that women really weren't worth a damn. I also told them that with Gail going to treatment, my problems would soon be over. Those wonderful ladies just nodded their heads politely, gave me hugs after the meeting and told me to keep coming back.

My First Step actually crept up on me. One day I simply understood that I really was powerless and that my life was unmanageable. I was given the gift of boundaries. If Gail chose to drink, it was her choice, but I did not have to continue to condone her drinking in our house. The Second and Third Steps were very difficult. Acceptance of a Higher Power, after the malevolent God I had known as a child was no simple matter. To then turn my life over to that Higher Power was almost out of the question. My resistance began to drop with regard to my acceptance to God.

By the grace of God, Gail has been sober for nine years. Last February we celebrated 25 years of "wedded bliss." One of our wedding vows has been changed from "until death do us part" to "one day at a time." With the help of Al-Anon I have real friendships that I hadn't experienced since college, and a feeling of self-worth and purpose that I cannot describe. Another miracle.

Unlike many of you, I cannot say that Al-Anon saved my life. I believe that I would still be existing on this planet if I had not found you. Al-Anon has given me a life—one that is far more fulfilling and complete than I could ever have imagined. Al-Anon has not been an event in my life, but rather a journey that I am right in the middle of experiencing—and I wouldn't change the opportunity to continue the trip for anything. Without all of you there would have been no spiritual journey for me. I would have remained only a partial person, at best. So when you hear me say, "... and I am a truly grateful member of the worldwide fellowship of Al-Anon" you'll know the inner spiritual struggle I faced and, with your help, overcame.

THEME

OUR VISION AND OUR HOPE IN A CHANGING WORLD

Each Outgoing Delegate Gave a Three-minute Talk

Roberta A.
Utah

Change is not something I take lightly. I lived in the same house from the time I was seven years old until I left home at 18 to travel 35 miles to the big city to go to school. During this first experience with change I met and married the person who, years later, was instrumental in getting me into the Al-Anon program. We were married 33 years and only a power greater than ourselves was able to produce any changes in that relationship.

My husband died four years ago after an 11-year battle with cancer. I continue to live today in the home we lived in and shared with our children for 12 years. I have had the same home group for 17 years. Although I have ventured out to other groups and have started one, I still keep going back to that place where I was first accepted as a person with value, without expectations that I could not fulfill.

The last four years have taught me a lot about change and my ability to adapt to it. Like most things the anticipation is worse than the actual event. As I look forward and develop a vision for my life and for Al-Anon, I must reflect on the past and those changes I have made along the way. Some have been easy, some have been very difficult. In the process of making many changes I have had to rethink my values and purposes. I have learned to present my views and listen to the opinions of others. Sometimes thinking through the problem is easy and sometimes I am inhibited by old thought patterns and find I come up against a brick wall.

During those times I use my Al-Anon program the most, sit back and meditate, talk to my sponsors and friends, read my literature or go to a meeting. These are the tools I use in order to get back into the now and the problem at hand. Often before the process is complete, I have my answer.

As I have sat through the last two World Service Conferences, and heard the discussion of where to move to and whether we should buy property, I listened to others share their fears and hopes, I heard some old tapes telling us we cannot do something different. The decisions were made and each person had to deal with them in their own way. We were strengthened in our faith in a Higher Power and each of us who participated has a better understanding of who we are and what our organization must do in order to survive in these changing times.

No one knows what the future will bring. Some of us can remember a world without television, much less computers and all the changes they have brought into our lives—some good, some not so good. What we know for sure is that there will be changes to be made, we also know that we can listen to the pros and cons of any situation, talk to others, rely on our Higher Power and make changes that are necessary to take us into the 21st century and beyond.

Doris B.
Arkansas

Bill Wilson once said, "Clear vision for tomorrow comes only after a real look at yesterday." In looking back and studying our fellowship from the beginning, there's no doubt visions are necessary to insure our future. Lois and Anne had visions for Al-Anon's future, realizing that the fellowship would grow and that our world would change. By having a steadfast faith and desire to achieve a better life for ourselves and others, change can be a positive experience. During this Conference, we will make important decisions for Al-Anon. We can be assured that if our decisions are based on God's will for Al-Anon, they will be wise decisions.

My hope is that we can play a vital part in assuring that Al-Anon remains Al-Anon. I sometimes feel as though we are attempting to be all things to all people. I believe that Al-Anon is for those who want it, not for those who need it. Hopefully, we will reflect back on yesterday and truly see where we are today in our efforts to reach out to those who want our program. These are the people who will have the visions for Al-Anon's future.

Our world is changing but change isn't always for the better. We were all given a plan for living long before any of us were ever born. I believe our Al-Anon program gives us a plan to live by in this ever-changing world. I have made many changes in my life, but I've always had to go back to that basic plan in order to have peace of mind, serenity and a warm heart. I have made both good and bad changes in my life, but my Higher Power has always been there to guide me during these times. I believe His power is most clearly demonstrated when human strength has reached its limit!

What is our primary spiritual aim? Are we wanting large buildings with fancy fixtures? Do we want perfectly run meetings that adhere to strict codes of behavior? Do we have to strive to have yes-men in leadership roles so they will do as we say? Do we believe that our program of recovery consists of simply going to a meeting, putting in a dollar, getting our own personal bit of "therapy" and going back home until the next week?

What is our purpose here? To help the families of alcoholics. We give comfort, share our strengths and offer hope. It's personal; it's one-on-one caring and sharing. It's remembering how it was for me and sharing that journey with someone. Hopefully, in this process, I continue to grow, for the journey is never-ending. It's hands reaching out to hands and hearts reaching out to hearts; it's letting you see the God in me and me seeing the God in you.

For the future, let not the changes divert us from our reason for being here. Let us be very careful that we do not embrace change for change's sake. Sometimes the old ways are not so bad. Let's continue to offer good, solid Al-Anon recovery to those who enter our doors. For some it will work and they will keep coming back. For others, it won't, at least not at that moment. We just need to keep planting the seed . . . we cannot forecast the harvest.

Each one of you is an important part of my today as well as my future, and for this experience, I will be eternally grateful.

Becky B.*Alaska*

I was propelled into area service by my sponsor at a time in my life and my program when I desperately needed to get out of myself and immerse myself in the Al-Anon program. My husband of 12 years had just left me and I was frightened and alone. My ten-year-old son was acting out and beginning to exhibit the symptoms that would develop into full-blown alcoholism by the age of 13. One night at my home group the chairperson announced that the group was in need of a group representative. I know this didn't really happen, but I can still feel my sponsor's dainty foot propelling me forward, suddenly hearing my surprised voice say, "I'll do it!" In Alaska, we don't generally have to fight over service positions, so I was duly elected GR with little fuss. I served as GR for a year and then as DR for three years. During this time, my son progressed "nicely" and only the help of God and this program kept me sane.

When my term as DR came to an end, I joyfully stood for alternate delegate thinking that my new responsibilities would be minimal. Imagine my shock several months later when our delegate called and left the message, "Call me immediately." The story was simple, her husband had lost his job in Juneau but had a possibility in Arizona. Could I go to the Conference in April? The rest, as they say, is history. I am very grateful to stand before you today as the first delegate from Alaska to attend the Conference for three years in a row!

I came to my first WSC with the firm reminder of why I was here. The night before I left, a dear friend in the program called to wish me well. Only after I shared my excited anticipation of the trip did she tell me that she had just learned that her husband was dying of cancer caused by alcoholism. During that Conference, as I struggled to understand what was going on, and where I was supposed to go next, I kept her face clearly in front of me. I attended his funeral soon after I returned. One and a half weeks ago, I lost my sister-in-law to alcoholism. I know why I am here, why we are all here.

Last year I was privileged to hear the story of a woman in our program whose son committed a terrible crime. Her experience with her son is my worst nightmare, but her courage and reliance on God and this program continues to inspire me. This past year, I have seen more of the devastating effects of this disease on us. Anger and depression in those of us who never take a drink can drive us to terrible acts of violence and insanity. I believe our part of the disease is as debilitating and destructive as the drinking.

I believe that understanding of this disease is in its infancy and that those of us who live with it can contribute as perhaps few others can. We are the vanguard, but as my first sponsor often repeated, those who have the knowledge have the responsibility. As the world changes, understanding our vision of alcoholism as a family disease will give us new opportunities to share our experience, strength and hope with those who still suffer.

Lois B.*Iowa*

I could see no vision or hope to change my world. Everything seemed to be hopeless and when I reached my bottom I gave up on the alcoholic and let him go. I was introduced to Al-Anon and it was there that I saw hope and a smile that helped

me through my first meeting. The two persons that were there are still going to meetings today some 23 years later. They shared with me their experience, working the slogans and the Twelve Steps. One became my sponsor, a very important person in my life.

Al-Anon slowly changed my world and helped me to change my attitude and focus on me and not the alcoholic. Today, from the experience I've had in Al-Anon, I am a different person—more mature, open-minded, caring and with a lot of gratitude for the program that was given to me so freely. As I have given back to the program it has given me so much more than I could possibly repay. I have made friends from all over the world and have places to go that I never dreamed of. There is so much to be done and it takes each and every one of us to pass the message on.

Given the opportunity to be a part of the World Service Conference is something I'll always treasure and remember; that I was a small part of making history. We all came together, prayed and saw the vision that was for Al-Anon today. A new place to live and then made the decision to have a home of our own. Time does change things and as we grow we need to change with progress.

As to the Traditions, they are our foundation and we will remain strong if we adhere to them. Let us not dilute our program with other issues and always remember our primary purpose is to help families, relatives and friends with the disease of alcoholism. It is my vision and hope that we continue to expand and reach those in the depths of the alcoholic disease. There is a lot of work to do in the coming months, and as it has been said, there is a service job for everyone, but not everyone is for a service job.

As this Conference comes to a close, I'll regret not coming back next year, but we need new thinking and visions for the future. To the new panel 35, welcome, a great opportunity awaits you and with love and patience, the hope and vision of Al-Anon is in your hands. Good luck to you. I want to thank all of you for your sharing and the love you have shown me. I love you all.

Norma C.*Illinois (S)*

When I came to Al-Anon I felt defeated, lost and confused. I had lived with alcoholism for 30 years. Al-Anon taught me that I had to change. I had a wonderful sponsor who helped me through the Steps and Traditions. She took me to the area assembly meeting which started me on the road to service work and more growth in this program than I dreamed possible. I could visualize our district getting more involved and that there is more than just going to Al-Anon meetings. I now realize that as I have changed, the world and the people are also changing and that I must continue to change and to help others see what they can do to help with the vision and hope in this world of changes.

Terry C.*Connecticut*

When I was elected delegate one of the first things I was encouraged to do was to read Concept IX on leadership. I was especially enchanted with the quality of "vision" described in the Handbook because I was pretty sure I had that attribute, but I wasn't so confident about some of the others.

My vision is focused on improvement of services including a state-wide telephone service, the most up-to-date and accurate schedules, a literature depot to facilitate speedier distribution of literature to our groups, and more widespread Public Information and Institutions services within the state. I had many rewarding experiences as delegate, traveling around visiting districts and special committees, and hope I have helped to "plant a few seeds." I did not want to engage in any controversy, however, as I approached the final year of my term, controversy approached me.

I came from a family that believed in "shooting their wounded," and all my life I had a pattern of running away from trouble. When it was "fight or flight" I always chose flight. As a child I ran away from home, as a teen I ran away from school, and as a young adult I ran away from my marriage. When I first arrived at the Area World Service Committee as a district representative, I arrived with a closed, critical mind and believed anything that went wrong at the meeting was the delegate's fault. (I've since changed my mind about that!)

Although it was painful, for the first time in my life I didn't run away. I like to hear myself say that: "This time I didn't run away!" I did allow others to support me—not only God, but the World Service Office, our Northeast Regional Trustee, other Al-Anon members—they all listened to my troubles and they diminished—the troubles, not the members. My service sponsor, without pointing a finger directly, mentioned that "a person who runs away looks guilty whether they are or not." This one remark shed a lot of light on the blame that had falsely been placed on me since childhood. Many people supported me in different ways, but they did not rescue or bail me out for this would have deprived me of a wonderful experience of growth.

Today, Al-Anon is my family and I've learned that adversities are often blessings in disguise. A familiar illustration is the story of the oyster producing a beautiful pearl as the result of one irritating grain of sand. In addition, I'd like to mention that as a result of the oyster's wound, resources of repair are available to the injured area. This sounds very much like the Al-Anon program to me!

My vision for Al-Anon in a changing world is that we will not run away from problems and controversies that might arise in today's society, but rather accept the challenge of adapting without diluting the program. The slogans, Steps, Traditions and Concepts are always the same. Basic human nature doesn't change. The message of Al-Anon remains the same, the messengers change.

My hope for Al-Anon in a changing world is that we will not bury our heads in the sand of denial, but that we would face our problems and, with the help of our Higher Power, work toward solutions.

Joan C.
South Dakota

Before Al-Anon my vision was short-sighted, and my hope was nearly nonexistent. I went to my first meeting alone, without a sponsor, in a room full of strangers. When the evening was over, I knew I was where I belonged. In less than six months, I was elected to serve as alternate GR. I feel much of my growth stems from service work. As my vision and my hope increased, my world changed. Today, looking back, it is hard to see myself in the pre-program days.

The GR, whom I chose to be my service sponsor, tucked me under her wing; she patiently explained the process and I

learned from her example. Three years later, I was anxious to stand for GR. I was able to "really listen" with an open mind to the opinions of others.

More change came to fruition in the redistricting of Al-Anon just as I was chosen to a term as DR. The vision and the hope were a real challenge to me. Personally, I was facing a transfer in my job. Our family lived our entire lives within a 25-mile radius, and our roots were deep. It was painful for the family, but with the help from the Higher Power, and the fellowship of Al-Anon, our world changed for the better. Our reorganized Al-Anon district became one of the most active and productive in our area. The vision was there, the hope was there and our world kept changing.

I was consumed with enabling and reacting to the family disease of alcoholism. Al-Anon taught me to take care of myself, and though I did not recover overnight, I did make progress. My world was changing. Some of my worst days in Al-Anon came when my husband was ill with life-threatening injuries/diseases. In sobriety and varying degrees of serenity, my sponsor and fellow Al-Anons were there to see me through each crisis.

My biggest personal struggle came when my 16-year-old grandson, Matt, committed suicide. The pain was so intense, it engulfed me even though I tried to be strong for those near and dear to me. I had no choice, but to let go and let God. The Serenity Prayer told me I could not change it so I must accept it and deal with it. The Eleventh Step told me to pray for the knowledge of God's will for me and the courage to carry it out. Our friends rallied around us for support. They helped us to work our program, one day at a time, five minutes at a time; whatever was necessary. They encouraged us to attend the area assembly where we were allowed to share our pain and lighten our burden. Our vision became more clear. We began to hope for better days and again, our world was changing.

I thank God for Al-Anon, my home group, and all of you. My experience in service has been a growing process for me. I owe my life and my sanity to it. It is my responsibility to assist in keeping Al-Anon alive for future members. The brightest vision and the most inspiring ray of hope, lies in our move to Norfolk, Virginia in 1996. It will be a change and it may be painful, but I feel it is progress for the greatest number and will provide unity for Al-Anon as a whole. I feel privileged to have participated in this historic decision—Our Vision and Our Hope in a Changing World! Thank you.

Jan C.
Idaho

I'm a member of the Wednesday Underground Group in Pocatello, ID. I helped start this group and it was for this group that my service work started. I remember being so afraid I would do something wrong and that somehow Al-Anon would cease to exist in Pocatello.

I found that our Conference theme "Our Vision and Our Hope in a Changing World," is also the path that I had asked my Higher Power to help me walk. When I came into this program I had very little hope, vision or even a future. Very slowly I realized that all I needed to do was to turn to a Higher Power. I had difficulty in finding a Higher Power until I admitted that I couldn't find one! It was then that I came to believe I had a Higher Power who was very much involved in my life. I haven't been without His company since. My Higher Power has provided the hope and vision for my life. Many

times the path I was shown was not what I would have chosen for myself, but it was so very right for me to walk. I have been given exactly what I have needed the most: the ability to grow and function in a world that I was afraid of and did not understand.

As I leave my service as Idaho's delegate to the Conference, I realize that the Conference has been guided in much the same way. When we have been faced with the turmoil of change, the answers have been provided. Again, not always in the direction or manner many would have chosen, but along a path which will bring us to our destination when and how we need to be. There is some sadness when I think that this is my last Conference. I was terrified on my first trip to New York until I remembered that I wasn't alone. I also came to realize that this was a turning point in my life and program. As I think back on where my Higher Power had led me I am also experiencing a feeling of excitement of what's ahead. Where I journey from here is once again in the hands of my Higher Power. As before, it will be exactly to what and where I need to be.

Last year at the Conference, I once again was reminded that all we really need to walk fearlessly through a changing world is a Higher Power. I will always be grateful I was a member of that Conference. The lessons presented to me were beyond anything I could have imagined. The message of Al-Anon is timeless. As long as we remember to do the basic footwork both in our lives as well as within the program, we need have no fear of the future. The Al-Anon fellowship and I will be exactly where we are supposed to be when we are supposed to be there.

Robert J.
Wyoming

Alcoholism is a cruel and spiteful disease. Through my teenaged years, I watched it destroying our family, consuming my dad—the constant bickering, the wrecked or stranded truck, the silent treatment, the state hospital, the anger, the fear, the ambulance trip to Salt Lake due to a perforated ulcer, the dry periods, divorce papers, threat of committal, searching out stashes, worrying, would he kill someone else driving drunk or himself, calling a sheriff's deputy to haul him off to jail, the crying, the embarrassment, Mom beating up on Dad, threatening suicide with a hunting rifle, feeling alone and isolated. Alcoholics were skid row bums, not dads. I was unaware that a mental separation could take place between illness and person.

After leaving for college, I began to realize how attached I had become to a sick way of thinking and living. I slowly became more isolated and fearful, though always holding a job. I didn't fit in or feel comfortable around groups of people. Sleeping became an escape.

After being introduced to Al-Anon by my then-recovering parents, I also tried seeing a psychologist and counselor at a social services counseling center. One day after being sick and tired of being sick and tired, I finally reached out seriously to Al-Anon. Gradually, through sponsorship, sharing the Steps and service, my life began to change. Al-Anon began developing me into a person that was me—always having been afraid to be myself as people wouldn't like me if they knew the real me! Al-Anon had become "My Vision and Hope in a Changing World." The changes had to take place in me. My vision had to look at the world in a new way and accept reality if I were to be more comfortable.

Though most of my life I had religiously sought answers

and communication with a God, Al-Anon was showing me how to live and think practically on a spiritual plane. My God always saw fit to place me around people who saw potential, loved and believed in me long before I believed in myself. Today my parents are my friends because of the common bond of Al-Anon and AA. We have a genuine though not perfect relationship.

Service work has kept me progressing and growing, has taught me how to interact with others, whether we agree or disagree, has given me purpose and approval when I so desperately needed to accomplish something and has shown me how to live in the big outside world through practicing spiritual principles in a simple way. Service gives me a focus when at times I am wrapped up in myself. Serving as delegate has truly changed my life, broadening my views of our worldwide fellowship, checking my fears and procrastination once again, while being able to be of service—give back something. My love and thanks to my area for this privilege and to you, as our Higher Power guides us in carrying the message of hope and offering a new vision to those who have been deeply affected by someone else's drinking.

Jim L.
New Hampshire

I started desperate and frustrated, struggling to make things right. I had been there. I had the experience. I had solved those problems. If only they would listen and do as I say. Things would be okay. I didn't know it, but I was pushing against a brick wall that just wouldn't move. My son just raged more and more out of control. Nothing seemed to work.

Finally, after some fits and starts by way of a treatment center, I discovered Al-Anon. My first encounter was short, but the seed had been planted. When I returned a year later, I was ready to receive the message. My mind was open; I went and sat in the front row. As I learned about the disease, I still thought I could change my world. Now, I understood what I was dealing with. The medicine for this disease was—don't drink, go to meetings, ask for help. Somehow my urging, cajoling, making a meeting list available, even offering rides just didn't seem to get through to him.

Then, slowly the light began to flicker on. Not a blinding flash, just a growing flicker. I learned that he would have to travel his own road to recovery. I couldn't do it for him. I couldn't even ride along. Slowly, I turned my focus away from my son's behavior and onto what I was doing because of his behavior. I saw that my despair and frustration were the result of my obsession, not his behavior. When I turned away from my obsession, I saw a changed world. My vision wasn't clouded by someone else's actions. My hopes didn't depend on what someone else did. As I went to "90 in 90," read the literature, worked the Steps and became involved in service, my vision cleared and my hopes became realistic.

Today I don't commute to work, racing down the left lane, cursing that jerk who won't pull over. Today I take the back roads for a pleasant ride through the countryside. The other day I saw four deer grazing in the field. There's a tree along the way, with an interesting, delicate shape. That little toy collie comes out to race with me. Sometimes he wins, sometimes I do. At work, my coworkers don't need elaborate instructions and explanations. They're quite capable on their own. I don't need elaborate excuses and confirmations. I'm quite capable on my own.

Have you ever had that feeling that just flows through you and relieves all those knots? That feeling says, "I'm okay, you're okay, and that's okay." Today it occasionally happens to me. I wish it could happen more often, but I'll take what I can get. As I look out today I see a very different world. There have been many changes. Those dark clouds are bringing needed rain, not storms. That detour leads me to beautiful vistas, not delays.

Yes, the world is different today. There have been many changes. And the changes are all in me.

Wilma L.

Nebraska

For the better part of three years I have had the privilege and opportunity to serve Nebraska as their delegate. This has afforded me the rare opportunity to travel and to meet people in my own area as well as from all over this great nation. It has also given me the opportunity to correspond with Al-Anon worldwide.

I have also used this opportunity to study Al-Anon past and present. I have concluded one simple fact from all of this. Al-Anon works today not only as well, but the same as it did 43 years ago when Lois and Anne struggled to begin our fellowship of personal recovery. This shows me that we have a big task in Al-Anon today and that is to preserve these Steps and these Traditions as they were passed on to us.

"Our Vision and Our Hope in a Changing World" is the theme of this, our 1995 World Service Conference. As I write this, "change" is taking place. We are changing from one season to another, preparing to change our clocks, making plans to change the home of our World Service Office. Positive change is taking place in our lives as we practice the principles of our program. There are career changes, physical changes, marital changes, financial changes and spiritual changes to be faced. What comes to mind is that in and through all these changes, there is one constant. That is a Higher Power whom I call God, who has a plan in it all. His love and compassion for us never changes. He offers us a strength and stability that will allow us to look for any "vision" or dream we choose to imagine. A faith in God gives us the "hope" to face these changes with pride, dignity, integrity and a sense of serenity. God, our vision and our hope in this changing world.

Bernice McL.

Newfoundland/Labrador

What a view! I must pause and look at this. Delegates from all over North America, WSO staff and trustees are here before me. If people back in Shubenacadie, Nova Scotia, where I grew up, could see me now! When I stood before a congregation this size as a young girl, I was overwhelmed by the number of people and forgot the Lord's Prayer. If my friends back in Stephenville, Newfoundland, where I started in Al-Anon 19 years ago, could see this young woman now. Then, I could not see anything positive in my life. I remember our first Newfoundland/Labrador Delegate, Dorothy O., she was always there to give me encouragement. I wondered what it would be like to know so much about the manuals and have so much confidence and leadership.

The theme this year is especially suitable for me. It is a year of change in my personal life. Nearly a year ago our daughter was married and is now settled; our son went 500 miles away,

but came back to our hometown. Now I am retiring after 30 years in the same job. My life will be an open book after June. I often wonder what my Higher Power has for me now.

When I joined Al-Anon in a small basement room, only wives of alcoholics were there. Can you imagine where Al-Anon would be today if those were the only people who were in the program! Al-Anon has reached out to all members of the family and those close enough to be called family all over the world. "Al-Anon has reversed the spiral of alcoholism in our families where it has gone on for generations." Al-Anon has thrived long before recovery was a "commercial product and a media curiosity."

These last three years have been challenging years for me in every walk of life. I remember when I was elected delegate I could not believe I could serve my area. My friends at the assembly said "trust and it will work." Experience has taught me it will work.

At the end of this Conference there will be a lot of good-byes, but I will see you again. Maybe, at a convention, Regional Service Seminar or some small village church basement somewhere in the world. When I look at a tree that grows over a rock in Barachois Park, Newfoundland I think of those words from *Courage to Change*, March 23, "Oaks grow strong in contrary winds and diamonds are made under pressure." We will be here in the changing world.

Rachel P.

Nevada

I came to this program a broken, hopeless person. In the midst of a third marriage going down the tubes, and trying desperately to make it work. My vision at that time was distorted by the effects of the alcoholism throughout my entire life. Being raised in a home where drinking was abused, I did not know that there were people who did not drink to excess. I was never told, but grew up thinking that anything was permissible if you were drunk. I excused a lot of inappropriate, unacceptable behaviors in the people around me because they were drunk, and I began to take on many of the same behaviors myself. I felt it was justified because that's the way "they" treated me. My vision was based on my perceptions of life, as seen through the eyes of alcoholism. Any hope I had was misplaced on other people. You helped me change my perception and gave me real hope.

When I was informed of the theme of this year's Conference, I immediately brought out my crystal ball and dusted it off. I prayed and meditated for a "vision" to no avail. I then contacted by local fortune teller, still seeking guidance on my vision. As I pondered vision and how it related to me and my Al-Anon program, I realized my vision today comes through the wisdom I have gained through my active participation in this wonderful program and daily conscious contact with my God.

Changes have been a big part of my life, especially this past year and a half. Some have been more challenging than others, but all have been to my betterment and growth. If I had been told the path I would take the past two and a half years, I would have declined. In retrospect, and with some pain, I have to admit I wouldn't change a thing. My vision, when clouded with the emotionalism of trying situations, is not any better today than it was the day I first entered the doors of Al-Anon. But, you gave me working tools that help me realize when this is happening to me today, and I no longer have to make a fool

of myself and hurt the people I love by doing something irrational.

Being a part of this worldwide fellowship, and this Conference, was beyond my wildest dreams. I would have said "that could never happen to me." But, I stand here today, my heart overflowing with gratitude for all of you here, and all Al-Anon members around the world. My "crystal ball" (a.k.a. Al-Anon) shows me, through your love, compassion, understanding, strength and experiences, that there is hope in this changing world of ours. The hope of Al-Anon reaching out to everyone, everywhere where there is a need of our love, strength and understanding. With the dedication of all our trusted servants we will continue to provide hope to the helpless, vision to the blind, strength to the weak, and LOVE to all people affected by the disease that gave me you and this beautiful program.

Thank you for allowing me to be part of your life, and for you being a BIG part of mine. I will treasure all the moments with you for years to come. It hurts to say good-bye, so I will simply say "so long." I love you and will miss you all.

John P.
Missouri

My first two years in Al-Anon were not very impressive. I was like a human revolving door. I would attend one meeting for a couple of weeks, leave that one and attend another for a few weeks, leave and start the cycle all over again.

At the time my home life consisted of my wife with mental problems and alcoholism and five children. I was doing my best to raise them alone. I used the meetings for my social life. I was the only male in most of the meetings and was treated in a special way. I continued to be full of denial and the walls I built around myself were still very much intact. Even though I enjoyed being "taken care of" I knew something was wrong, something was missing.

I found an all-male meeting on the other side of town and decided to give it a try. The men were tough and self-pity was not tolerated. I started looking at myself for the first time; to work through my denial and slowly chip away at that wall. This meeting is just what I needed and my recovery finally began. It was also at this meeting that I was first introduced to service. I was exposed to what service is and what service is not. Chairing the meeting was a prominent area businessman who was used to being in charge and he ran the meeting in the same fashion. He chaired the meeting all the time. He opened and closed the meeting all the time. He chose the speaker all the time. He directed who spoke, and when they spoke, all the time.

The group received a letter letting us know we needed a group representative. Our leader strongly disapproved and there was a tug-of-war between our leader and myself regarding the need for a group representative. The members agreed that we needed representation. I became the GR and service entered my life. For the first time I attended meetings on a regular basis and as it goes, I got busy and got better.

Over the years I held most of the service positions in my area and have been better because of it. Eight years ago a group of us started an LDC and information office. We are staffed entirely by volunteers who are working people so that the service is only open in the evening. Monday night is my night. Sometimes only one call comes in and it is still the greatest feeling to just listen, give information, and direct a person to their first Al-Anon meeting. Because my voice is so distinctive, people remember it. Often a new person at a meeting will come

up to me and tell me that I was the one they spoke with and that they just wanted to say thanks for being there. We should never underestimate the need for people in service.

Shirley S.
South Carolina

Many years ago in the depths of despair as a result of my spouse's alcoholism, I had unrealistic hopes and the vision that the next day he would stop drinking and everything would be okay again. I had heard of AA, but Al-Anon was unknown to me. My vision was that he would be cured—never to drink again. He tried the treatments available then, but continued to drink. I then learned more about AA and my vision and hope was that he would go to AA and be cured and we would live happily ever after. He went to AA, but continued to drink. An AA member said to me, "Go to Al-Anon." I asked no questions and went. I gained new hope, but had the same vision.

Eventually my husband reached a bottom and started on the journey to recovery. We decided to try the vision of "happily ever after" again. During one of those happy times, I went back to Al-Anon and slowly but surely found new hope and a new vision. This time the vision was one that only I could make happen. I saw changes in myself that I had not consciously made. My vision of "happily ever after" changed. I discovered that happiness could only be found inside me. I began to seek the good life that I knew could be found in the program of recovery that Al-Anon offered.

Service became important. I expressed my gratitude by being there for the newcomers and they in turn helped me. I learned that "happily ever after" is not always peaceful. Good things happen, but so do bad things. I now see the light, the vision.

There will be a new beginning for the World Service Office. Some of the people we have looked to for help and guidance will no longer be a part of that office. Not since our beloved co-founder, Lois W. died, have we seen this much change. The process works. I've seen it in action at the World Service Conference. We have kept the Al-Anon program as it began. The Steps and Traditions and Concepts will continue to keep this program. The world is changing every day. We in Al-Anon are changing every day, and our approach may change, but the program remains the same. That's our vision and our hope. That's my vision and my hope.

As area delegate, I found the best way to share the vision was to be available when someone reached out to me, to take seriously my commitment to my area. I needed to offer encouragement to those trusted servants who found resistance to keeping the Traditions among their groups and districts. I tried to give the benefit of my experience without being judgmental. I always felt the support of my area and for that I'm grateful. The problems that arose were not insurmountable.

I still fantasize a little and sometimes live for tomorrow rather than one day at a time. I'm hoping for an easier route when my term is over, but I plan to attend meetings as long as I'm physically able. My group is going to start an Al-Anon nursing home. Keep my address on file, you may want to come there someday. I'm grateful that I found Al-Anon and that you were here.

I learned to reach out and touch from this program. What a lonely life I would have had without you. The Serenity Prayer still says it all. Isn't the Al-Anon Declaration our vision and our hope? I think so.

Marjorie S.
Saskatchewan

When I came into this program a few years ago I had no hope or vision, or the desire to have any hope or vision. I was a broken person who was a nothing. When I look back I shudder to think how sick I was. If you told me what I would be facing in the future after coming into this program, I would have told you where you could put this program. If someone had asked what I hoped to get from this program, I would have sold myself short.

Looking back I see how far I have come—from someone who was so alone, filled with fear, resentments, hatred; someone who always felt not good enough, not smart enough; someone who hated the past, feared the future and lost all of my todays. Today, I am a person who has confidence, someone who looks forward to today and the challenges that it brings. I have found a God of my understanding, a God who has filled me with strength and given me the courage to face anything. I have come from hatred for my husband to a warm love with compassion; replacing faith for fear. Coming into the program we had six children, now we have three living; three teenaged sons have been lost to accidents and suicide. Being carried by God through this time has kept my sanity.

Being raised in an alcoholic home, I learned early in life that I was not important to anyone and I was an inconvenience to everyone. I was the one who also reacted to everything, my hopes and dreams were for a better life and that I would never live like this. Famous last words!

I married young and I married an alcoholic, but of course I never saw that part. Finally, God said, "enough" and the path to the programs was laid. Coming into the program was the first time in my life that I felt like I belonged, I was finally home. I enjoyed the pink cloud stage and landed hard when the pink cloud disappeared. I will always remember my feelings when I realized that the bottle was not the cause of all our problems, but the "-isms" were the cause of all our problems. These "-isms" were caused by the two people trying to live in the same house.

This program, and you, have taught me how to feel, think, love and to be a human being. When I started Al-Anon, the whole world was the weekly meeting in our small town; through service I have found that the world was very small and the world is many countries.

It has been an exciting three years for me as delegate. My life will never be the same, the growth that I have enjoyed is beyond words. During this time I have had the opportunity to watch the Traditions and Concepts at work—what a sight! My vision and hope is for Al-Anon to be in every country and in every home where the disease of alcoholism resides. My vision and hope is for every member to find their Higher Power who will bring them peace of mind and, in turn, they will always reach out to the families of alcoholics. One small act today can improve the world of tomorrow. Today I have a vision and a hope in a changing world.

Ruth S.
New York (S)

When I first came to Al-Anon I heard a lot about alcoholism, its effect on me and how to deal with an active or sober "drunk" as Bill W. called himself.

I learned I have choices. I learned I didn't cause it, I can't

control it, and I can't cure it. I learned I did not have to stay on the roller-coaster of mood swings with the alcoholic. It was suggested, I make Plan A, B, & C for a given situation. Insanity is doing the same thing over and over and expecting different results. Detach from the disease and its effects, not from the alcoholic. Keep the focus on myself, plan, don't project, keep my head where my feet are. My hope is that I will continue to pass these messages on and hear others passing them on as well. That I will continue to turn to my Higher Power, asking only for knowledge of His will for me and the power to carry that out.

My hope is that I will continue to suggest that the meeting topic be "how service in Al-Anon has helped me" on the day of a group election. I will suggest that beginner meetings are just that, for beginners; suggest that we have a Step and Tradition as a topic once a month; suggest that calling a newcomer demonstrates a real welcome. I will remind members that we are all responsible for knowing the Traditions and to speak up when they are broken.

Our Twelve Traditions and Twelve Concepts give Al-Anon that unique upside down triangle form; the groups have the ultimate responsibility and authority. It is my hope that with the changes that have occurred since the approval and adoption of the Al-Anon Twelve Traditions and Twelve Concepts, and especially in the last two years, that the triangle will continue in this unique form that the groups have the ultimate responsibility and authority.

I have often used the picture of a river to explain my perspective of change. Single grains of sand are washed away by the flow of the river day by day. Suddenly, a big chunk of wall falls into the river because its foundation has been washed away and now the river follows a somewhat different path. Here at the Conference, we spend a lot of time looking at the grains of sand. Do we also stop to see if the river bed has changed?

I envision the WSO staff, trustees and delegates working together to encourage strong healthy groups. It is my vision that we keep to our basic principle of helping families and friends of alcoholics; that we encourage groups to participate in active communication between groups, within districts, areas and with the WSO. It is my vision that we encourage active communication (which is service) to spread the word outside of Al-Anon, keeping in mind that Al-Anon is for those who want it, not those who need it.

We may not increase in numbers and that's okay. Increasing the health of our groups is paramount. We may not keep up the "state of the art" technology and that's okay. Getting a greater turnout at assemblies is more important. We may not get to all the schools, but sending healthy Al-Anon members to some schools is carrying the message. Finding ways to keep members active so that we have more long-time members will help keep Al-Anon, Al-Anon.

This is my vision and my hope for Al-Anon and for me. Keep coming back.

Lucy T.
Maine

I will be forever grateful for my first sponsor who "took me for a ride." I knew that the members at the district and area levels had something I wanted and needed. At these meetings I learned a lot about the Steps, Traditions and Concepts and how to use them. I had never, ever, seen in my life a group of people

disagree on a subject matter, have a very heated discussion and then leave the meeting still loving each other. By serving many different positions and making my way down the ladder, I have been able to assist groups and districts with inventories, sharing my experience and what tools I used with concerns on crosstalk, dual members and dominance. Having to tell a dual member not to identify their other hat repeatedly at meetings and having them tell you that you are the reason they no longer come to Al-Anon is difficult, but I truly want Al-Anon meetings just Al-Anon forever. Not just for me, but for all the members to come; that is my vision.

My greatest duty to my program is to just keep coming back and being there at my home group. It truly does my heart good to hear a member who has not been to meetings in many years, come back and hug me and say, "I am so grateful that you are still here for us."

Al-Anon has given me the gift of being the delegate for Maine. I never thought that this little farm girl from East Vassalboro, who thought she was nobody, would ever be representing Maine at the World Service Conference. It truly has been an honor and a tremendous growing and changing experience for me. I have gained many, many new friends and a few very special past delegates who have taken me under their wings and carried me. No matter what I do, even if I think I have really screwed up, they still love me and encourage me.

You truly have given me the courage to change, to have hope no matter what I am going through and the courage to believe and say, "I do love Lucy today."

Mike T.
New Mexico

"Our Vision and our Hope in a Changing World," the topic seemed simple enough. The difficulty was in putting a fence around it. My first thought was, "A unified fellowship whose membership vastly outnumbers that of AA; is known to everyone in the world over six years old; and, whose membership lives the Twelve Steps, Traditions and Concepts each and every day." After thinking about it a bit more, I concluded that I just might be setting my sights a bit too high and decided to focus on my own area and my experience.

When I entered the hallowed ground of "service," in order to repay what I had received from all of you, I sometimes felt as though I was invading what I have come to lovingly refer to as "the old girl's network." As I became more involved at the area level, I became disappointed by the lack of involvement by all but a handful of dedicated members. At election time, it seemed that a core group of individuals simply shuffled positions. I believed the area was "stuck" and was not living the Twelve Concepts of Service. Not a particularly healthy atmosphere for growth, but outcomes were generally safe and predictable, and no one seemed to want to step up to the challenge. The "good old girls" served our area and world service well for several years.

I believe the Higher Power is guiding my area through a significant turning point in its natural maturation process, and that I have been offered an opportunity to participate in that process. During my term as delegate, I have witnessed a changing of the guard that I believe will ultimately lead to a stronger and healthier area. Although there are still vacant positions at all levels of service in the area, there seems to be a renewed interest, by new and seasoned members alike, in

volunteering. New ideas are being suggested and incorporated into all aspects of the area's activities. It is such a pleasure to watch the membership embrace the new while adhering to the Steps, Traditions and Concepts. Truly a miracle in progress.

I am here today because I believe the words the great leader, Ghandi, once said, "Be the change you are trying to create." Is this not just another way of stating the Twelfth Step? So, as I carry the message and with further thought on the subject, perhaps my initial vision and hope for my area doesn't differ all that much from the one I stated earlier for all of Al-Anon. Contemplating Al-Anon as a "unified fellowship whose membership vastly outnumbers that of AA; is known to everyone in the world over six years old; and, whose membership lives the Twelve Steps, Traditions and Concepts each and every day," sort of gets my blood pumping. Perhaps if I am willing to do the footwork, God will provide me the direction.

Ruby W.
Louisiana

I was introduced to Al-Anon in August 1968 and have been active in service since 1973, serving as GR, DR, alternate chairperson, secretary and two terms as treasurer at the area assembly.

I have gained much growth in this life-saving program. I came in with the idea of some way, somehow bringing sobriety into my home. This was my first hope, for you see, it not only saved my life, but also my spouse's as I had reached the point of searching for a fool-proof method of putting him out of his misery. It was the children and I, in misery, trying to get him to do what we thought was best for him and us.

As I progressed with working the program in my life, I began to envision how I could give this program to everyone. My thoughts were that if everyone would use the tools of Al-Anon, serenity could be achieved and there could be peace among men.

My vision is to eventually see all the groups in my area registered and active with all phases of this program so the enthusiasm will spread like wildfire around the world. I envision the working together of Al-Anon and alcohol abuse clinics for a firmer foundation for the members, with the credit given to our Higher Power and not to the building of our self-esteem. To me, self-esteem is my ego and my Higher Power had to burst it wide open to get to the part that really needs to be corrected. When this happened I received the sunlight of freedom and I began to climb out of the pit of despair. Today I feel I have God-esteem and would like to give it to the world.

I envision our new home a place in a setting of nature with room for growth. A place where work and rest come together. Well-lighted, comfortable with plenty of workspace for each department and a cozy spot to steal away to renew strength for the rest of the day. A path outside for a nature walk and seating for just soaking up the Higher Power's love.

I see growth, reaching those still suffering with the love of this program. Most importantly, I envision Al-Anon as Bill and Lois, that we adhere to the principles of this program and keep Al-Anon pure. God bless you and yours. Thanks for helping me along my road to recovery.

Kalvin Y.
Ontario (N)

I have often said that Al-Anon for me has been a reincarnation; I died and went to heaven and came back again. Before coming to Al-Anon my attitude was awful. I was starting to lose my faith and hope. My first meeting was nine years ago this week; it was the Group of Hope in North Bay. They told me there that they didn't give advice but offer the tools to work an excellent program—go to meetings, read, pray and have hope. That wasn't something I did much of because I was so caught up in alcoholism. How was I going to be able to go to meetings, read and pray, to find time in the busy life I was living. After my first meeting I knew it was for me. All I wanted to do was find that hour a week to get to meetings so I could have a nice life for my wife and family.

Today, I understand by going to Al-Anon I have learned to do this in a loving way. I learned the difference between a house and a home—a house is where people live; a home is where people live with love. The friends I have today are you people from all over the world. Al-Anon has helped me to get closer to my family. You people are all my brothers and sisters from whatever walks of life. The hugs and smiles that I get from you have helped me to grow. I know from the bottom of my heart that I haven't been the best delegate Ontario North has ever had, but I've done the best I could. I want to thank you here in New York for accepting me for what I am, who I am and where I have been. With that I would like to say thank you for listening. God bless and love you all.

1995 WSC ASK-IT-BASKET QUESTIONS

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ARCHIVES

1. Is there any reason for the Archives Coordinator to have a limited term?

In the spirit of rotation this position would change as other coordinators change.

2. Suggest sources for acid-free boxes?

Contact a local supplier and the library may be a resource.

3. Can we have a copy of the first and second delegates' picture from Hawaii? We are willing to pay any expenses.

This will be researched by Archives.

ALATEEN

1. Can alcoholics in recovery be sponsors of "Alateen" rather than a co-sponsor if they are in Alcoholics Anonymous and Al-Anon?

Yes. See Al-Anon/Alateen Service Manual page 98.

2. Why does it say "No one can ever force an Alateen group to obey the Traditions" on page 34 of *Alateen: Hope for Children of Alcoholics*? Some teens use this in a negative way.

In both Al-Anon and Alateen there is the principle of "obedience to the unenforceable." This quote states that concept in different words.

3. Alateen Traditions, keep them as they are. Follow basics of our program, keep it simple, and give the benefit to the whole of Al-Anon/Alateen.

Thank you for your comments. Please refer to the Alateen presentation/reportback in the 1995 WSC Summary.

4. What is Al-Anon's position about Alateens reading and using the CAL booklet *Sexual Intimacy and the Alcoholic Relationship* personally and at meetings?

It is suggested that sponsors and parental discretion be used.

5. Are the Alateens supposed to have an Al-Anon sponsor with them while they are giving Alateen presentations at the schools? What is Al-Anon's position on this?

It is always wise to have an Al-Anon member accompany Alateens at schools.

BOARD OF TRUSTEES

1. I read the Five Year Plan. Goals without time frames are not useful, do you have time frames and dates? I'd like to see some objectives and activities to realize the goals for 1995-96.

This idea was brought to the attention of the Long-Range Study Panel during their presentation at the 1995 WSC and all the suggestions from that discussion will be reviewed at their next meeting.

2. Is there a lack of people willing to serve due to the fact that we are too demanding? Are we forgetting an important principle "Keep It Simple"?

Each service entity must take its own inventory on this question.

3. Where in the Service Manual does it state how many years a member can be elected to serve on the Executive Committee?

It doesn't appear in the Service Manual; this was determined by the WSO Board of Trustees as the Executive Committee is an arm of the Board. Each member serves for one year for a maximum of three years.

COMMENTARY SUBMITTED IN ASK-IT-BASKET (AIB)

- Some groups have AA and other Twelve Step members breaking their anonymity and in spite of reading the request that other Twelve Step members not break their anonymity, some members continue to break it and quote from other Twelve Step literature.

BUDGET/FINANCE/ACCOUNTING

1. If a group does not register and does not contribute to WSO—do they have a vote at assembly?

While it is difficult to see how a group would get notice of assembly meetings without registration, if a group representative came from such a group, it would be hoped that by allowing them to vote, they would participate more fully in the activities of the area.

2. Equalized travel: how much cost per delegate? Who pays the expenses for trustees, executives, standing committees, WSO voting members, nonvoting, and support staff? Are these expenses included in the assessment per delegate?

The estimated cost per delegate was \$1,230.00. Only delegate expenses are included in computation of equalized expense. All other expenses are paid from the WSO's General Fund.

3. Should a district treasurer include groups' names and donation amounts in the report? Some say this leads to comparing and then expectations to give according to what others are doing. We know that each group is autonomous. Some say, "No one else needs to know what our group is doing." (They compare it to saying, "The amount of my personal income is a private matter.") But we grow by sharing our experience, strength and hope. Autonomy and anonymity are not the same thing. The same principle applies at the area level.

Some areas list the groups and their contribution amount; others list all the groups who have contributed but do not indicate an amount. This decision is one of area autonomy.

4. Should an area treasurer provide a list of all group's donations to district representatives? Or report total donations by district to area assembly? Does this lead to comparing and competition? Do they report to DRs the donations from the groups in their own district? This would mean creating a different report for each district and yet another for the chairperson. Yet the WSO sends group donation information out to delegates. This serves as a good way to double check accuracy of records.

Same as #3.

5. Due to the fact that groups are not contributing to WSO, a suggestion was made that WSO would reduce discounts to LDCs. We could not function as an LDC without these discounts. We would not be able to afford the AIS and help spread the message.

WSO has no plans to change the discounts to LDCs.

6. There is still a concern that groups are not receiving receipts from WSO for their contributions. Some groups have decided not to contribute until this is done.

Acknowledgements are sent monthly. Please notify WSO if you have not received a "thank you." This receipt is important to WSO as a practical and spiritual response.

7. In the triannual appeal to all groups, why not increase the suggested amount individuals contribute to \$4 or \$5 as a means of genuine self-support to our fellowship?

This will be brought to the Budget Committee.

8. The price on the new book, \$9.95 is considered to be difficult, especially by LDCs. Could the price be rounded off to even numbers?

This price was set at \$9.95 to make it stand out from our other books.

9. There are no guidelines for treasurers. In some of the newer groups, there isn't anyone to give guidance or answer questions about finances. The following are some questions that we would like to see included in a Guideline for Group Treasurers: Should there always be a bank account? How much should be sent to the district and how often? What comes first, the district, area or WSO? Or should the treasury be split and part sent to each? If there is a bank account, should two signatures be required? Should some type of records be kept other than the check register? If there is no checking account, can someone use their personal checking account to deposit funds and then their own check for literature?

Please refer to the Guidelines for Group Treasurers duties (G-12).

10. Several groups have expressed concern over the appeal for contributions from families of deceased members. Is this appeal necessary as it certainly lacks compassion?

WSO only informs the fellowship in our guidelines and the Service Manual that members can contribute in memory of a deceased relative or friend. Contributions are not accepted from the families unless they, too, are members.

11. Does an incorporated area in Al-Anon risk its 501-C3 tax-exempt, nonprofit status if, at its annual convention, it sells for profit, in its Ways & Means, commercially made items such as T-shirts, mugs, pencils, etc. which display the convention logo? Is it more acceptable to sell such items *at cost* instead? Or does it make a difference? Are Traditions broken in these instances?

Fund-raisers are an acceptable way of raising money for an organization that has a 501-C3 tax status. Unless the sales become overly excessive, tax exemption should not be at risk and then, taxation would probably apply only to the income on such sales. In Al-Anon any excess funds over costs are put back in service.

12. How do you handle problems regarding insurance situations with groups at facilities that require liability coverage by the group?

Some groups pay for a rider on the facilities insurance, others often take out individual insurance.

CONFERENCE/STRUCTURE

1. Why do WSO and trustees have a vote for new trustees—they don't represent a group?

In order to include all Conference members in the nomination process, the trustees are selected as part of the out-of-region participation as stated in the Regional Trustee Plan.

2. I would like a workshop on leadership during the Conference.

Time has been allotted on the agenda of the 1995 WSC for this topic at workshops and reportbacks. See Conference Summary table of contents.

3. Is it possible to open *Area Highlights* to subscription?

Folks who have been in service miss its arrival.

The distribution of *Area Highlights* has been recently expanded to include all district representatives as a result of the 1994 WSC. WSC delegates, International Al-Anon General Services Meeting delegates, literature distribution centers and General Service Offices receive it as part of the service from WSO.

4. How do we change the decision of the World Service Conference to allow the Policy Digest to be gender neutral as is the rest of the Service Manual?

There was no World Service Conference decision about gender-specific language in the Policy Digest. However, the 1993 WSC passed a motion: that the gender-specific language remain unchanged in the Handbook section of the Al-Anon/Alateen Service Manual. This motion would have to be rescinded.

5. RE: IIL c. page 101 Service Manual- "Mini-Conventions," "Share-a-thons:" what can be announced at assemblies, at meetings, in newsletters?

Any event organized by Al-Anon members, directly responsible to those they serve, and in keeping with the Traditions and philosophy of Al-Anon can be announced. If there is doubt about meeting the criteria it is preferable to abstain from announcing these activities.

6. To take advantage of the valuable experience of our past delegates and trustees at the area level, should we not include them as voting members at the AWSC? (page 83, World Service Handbook, 1st paragraph).

Past delegates do have much experience to offer and can be used in an advisory capacity. However, voting members should be drawn from the current elected members in keeping with the spirit of rotation.

7. What is the responsibility of an Area World Service Committee when one group within a designated district requests to move to another district and the request does not meet the geographical order and certainly affects Al-Anon as a whole?

Since districting and redistricting affects an entire area, this responsibility is customarily placed in the hands of the assembly. When the need for redistricting is expressed, group representatives usually assemble, discuss procedures and suggest boundaries for dividing a locality. Subsequently, a recommendation is made to the Area World Service Committee. Some areas form an ad hoc committee of the assembly to study the feasibility of redistricting.

8. Our area voted to have area fund-raisers and we have questions and need clarification on *Al-Anon/Alateen Service Manual* page 106, IV. "Fund-raising" C. "Avoiding Commercialism" —raffling articles purchased by individual members rather than created by the member: and V. "Selling Products/Chances" B. "Selling Products at Conventions/Conferences" can we buy a product from an Al-Anon that is in the business rather than from a stranger to raffle at area fund-raisers? Are we fudging or avoiding the intent by doing these things?

An Al-Anon person who is in business, is not selling for profit as a member, but selling as a vendor. Whatever vendor you select is up to you.

9. If asked by the members of his area, should the delegate disclose how he voted on the different motions at the WSC?

Many delegates feel they want to describe the process that takes place at the World Service Conference and how they participated in this process by changing their mind on an issue or having the discussion confirm their belief. However, there is no official rule on this.

10. How or what can be done to have a group removed from WSO's list if the group refuses to use CAL or adhere to the basic structure of Al-Anon? Why do we continue to give support services to these groups?

The Al-Anon Warranties indicate that the Conference should never take punitive action and that principle is a part of our whole Al-Anon structure. We continue to support these groups because it is our hope that one day with rotation of leadership they will become better informed about our structure and principles.

11. Why are we not displaying the 12 - 12- 12 Banners?

The Conference Committee decided to display the banners in the WSC hospitality room.

12. Please tell us about the Conference Banner hanging on the wall behind the podium/speakers table. Where was it made and when?

This 8'x 8' white satin banner with the Al-Anon World Service Conference logo in blue was a gift from the Oklahoma Area back in 1966.

13. Could someone iron the banner before it is hung next year? We should be proud enough of who we are to present ourselves on our best foot.

Yes.

14. How are the DRs chosen to do the extra things, like reading the Steps & Traditions, chair topic meetings, etc.?

The chairperson of the meeting usually asks/selects the people to perform these tasks.

15. Is the WSC "open" to any visitors who wish to sit in? Or, is it a "closed" meeting? If it is closed how is "closed" defined? In our manual a closed meeting is a meeting open only to those whose lives have been affected by alcoholism in another person. It is not written anywhere in the manual whether anyone may attend.

The World Service Conference is an annual business meeting that is only open to delegates who have been elected by their areas to represent them, by World Service Office volunteers and staff and those who are seated by the Conference Admissions Committee.

16. There is much concern about electing new DRs from new GRs (Manuals page 68). This is like the blind leading the blind. Not enough experience to know what the job is. Poor leadership.

Please refer to Motion 19 in the 1995 WSC Summary.

COOPERATING WITH THE PROFESSIONAL COMMUNITY

1. Can professionals run an Al-Anon or an Alateen meeting?

The paragraph at the bottom of page 97 of the Service Manual (also in the *Fact Sheet for Professionals* pamphlet) is being interpreted to mean that a school counselor can start and lead an Alateen meeting for an indefinite period without getting an Al-Anon meeting for an unspecified period of time. Does the group conscience of the fellowship support the encouragement of professionals to chair meetings in conjunction with their employment? If not, what should be changed?

Our policy is that Alateen groups must have an Al-Anon member to sponsor in order to register the group.

For Al-Anon meetings see Motion #23 at the WSC 1995. In the discussion, while a specific time was not indicated, it is understood that Al-Anon members will conduct meetings as soon as possible.

2. Would the WSO consider printing "Thank You" cards for use in service work? They could be used in a variety of ways including follow-ups to professionals who: attended a workshop, allotted time for a presentation in their office, allowed us to place literature, a table display or poster in their office or waiting room or institution who invited us to participate in a health fair, and new landlords making space available to us, etc. The front cover could be a simple picture (possibly one person extending a helpful hand to another) and the words "Thank You." The inside could be blank for a customized and personalized message.

Thanks for the suggestion. It will be brought to the CPC Committee for their consideration.

GENERAL

1. Is there a film being considered to show the life of Lois and how Al-Anon came into being?

Al-Anon has no plans to produce a film about Lois nor how Al-Anon came to be.

2. Why doesn't WSO send out information (i.e. relocation/restructuring) in a more timely fashion, thus an area consensus be formed in such matters?

As soon as the information goes through the committee development and review process and is finalized by the Board, that information is sent to Conference members.

3. Is there a discussion group for Al-Anon members on the Internet? Where can it be found?

It has come to the attention of the WSO that there are Al-Anon discussion groups/meetings on the Internet. Before the WSO can provide information about these groups, we need to research how these on-line meetings fit into our structure.

4. Lunch time meetings in our metropolitan area draw participants from surrounding locations who come to work in the city. It is difficult to find group representatives (or any service commitment!) for these one hour meetings, since people prefer to do service work in the district where they live and do not want to come back into the city at night for a district meeting . . . any suggestions?

Getting members to volunteer for service work is a challenge for groups in all locations, but these growing number of metropolitan daytime meetings have a unique situation. Those who are aware that the group is missing representation at the district and area level can take the initiative to suggest a group inventory or a meeting on becoming involved in service.

5. Can a group distribute tokens printed with our slogans and the serenity prayer in honor of individual or group anniversaries? Is this an autonomous decision?

Yes, this is a group decision.

6. Is it appropriate to break an Al-Anon or AA member's anonymity when they are deceased? Why? I've heard people say in closed and open meetings, "... Tom So-and-so, it's okay that I say his last name because he has passed on . . .". What if a newcomer to the meeting or a professional or student attending an open meeting for educa-

tional purposes knew this member personally but did not know of his membership? Wouldn't it be a shock? Shouldn't it be left up to the deceased's family to break anonymity if they want? We refer to Lois W. and Dr. Bob not Lois Wilson and Dr. Smith. I don't even know Anne B.'s last name.

The WSO Policy Committee has made a commitment to protect the anonymity of Al-Anon's cofounders at the level of press, radio, TV and films. The families of many deceased members make a personal choice.

7. Advertising outside the fellowship for Executive Director seems not only unnecessary but inappropriate and *very* expensive. Why are we doing it?

The ad hoc committee to set criteria for the position decided to advertise outside the fellowship to inform professionals in the administrative field that there is a vacancy of this nature in the event they do not read about it in Al-Anon publications and that while Al-Anon membership is one of the requirements for the position, as a respected organization of renown, we need to demonstrate that we provide equal opportunity to everyone.

8. Why is Al-Anon written on credit card receipts when you buy literature instead of AFG?

WSO will research this immediately.

9. Why are we getting poor service on literature fax—losing faxes?

The WSO will review the process for the distribution of faxes. However, if a fax is somehow lost in transmission, WSO would have no way of knowing it is missing. Please write or call us immediately when a problem arises.

10. Mailings: far too many repeats of same materials. We could save money by cutting back on amounts printed and mailed, particularly of special order forms.

The announcement/order forms foster on awareness of new items. Our catalogs, bookmark/order forms and other special items generate an even greater interest in many pieces members might not otherwise be aware are available. A number of our order forms have been combined and any item in our catalogs can be ordered by using the order forms on the inside back cover (a new catalog is sent out with every order).

11. What is the problem with using the terms, "co-dependent" or other professional terms? If our fellowship is changing, are we not open to changing in this area? The Service Manual suggests that the use of labels perpetuates the tendency to focus on the alcoholic; however, doesn't the very name of "Al-Anon" focus on Alcoholics Anonymous? Should we change the name of our fellowship? Or is this another proof of how dysfunctional we are?

Many members object to having labels placed upon us other than "families" or "friends" of alcoholics because this could characterize us as something different than this. The name "Al-Anon" was chosen by our early membership in 1951 and the name has endured on its own merits even though it is an acronym of Alcoholics Anonymous.

12. Do we realize the importance of practicing anonymity in the group, service and among members?

Anonymity is the spiritual foundation of the program and it is important to discuss what this means to each of us in our recovery.

GROUP RECORDS

1. How can Group Services be genuinely improved particularly in record-keeping areas? Our area and districts work hard to give good info which is not updated despite repeated submission of the same data.

At WSO we are open to any new ideas to keep our records up to date. When changes are sent, it would be most helpful if: 1. the old address was sent along with the new address, 2. the person asking for the change identified what kind of change it is, e.g., *Forum* subscription, Current Mailing Address (CMA) of the group, Meeting address change or Area Coordinator change.

2. Can the registration forms sent from the WSO be redesigned to permit new groups to indicate (by checking a box) if they are an Adult Children Group? Al-Anon Adult Children groups are registered as regular Al-Anon Family Groups if they do not put the words "Adult Children" in their group name when they registered.

This idea will be considered.

3. Does WSO register groups that have Al-Anon and AA members and call themselves a "Joint Al-Anon and AA meeting?"

WSO will register only Al-Anon groups. The group can have open meetings.

INTERNATIONAL COORDINATION/SPANISH

1. Can we have a poster in Spanish? We could really use it. We do have two Al-Anon posters in Spanish and one Alateen on the Spanish order forms.

2. Can the table display: "Alcoholism can tear a family apart," be translated into Spanish? It would be very helpful.

The Spanish subcommittee will consider this.

3. Can the following books be translated into Spanish: B11, B15, B21, P78?

Translation is only the first step in making these books available in Spanish. The WSO works with Spain, Mexico, Costa Rica and now Colombia to print our Spanish publications, giving us large enough quantities to keep our prices reasonable.

WSO needs to get agreement from all these countries before it is financially feasible to print books in Spanish.

4. Can some literature be translated into Hindi? It would be very helpful.

If we could find Al-Anon members who would do it, we would be delighted to add Hindi to our list of translations.

5. Discontinue sending translations in foreign languages to all delegates. Limit it to the areas where this translation may be used. Send the equal number of copies to the foreign country of the language where they can be utilized. Use this as a Twelfth Step project.

Some delegates use the literature in translation sent as a visual aid to inform the membership about the worldwide nature of our program. The benefits of sending each publication produced by WSO in another language will be discussed by the International Coordination Committee.

6. When will the *Al-Anon/Alateen Service Manual* be produced and available in Spanish?

It will be published with the English.

7. Can the paper quality of the Spanish translated materials be improved or be up to the same quality as English written products?

When WSO publishes Spanish books we use the same paper for English and Spanish editions, sometimes we buy our inventory of Spanish books from other Spanish-speaking countries. This helps both their GSO and WSO.

LITERATURE

1. Have the capability to order literature by phone. It was reported that the reason some people order from Hazelden was due to this. They called WSO and didn't mind paying for the call but were told they could not order literature that way.

Currently WSO does not have the manpower to handle call-in orders; as an interim measure we now accept faxed orders using a credit card. Plans now call for telephone orders when the office moves to Virginia. Probably by using an automated attendant you would directly input the information and, if requested, receive an immediate fax confirmation. Credit cards will still be required.

2. Is there any way to put literature on the Internet to get literature out free to countries like Russia?

Al-Anon members do have contact with potential members in Russia through Internet. Putting Conference Approved Literature on Internet does endanger our copyright and will hamper the ability of Russian Al-Anon members to eventually print their own literature and become self-supporting. Certain PI pieces are currently available on the Internet.

- Are there ways to use Internet to cut down literature distribution and printing costs?

The costs of using the Internet to distribute literature have not been fully explored. It could cost *more* to download off of the Internet than purchasing the traditional way; even if it costs less on the Internet, it could increase the cost to others due to loss of copyright and sales. More research is needed.

- Al-Anon on the Internet, and maintaining anonymity. Is quoting from literature or E-mailing the Steps a violation of copyrights?

The use of Al-Anon on the Internet raises many issues including anonymity, how to do service, how to maintain self-support and the value of face-to-face contact at meetings. Using Al-Anon Conference Approved Literature on the Internet does endanger our copyright status.

3. What resources does a DR have in preparing a reply to a couple of complaints which surfaced due to a joint project of AA and Al-Anon?

A printed resource is the Guideline on Cooperation between AA and Al-Anon. A DR could use the experience of other members who have worked on similar projects, the support of their service sponsor, or delegate and prayer.

4. Will there be a sale of WSO literature so that all literature will not have to be moved to Virginia?

No. Inventory is being closely monitored so reorders of material will be sent by the printers to the new location. When the time comes to actually move the warehouse contents, costs should be at a minimum.

5. Can people or organizations outside of the Al-Anon membership purchase CAL...? ... from the WSO? ...

from an LDC? I thought that others may be able to since the S-16 LDC/2A order form noted "members only" by the contribution box. That would only be necessary if nonmembers were also using the order form. However, others say we sell to members only.

Al-Anon is delighted when those outside the fellowship purchase literature since the printed word is one way to carry the message. The box for "members only" is in reference to contributions to Al-Anon.

6. Is "The Lord's Prayer" CAL? Why do we close so many meetings with it. I think it offends the beliefs of more people than we realize.

The Lord's Prayer is not CAL. Please refer to the Open Discussion at the 1995 WSC for an in-depth discussion on this topic.

7. A lot of time was used at the last Conference discussing the gay/lesbian piece—i.e. "outreach vs. introductory." When the request came out for 'sharings' I was very confused. Why was the concept *changed* after the Conference? I think the piece is needed AS WAS CONCEIVED just as a piece introducing Al-Anon to the gay community—not the gay community to us.

Please refer to the Open Discussion at the 1995 WSC.

8. Could we have a copy of the policy regarding discontinuation of books and literature?

The policy is indicated in the expanded version of the CAL process given out at the WSC 1995.

9. How do we explain using and referring to Bill W.'s "Essay on Leadership" within our service structure when we do not use the *Big Book* because it is non-CAL and AA material?

Bill's "Essay on Leadership" is part of Al-Anon's Concept IX in our Service Manual.

10. Roman numerals are confusing to Spanish-speaking people and also some English-speaking people. As literature is revised and repeated, can they be changed to Arabic (regular) numbers re. the Concepts?

With all the revision decided upon at 1994 and 1995 Conferences, the WSO is in the process of incorporating them and at the same time making our Service Manual easier to use.

11. Newcomer packets—make available to buy empty on the literature order blank.

The sleeves used for newcomer packets and the particular pieces they contain identify specific Al-Anon Conference approved items. We may confuse both members and newcomers alike by making the sleeves available for general usage.

12. Rather than print a new piece of literature for a specific group or situation, do excerpts (i.e. domestic violence) from existing literature. Members feel we are becoming too spread out and specific rather than dealing with alcoholism as a whole.

We appreciate your suggestion and will consider the possibility of using excerpts from our literature whenever such situations arise.

13. Why isn't space provided on our pamphlets for local phone numbers?

The pamphlet text and information on the copyright page determine the space requirements for each pamphlet. Allocating space for additional items adds to the cost of the pamphlet.

14. Is there some other publication being considered that would help Al-Anons get into working the Steps more quickly? The *Blueprint for Progress* is not adequate. What about using AA's *Big Book* for the Steps?

The Literature Committee is currently developing a new TWELVE/TWELVE/TWELVE (working title) which will respond to the expressed needs of our membership. Questions following each Step, Tradition, and Concept are an important part of this work.

"It is well to remember, however, that AA literature is written for and from the viewpoint of alcoholics. Reliance on opinions expressed in AA and other outside publications can distort the Al-Anon approach, particularly for the newcomer" (*Al-Anon/Alateen Service Manual* page 113). As individuals, Al-Anon members are encouraged to read whatever they find helpful.

15. Make more tapes, such as the one of *Living with Sobriety*. They are a help for our busy life-style (listening in cars, etc.) And also for the illiterate.

On the whole, members' response to our literature on tape showed that the tapes were not responding to their needs and production of several tapes has been discontinued.

16. Is it possible to produce audiotapes—for sale—on different topics; e.g. different members sharing their experiences with sponsorship?

From time to time we receive a request for material on audio-cassettes. However, development and production of new audiotapes has not received wide support.

17. Why has *Twelve Traditions Illustrated* been put out to pasture? Can it be revived? When items are being considered for discontinuance, would interest be renewed by several announcements, maybe reviews of the item?

This pamphlet had met the requirements established by the Board of Trustees for discontinuance. The new TWELVE/TWELVE/TWELVE (working title) will be responsive to the expressed needs of our membership. We are exploring a number of new ideas related to fostering a greater awareness of all our literature.

18. Is it possible to combine some of our hardcover books to ease the cost to members or to publish them as softcover books similar to the *Forum Favorites*?

The 1995 WSC approved the production of softcover books. Several books have been combined in sets and are currently offered for sale at discounted prices.

19. Page 269 in *From Survival to Recovery*—"The Gifts of Al-Anon"—Does Al-Anon support utilizing this in group meeting formats?

Bookmarks bearing the referred-to excerpt were distributed at the 1995 WSC. Additional bookmarks can be ordered in quantity. A donation to cover the cost of postage is suggested.

20. Discuss removing any story or reference to writer being an alcoholic or a member of AA in our literature. These references are essentially offensive in *From Survival to Recovery* and *When I Got Busy, I Got Better*.

The many faces of Al-Anon are reflected in our recovery literature. Some members of our fellowship are also members of AA. They, too, have been affected by the alcoholism of another and find recovery in Al-Anon.

21. Would the Literature Committee consider publishing an inventory sheet for group representatives, district repre-

sentatives and even assembly officers similar to the group inventory we take at group level?

All Guidelines are produced when they have been developed by the various services from the shared experience of Al-Anon members.

22. The piece M-7, the Al-Anon Program Card, can that be reprinted to include the Twelve Concepts and in a larger, easier to read typeface?

This can be referred to the Literature Committee for its consideration.

23. Please consider a new index for Al-Anon literature. Ask yourself this question, why do groups, when a topic is announced at a meeting, immediately pick up the *ODAT* or *Courage to Change* or the *Favorite Forums*? Groups, in the past have been gently guided to use all CAL but seem to avoid literature that does not have an index. The indexes in the new literature would easily be transferred, it would be a matter of including them in reprinting of older books and pamphlets. Also consider that the index would not have to be all inclusive for the pamphlets if popular topics, Anger, Fear, Control, etc. were at least covered. We have volunteers with a Media Specialist background that would be willing to assist in the undertaking of this work.

All Al-Anon recovery books contain an index. After having been available for several years, the *Index to Recovery in CAL* was discontinued. Members showed minimal interest in this piece.

24. Why are our hardcover books now showing up with softcovers in light of Warranty One, item 5. on page 177 of the Service Manual. Is the Conference aware of this change?

This was discussed extensively by the Literature Committee as well as the full Conference. See the reportback of this matter in the 1995 Conference Summary.

25. Most LDCs are also AIS offices, so why is WSO undermining the financial support of these AIS offices by selling CAL in bookstores and catalogs?

The LDCs service the membership; the bookstores that purchase material from the WSO sell primarily to the public who have no access to LDCs. The World Service Office does not actively seek sales from the bookstore market.

26. If "our Big Book" *Al-Anon Family Groups* is being "replaced"—why do we not retain the title? Rather than change it to such a lengthy one? "That" (AFG) is our program name and ought to be consistent with our "main" source for newcomers and old-timers alike.

Al-Anon Family Groups never officially adopted a "Big Book." In 1987 the WSC voted to substantially revise and expand *Al-Anon Family Groups*. In 1990, however, the WSC rescinded the entire motion and voted to produce a new book which reflects Al-Anon today.

27. The pamphlet *Al-Anon Sharings from Adult Children* (P-47) is now several years old. Are there plans to either update it with more current sharings or to follow it with a more contemporary sequel?

There are no immediate plans to update this piece.

28. There are eight pieces of Conference Approved Literature targeted directly towards the topic of adult children of

alcoholics; one leaflet, two pamphlets, four reprints and one book. Surprisingly, five of these publications do not mention that there are Al-Anon adult children groups. Moreover, this omission is even more striking within the Al-Anon literature as a whole. In order to encourage these groups and to appeal to a larger number of prospective members, should not our literature indicate with that there are numerous Al-Anon adult children groups?

This idea can be reviewed as each pamphlet and book is scheduled for updating and changes.

29. The number of areas adopting the position of Adult children area coordinator continues to increase. Is the WSO considering producing Guidelines for this position? WSO is not considering guidelines at this time but areas can be developing their own.

30. I understand that the book *Alcoholics Anonymous* cannot be "Conference Approved" because it is copyrighted by another organization. The longtimers have made me understand that this book used to be understood as OUR basic text—pre-dating our own literature and even pre-dating the organization of our fellowship. Everyone I sponsor must read this book. In my Al-Anon community, this is what we use when we are doing our steps. We even use it in our meeting. Our literature USED TO recommend the reading of it (see older version of P-47). The two chapters written to us—*To Wives* and the *Family Afterward*—was also at one time an Al-Anon reprint (I have a copy). *Alcoholics Anonymous* is better than any piece of literature we have. Let's give this God-given book the recognition in some form that it deserves. I'm not talking about Conference approval—let's acknowledge in our literature that this book is vitally important and should be read by anyone and everyone in Al-Anon who wants to recover.

The *Alcoholics Anonymous* book was written by alcoholics prior to the development of Al-Anon literature. Members are encouraged to read and use whatever helps them, but at meetings to use CAL.

31. Why aren't area Literature Coordinators given the same privileges (i.e. credit, advance priority notices of new literature), priority notice of new literature should be the same for all.

Priority notices enable LDCs to have new items in stock before announcements are made in the usual manner to all in our fellowship. In this way LDCs can be ready to immediately fill members' orders for the new items. Perhaps Literature Coordinators can work closely with the LDCs and delegates who receive copies of the priority notices. Our Guideline for Literature Distribution Centers (G-18) can offer additional clarification on the purpose and function of LDCs.

32. What is the delegate's role in reaching out to AISs when they are separate service structures (in our area the AIS is a separate corporation with a complete set of service chairs)? How can areas better work with AISs in their area?

The delegates' role is to insure there is a liaison at Area World Service level to keep communication open.

COMMENTARY SUBMITTED IN AIB

Reference Tradition Five: "We cannot practice the Twelve Steps of AA ourselves" rather only an adaptation to them. This is why our wording does not mirror theirs.

POLICY

1. Can the AA Twelve Steps and Twelve Promises be adapted for Al-Anon? Have had several requests for it.

- Early on in Al-Anon, I used to hear a lot about the Twelve Promises. They seem to have disappeared which I view as a loss and a weakness in the Al-Anon program. Why don't we bring them back to Al-Anon?

Reference in our Service Manual, under history of the Concepts: "in 1951 Al-Anon adopted AA's Twelve Steps as a way of life for Al-Anon members. In the Al-Anon book, *From Survival to Recovery* part, page 269 has been referred to as the "Gifts of Al-Anon."

2. Why is the AA Big Book not Conference Approved Literature?

- Why is the AA Big Book not Conference approved? Was it CAL at one time or just suggested reading?

Page 113 of the Al-Anon/Alateen Service Manual item d. explains why the AA Big Book is not Conference approved.

The AA Big Book has never been on Al-Anon list of Conference Approved Literature (CAL) as it has not gone through the CAL process.

3. What is the policy of other Twelve Step programs using our Steps? Have they paid royalty or does Al-Anon feel this is "attraction?"

Those looking to use the Twelve Steps for other programs are referred to the AA General Service Office. AA was generous in sharing the Twelve Steps first with Al-Anon and then with many other groups. This allows us to maintain our singleness of purpose. No royalty costs are involved.

4. Usually no changes to the Service Manual are made until the three-year trial period expires and has proven positive. Do we wish to keep this procedure? Re: Alateen, RSS and International Committee structure.

Policy Motion 13 was not related to a change in structure. It was to remove the committee descriptions from the Concepts so that the Concepts do not need to be amended whenever the committee changes its description. The Executive Director or Board could also change job titles without requiring a Concept change. The committee descriptions will still appear in Part I of the Service Manual—Al-Anon and Alateen Groups at Work and in the Committee Guidelines.

As the Conference approved a three-year trial for restructuring beginning in 1996 no changes to the committee section will be made in the Concepts until the Conference approves the ending of the trial and changes in the language of the Concepts.

5. Because of the unique nature of both programs, Al-Anon/Alateen members who are AA members do not hold office beyond the group level. What is the policy on NA and other Twelve Step programs serving past the group level?

There is no Al-Anon policy on members in other Twelve Step programs.

6. On page 99 of the Service Manual it states that a member of AA cannot hold offices beyond the group. What is the policy on other Twelve Step program people?

There is no policy on members of other Twelve Step groups.

7. What is the process for changing Steps or Traditions? (How does it get to the point where the groups vote?)

The process for changing the Steps or Traditions is written in the Conference Charter page 86 of Al-Anon Alateen Service Manual which indicates written consent of three-quarters of Al-Anon groups is needed. A Conference motion would be needed to initiate the change.

8. Is it within group autonomy to use the phrase, "It works if you work it..." after the closing prayer. Or since it is not CAL should groups work to stop the use of it?

It is a group decision.

9. Should we announce in our regular Al-Anon meetings any weekend sessions held by Al-Anon members if they follow the Steps and Traditions? These sessions are usually held in residential colleges or convents and a minimal fee is charged to cover room and board. For several years, Al-Anon members in our area have organized weekend sessions called intensives. A small fee is charged for room and board. There is no religious content. They are asking us to now announce this event at our regular meetings. If we do, how do we insure that these sessions respect the Al-Anon Traditions?

There is no guarantee that even an Al-Anon group would follow Traditions. All we can do is request that they do so, trust the members and Let Go and Let God.

10. Every year, and for many years, the question of dual members serving above the group level has been brought to the floor of the World Service Conference. Will having many categories of—in Al-Anon—end up in breaking the unity of our fellowship? Should we help double winners and adult children of alcoholics create a fellowship of their own?

There is only one classification of membership in Al-Anon. Although dual members are not eligible to hold office above the group level, this does not prevent these members from participating or holding office at the group level. It is not up to Al-Anon to help in the formation of a new fellowship.

11. Do we realize that alternates may have to fill a particular service at any time?

The ideal situation is to keep alternates up-to-date on all information. However, this is the ideal. Sometimes alternates are not always available.

PUBLIC INFORMATION (PI)

1. Why doesn't WSO establish an 800 number for other than group information (i.e. literature orders, general information, etc.) and just what is the current function/services of the current 800 number?

Costs are being researched in conjunction with the relocation.

2. Are we using Internet for Public Information from WSO? Although the WSO is not on-line (Internet) as yet, we have cooperated with individuals and professionals in placing material such as *Getting in Touch with Al-Anon* and the Al-Anon, Alateen and adult children 20 question cards on-line.

3. In order that Al-Anon appeal to a broader diversity of individuals, could the fellowship produce a poster or two indicating not only what it is like to be an adult child of an alcoholic, but also that there are in fact Al-Anon adult children meetings? At present, there are no such posters.

The PI Committee is developing new posters to cover more diverse groups.

4. Is there some way we can compromise on the issue of diverse membership? Maybe we could have one piece which identifies the many differences instead of having what could be opening the door to hundreds?

The World Service Conference has already voted to publish material that addresses a number of different audiences. The WSO Public Information Committee will consider the suggestion.

1995 WORLD SERVICE CONFERENCE— MOTIONS

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Motion #1 (consensus) — CARRIED

That the following persons be seated at the 1995 WSC with voice, but no vote: Alberte C., PFA, Al-Anon member; Richard Keilly, WSO Business Manager, non-Al-Anon member; Georgette G., NPIC, Al-Anon member; and, with no voice or vote, Gail G., observer, Al-Anon member.

Motion #2 (93 yes, 1 abstention, 2 void) — CARRIED

To approve the 1994 Annual Report.

Motion #3 (95 yes, 1 no) — CARRIED

To approve the 1994 Audited Financial Report

Motion #4 (93 yes, 2 no) — CARRIED

To accept the 1995 Budget.

Motion #5 (90 yes, 6 no) — CARRIED

That the World Service Conference agrees to the following proposed Amendment to the Bylaws regarding the creation of an Executive Committee for Real Property Management during the 15-year trial period:

Article XII committees to be amended by adding after Executive Committee the following:

EXECUTIVE COMMITTEE FOR REAL PROPERTY MANAGEMENT. The Board of Trustees shall appoint at each annual meeting an Executive Committee for Real Property Management consisting of five persons. The Executive Committee for Real Property Management shall include the Business Manager (Director of Business Services), the Chairperson of the Budget Committee, and three persons who are not trustees but who are otherwise involved in or concerned with the Al-Anon fellowship. The Executive Committee for Real Property Management shall meet at such time as the Board of Trustees may direct but at least twice per year. The Board of Trustees delegates to the Executive Committee for Real Property Management the oversight and the management of the real property owned by the Al-Anon Family Group Headquarters, Inc. in accordance with Motion 12 of the 1994 World Service Conference. For the purposes outlined in Motion 12, the Executive Director and the Chairperson of the Board of Trustees are not ex-officio members of this Executive Committee and may not attend its meetings unless invited to do so. The nomination of the Executive Committee members for Real Property Management will be conducted by the Nominating Committee in consultation with the Conference Committee on Trustees. After said nominees receive traditional approval by the Conference, the Board will elect them.

Motion #6 (95 yes, 1 void) — CARRIED

Re: To amend text on pp 107 in the 1992-1993 Al-Anon/Alateen Service Manual, Policy Digest section, under FINANCES as follows:

VI. Use of Group Funds

a. Rent and Other Group Expenses

Our Tradition of self-support suggests that the expenses for the group's operation such as rent, literature, insurance, supplies, post office box rental, group representative and information service representative expenses are met first. Remaining funds may be used to support local and area structures and the World Service Office.

At locations where rent may not be accepted, a supply of Al-Anon/Alateen Conference Approved Literature and local meeting schedules may be provided to the facility as an appropriate alternative.

Re: To amend the text on pp. 124-125, 1992-1993 Al-Anon/Alateen Service Manual, Policy Digest section, under f. Members' Outside Involvement as follows:

e. Members' Outside Involvement

1. When Al-Anon members serve on alcoholism boards or councils they do so as individuals, not as spokespersons for Al-Anon. Al-Anon membership may be disclosed to the board or council provided that anonymity is maintained at the level of press, radio, TV and films in accordance with Tradition Eleven.
2. Al-Anon members who engage in legislation or support outside issues are free to do so as individuals. However, Tradition Ten suggests that the Al-Anon Family Groups have no opinion on outside issues. Thus, individuals do not discuss any such legislation or issues at meetings.
3. Since Tradition Eight states that Al-Anon Twelfth Step work should remain forever nonprofessional, individuals who are professionals do not use their titles in conjunction with the Al-Anon name.

Motion #7 (95 yes, 1 no) — CARRIED

Re: To amend text on pp 104-105 in the 1992-1993 Al-Anon/Alateen Service Manual, Policy Digest section, under FINANCES by adding a separate category, d. Other Al-Anon Service Contributions, as follows:

I. Contributions to WSO - Regular

a. Triannual Appeal

In keeping with the Seventh Tradition of self-support, the 1966 World Service Conference voted that three appeals annually be sent from the WSO to the groups in the U.S. and Canada (March, July and November). Contributions would be used for covering expenses for worldwide services, including a share of the operating expenses of the Conference. In November, the appeal is also extended to groups outside the U.S. and Canada.

b. Individual Contributions

When the triannual appeal letters are read to the group, individuals are encouraged to increase their contributions as the basket is passed during the meeting, giving each member an opportunity to participate in Twelfth-Step work beyond the group level. Members may also contribute directly to the WSO, indicating their membership since Al-Anon is self-supporting. The limit on individual contributions is \$10,000 per year.

c. Group Contributions

In addition to the contributions sent to the WSO during the triannual appeals, groups usually make donations to the WSO on a regular basis without limit.

d. Other Al-Anon Service Contributions

Districts, Al-Anon information services (intergroups), literature distribution centers, areas, General Service Offices, and other Al-Anon service entities may also contribute directly to the WSO without limit.

e. Birthday Plan (as is)

f. Memorial Contributions (as is)

g. Bequests (as is)

h. Earmarking funds (as is)

II. Contributions to WSO - Supplementary

Motion #8 (95 yes, 1 no) — CARRIED

Re: To amend the text on pgs. 125-126, 1992-1993 Al-Anon/Alateen Service Manual, Policy Digest section, under IV. Religion/Philosophies as follows:

a. Meetings

Al-Anon is a spiritual program, thus the discussion of specific religious beliefs at meetings may divert members from Al-Anon's primary purpose. Our meetings are open to all those who are affected by alcoholism whether the member has a religious belief or not.

b. Retreats

1. Al-Anon/Alateen Spiritual Meetings

It has been suggested that the name "retreat" often has religious connotations and could imply affiliation if used in connection with an Al-Anon/Alateen event.

2. Outside of the Fellowship

Al-Anon does not affiliate with other organizations, neither endorses nor opposes any other philosophies or spiritual programs. The Al-Anon/Alateen name therefore, cannot properly be used to identify nor publicize retreats or activities sponsored by others. This applies when most or even all of the participants are members of Al-Anon/Alateen. Otherwise, there could be a misunderstanding of Al-Anon's purpose and function. In order to avoid any

appearance of Al-Anon/Alateen affiliation, it is important to keep promotion of such events outside of Al-Anon/Alateen meetings and meeting locations. Our experience suggests that confusion arises when such events are announced in area newsletters, Al-Anon/Alateen local bulletins and at group meetings.

c. as is

Motion #9 (78 yes, 15 no, 1 abstention) — CARRIED

To affirm the Board's implementation of the revised committee structure for a three-year trial period.

Motion #10 (40 yes, 54 no, 2 abstentions) — DENIED

To suspend the rules and for the WSC to grant Don H. a period of 15 minutes to present his opinion on the restructuring plan.

Motion #11 — WITHDRAWN

c. Professional Involvement

Professionals may assist in forming an Al-Anon/Alateen group provided that the group is formed and conducted by Al-Anon members as soon as possible. Professionals who are not Al-Anon members may want to invite an existing Al-Anon or Alateen group to provide a brief on-site meeting to demonstrate how group meetings function.

Motion #12 (90 yes, 3 no, 1 abstention, 2 voids) — CARRIED

Re: To amend the text on pp 126-127 in the Al-Anon/Alateen Service Manual, Policy Digest section, under V. Dilution of the Al-Anon program, sections a., b., c., d. and e. as follows:

a. Outside Therapies

Our Al-Anon experience helps us understand we are powerless over another person's drinking. This makes us aware at a meeting of the danger of being diverted from our own recovery by techniques which are focused on the recovery of the alcoholic.

Further, the Sixth Tradition suggests that there be no promotion or endorsement of any outside therapies. At an Al-Anon/Alateen meeting, in keeping with the Al-Anon/Alateen focus, the groups do not announce or discuss activities of other anonymous Twelve Step programs. Al-Anon/Alateen area newsletters and local bulletins may publicize activities of Al-Anon/Alateen groups and those AA activities with Al-Anon participation. Publicizing other organizations' activities creates an appearance of affiliation.

b. Labels

Focus on the Al-Anon interpretation of our program is strengthened when we avoid using professional terms and labels since they may confuse members by implying affiliation with certain persons or specific therapies.

d. Drugs/Narcotics/Prescription Medications

A symptom of alcoholism in the home may be the abuse of drugs by family members. Occasional discussion of this topic is acceptable at an Al-Anon or Alateen meeting as it may be one of the results of living with alcoholism. However, our responsibility is to ensure Al-Anon's survival as a resource for families and friends of alcoholics. By focusing on these drug-related problems, we risk being diverted from Al-Anon's primary aim. Referral to appropriate sources of

help may be suggested to those in need.

e. Families with Related Problems

Many individuals come to Al-Anon seeking help. If these individuals determine they have not been affected by a problem drinker, they may be informed of our Third Tradition, which states in part, "...the only requirement for membership is that there be a problem of alcoholism in a relative or friend." They may also be informed of other sources of help.

Motion #13 (94 yes, 1 no, 1 void) — CARRIED

Re: To amend the text on pg. 102, 1992-1993 Al-Anon/Alateen Service Manual, Policy Digest section, under e. Films as follows:

e. Films

Sometimes films are used at large meetings and conventions for entertainment between meetings and workshops. Because of the Sixth Tradition of nonendorsement, the use of Conference approved films is suggested.

Re: To amend the text on pg. 117, 1992-1993 Al-Anon/Alateen Service Manual, Policy Digest section, under II. Anonymity as follows:

a. as is

b. as is

c. Any Al-Anon/Alateen member may write an article about the fellowship for local or national publications and may be financially remunerated. If writing as a member, personal anonymity is maintained by signing anonymously or using a pseudonym.

Re: To amend the text on pgs. 117-118, 1992-1993 Al-Anon/Alateen Service Manual, Policy Digest section, under IV. Criticism of the Fellowship as follows:

IV. Criticism of the Fellowship

In accordance with Tradition Ten the Al-Anon fellowship does not officially respond to adverse publicity and therefore attempts to avoid public controversy. As individuals, members may take any action they wish.

Re: To amend the text on pgs. 121-122, 1992-1993 Al-Anon/Alateen Service Manual, Policy Digest section, under AL-ANON: AS IT RELATES TO OTHERS, I. Alcoholics Anonymous—Cooperation as follows:

AL-ANON: AS IT RELATES TO OTHERS

I. Alcoholics Anonymous-Cooperation

a. as is

1. to name one or two members to act as liaison and to provide current lists of group contacts for Twelfth-Step referrals;

2. as is

3. as is

b. Newsletters

Where Al-Anon is relatively new, it may accept offers from AA to include an Al-Anon page in their newsletter. It is desirable for Al-Anon/Alateen to develop its own periodical when feasible.

c. as is

d. Twelfth-Step Work

Al-Anon performs its own Twelfth-Step work in alcohol treatment centers, hospitals, other facilities and with professionals that work with families and friends of alcoholics. Experience has shown that cooperation with AA can be mutually beneficial.

Re: To amend the text on pp 122-123, 1992-1993 Al-Anon/Alateen Service Manual, Policy Digest section, under AL-ANON: AS IT RELATES TO OTHERS, II. Outside Agencies as follows:

a. Speakers From the Helping Professions

The purpose of Al-Anon is personal growth through applying the Twelve Steps and sharing our experience, strength and hope. It is from Al-Anon and Alateen members that we hear the ideas and experiences that guide us in our personal recoveries. Outside speakers at Al-Anon and Alateen meetings may divert the focus from our own recovery to that of the alcoholic. Thus, the group tries to ensure that any occasional guest speaker be knowledgeable about the Al-Anon/Alateen program. Additionally, it is suggested that outside speakers be made aware of our Sixth Tradition, in advance, and be asked to discuss an appropriate topic.

In any announcement of an Al-Anon and Alateen meeting with outside speakers, it is suggested that a statement such as the following be included: "Al-Anon is not allied with any sect, denomination, political entity, organization or institution..."

b. Shelters for Families

In keeping with our Traditions:

• Establishing shelters is not in accordance with our Sixth Tradition, "Our Al-Anon Family Groups ought never endorse, finance or lend our name to any outside enterprise. . . ."

• Al-Anon members, as individuals, are free to manage such shelters and help to finance them.

• Al-Anon/Alateen institutions or limited access groups may hold meetings at such a facility.

c. Sharing Facilities

In some localities, Al-Anon may not be able to support its own answering service or Al-Anon information service (intergroup). If it is necessary to share space with another enterprise, using Al-Anon letterhead and renting a private post office box, for example, will prevent any appearance of affiliation.

Re: To amend the text on pg. 124, 1992-1993 Al-Anon/Alateen Service Manual, Policy Digest section, under e. Clubhouses as follows:

d. Clubhouses

1. Operated by AA members

Many groups use meeting facilities provided and operated by AA members. In keeping with our Seventh Tradition, the Al-Anon and Alateen groups pay an agreed sum for rent and are maintained as separate entities at all times.

2. Operated by Al-Anon Members

Members, as individuals, may establish and operate clubhouses where Al-Anon and Alateen meetings are held. In keeping with Tradition Six, a clubhouse is not owned, operated, financed or endorsed by an Al-Anon group, district, Al-Anon information service (intergroup) office or Al-Anon Family Group Headquarters, Inc. It is suggested that Al-Anon and Alateen groups meeting at such facilities be self-supporting and function as separate entities.

3. Restrictive Policies

Should any clubhouse policy be so restrictive as to exclude any Al-Anon member or include terms for the use of the facility which are contrary to Al-Anon/Alateen Traditions and principles, another meeting place may be more suitable.

Motion #14 (90 yes, 1 no, 5 voids) — CARRIED

Re: To amend the text of the 1992-1993 Al-Anon/Alateen Service Manual, Twelve Concepts of Service, Concept XI, page 166, under 7. Nominating Committee, third paragraph, as follows:

The Nominating Committee, after having consulted with the Conference Committee on Trustees, will make recommendations that will determine, to a large extent, the continuous success of our services. Its members will have the primary voice in choosing our future trustees-at-large and at-large members of the Executive Committee. Careful deliberation, painstaking investigation, refusal to accept casual recommendations, advance preparation of lists of suitable candidates—these need to be the principal attitudes and activities of this committee.

Motion #15 (85 yes, 9 no, 1 void) — CARRIED

Re: To amend text on pp 162-163, 168, 169, of the 1992 Al-Anon/Alateen Service Manual, Concepts of Service section, under Concept Eleven, by removing the composition descriptions of the Alateen, International and Regional Service Seminar Committees.

Motion #16 (93 yes, 2 no) — CARRIED

Re: To amend the text on pg. 125, 1992-1993 Al-Anon/Alateen Service Manual, Policy Digest section, under III. Commercial Enterprises as follows:

a. Filmmakers

Some private filmmakers have indicated interest in producing films concerning Al-Anon and Alateen to sell to public agencies. In the interest of worldwide unity, it is recommended that prospective filmmakers be asked to write to the WSO to explain the proposed project and its probable audience. No commitments should be made to such producers by either groups or individuals. The Al-Anon name may not appear among the film's credits even though technical assistance has been provided.

b. as is

Motion #17 (90 yes, 2 no, 3 abstentions) — CARRIED

Return area archival holdings, currently stored at WSO to the delegates at the expense of the area or to a designated address.

Motion #18 (80 yes, 15 no, 1 abstention) — CARRIED

The following is a description suggested for the World Service

Handbook Section, pp 52-54 in the 1992-1993 Al-Anon/Alateen Service Manual:

Controller/Business Manager - is responsible for all financial aspects of the WSO and has direct oversight of the Business Services.

Motion #19 (93 yes, 1 no, 1 void) — CARRIED

To amend the text on pp 62, 1992-1993 Al-Anon/Alateen Service Manual, World Service Handbook section, under Conference Structure as follows:

The district representative is the next link. The area is divided into districts, each with one representative, the DR, who is chosen by the GRs in his district to serve on the Area World Service Committee.

If a GR becomes a DR, he fulfills both functions unless the Area Assembly chooses to have its groups elect new GRs to replace those who have taken on the duties of DR.

To amend the text on pp 68, 1992-1993 Al-Anon/Alateen Service Manual, World Service Handbook section, under B. At the District Level as follows:

The election of the DR and Alternate DR from among the incoming, outgoing or active past GRs (see p. 69, item b.), none of whom are members of AA, takes place in the fall of the year after the election of GRs and before election of Area Officers. This is often done at a district meeting, unless geographical distances make this impractical. In the latter case, the DR is elected by a caucus of GRs at the Assembly. This term of office is three years, coinciding with those of Area officers and Delegate. Each district may choose its own method of electing.

To amend the text on pp 69, 1992-1993 Al-Anon/Alateen Service Manual, World Service Handbook section, under b. as follows:

- b. The DR who is completing his term calls the district election meeting and notifies each group inviting the incoming, outgoing and active past GRs and others who wish to attend.

To amend the text on pg. 71, 1992-1993 Al-Anon/Alateen Service Manual, World Service Handbook section, under II Elections as follows:

The Chairman:

1. as is
2. Asks the GRs from each district that has not yet elected a DR to gather in groups to caucus. If the caucus is small, only informal discussion and agreement may be needed. Otherwise, written ballots should be cast and the same procedure followed as for electing area officers. A DR may repeat his term, provided that the GRs in his district re-elect him.

To amend the text on pp 78, 1992-1993 Al-Anon/Alateen Service Manual, World Service Handbook section, II District Representative (DR) as follows:

The DR is elected from among the incoming, outgoing or active past GRs in his home district prior to the Assembly or by caucus at the Assembly (see p. 71). etc.

Motion #20 (95 yes, 1 no) — CARRIED

To amend the text on pp 71, 1992-1993 Al-Anon/Alateen Service Manual, World Service Handbook section, under B. Election of World Service Delegate as follows:

1. The Chairman asks each DR, and others eligible, if any, (see pg. 75 items 12, 13) whether he is prepared to serve as delegate for three years. If so, he becomes a candidate.

Motion #21 (91 yes, 3 no) — CARRIED

The following is a description suggested for the World Service Handbook section, pp 52-54 in the 1992-1993 Al-Anon/Alateen Service Manual:

The Deputy Executive Director/Service Manager - acts in the absence of the Executive Director and supervises staff administrators.

The following is a description suggested for the World Service Handbook section, pp 52-54 in the 1992-1993 Al-Anon/Alateen Service Manual:

PFA French Services - Publications Francaises, PFA, Inc. is a service arm of the WSO that translates and publishes CAL, *The Forum* and other WSO material. PFA also maintains records and provides services for French-speaking groups in Canada and the U.S.

The following is a description suggested for the World Service Handbook section, pp 52-54 in the 1992-1993 Al-Anon/Alateen Service Manual:

General Service Office (GSO) Board of Trustees (outside the U.S. and Canada) - are elected Al-Anon members responsible for Al-Anon activities in their respective structure.

The following is a description suggested for the World Service Handbook section, pp 52-54 in the 1992-1993 Al-Anon/Alateen Service Manual:

Staff Administrators - Paid employees of the World Service Office who coordinate activities and projects for the service functions of the department to which they are assigned. All administrators are Al-Anon members and voting members of the World Service Conference.

The following is a description suggested for the World Service Handbook section, pp 52-54 in the 1992-1993 Al-Anon/Alateen Service Manual:

Volunteer/Standing Committees - Al-Anon members with a broad understanding of our program, who concentrate on one of the elements of our fellowship, such as Alateen, Institutions, etc. (see pages 59 and 81).

The following is a description suggested for the World Service Handbook section, pp 52-54 in the 1992-1993 Al-Anon/Alateen Service Manual:

District Representative (DR) - An incoming, outgoing or active past GR who is elected by other GRs in his district either in his home district or at an assembly. He assists the delegate in passing on information about World Service Office activities and Conference decisions to the GRs in his

district. He is a member of the Area World Service Committee.

Motion #22 (83 yes, 13 no) — CARRIED

To approve the production of books in softcover such as flexible, laminated composition covers which are in keeping with our policy, "to aim at only the best; we firmly believe that cheap-looking, cheap selling and poorly conceived literature is not in Al-Anon's best interest," as quoted in Concept XI, item 6.

Motion #23 (91 yes, 3 no, 1 void) — CARRIED

To amend the text on pp 127, in the Al-Anon/Alateen Service Manual, Policy Digest, under V. Dilution of the Al-Anon Program, section c., as follows:

c. Professional Involvement

Professionals may initiate the formation of an Al-Anon/Alateen group provided that the meetings are *then* conducted by Al-Anon/Alateen members. Professionals who are not Al-Anon members may want to invite an existing Al-Anon or Alateen group to provide a brief on-site meeting to demonstrate how group meetings function.

Motion #24 — WITHDRAWN

That our "basic book," *Al-Anon Family Groups*, not be discontinued without a substantial unanimity vote of approval by the World Service Conference.

Motion #25 (59 yes, 31 no, 6 voids) — CARRIED (simple majority required to pass a motion to table)

To table Motion #24.

Motion #26 (94 yes, 1 void) — CARRIED

To grant conceptual approval of a 50th anniversary celebration in 2001.

Motion #27 (94 yes) — CARRIED

The following is a description suggested for the World Service Handbook section, pp 52-54 in the 1992-1993 Al-Anon/Alateen Service Manual:

Executive Director - Chief Executive Officer of Al-Anon Family Group, Headquarters, Inc. who has oversight responsibility of all functions of the World Service Office.

Motion #28 — WITHDRAWN

That the Board of Trustees approve the immediate reprinting of a minimum order of our basic book, *Al-Anon Family Groups*, in its present form or in softcover.

Motion #29 (68 yes, 22 no, 2 abstentions, 2 voids) — CARRIED (simple majority required to pass a motion to table)

To table motion #28.

Motion #30 (84 yes, 11 no, 1 abstention) — CARRIED

The 1995 WSC requests that the Board of Trustees of AFG, Inc. notify in writing all Conference members of its intent to discontinue any hard/softcover books one year prior to the discontinuance or failure to print.

EXECUTIVE DIRECTOR'S REPORT

Myrna H.

INTRODUCTION

The World Service Office provides herein a report of its activities to the World Service Conference (WSC). These reports are printed in the Conference Summary that is available to the entire membership. An abridged version, appearing in *Inside Al-Anon*, is sent to all registered English-speaking groups and is translated into French and Spanish.

OVERALL ADMINISTRATION

The Board of Trustees of Al-Anon Family Group Headquarters, Inc. is responsible for: carrying out the mandates of the World Service Conference; establishing business policies of the World Service Office (WSO); estimating revenue; administering service to the membership; publishing and distributing Conference Approved Literature (CAL); approving the quarterly and annual reports submitted by the Executive Director and WSO staff.

The Executive Committee meets monthly and is empowered to act on behalf of the trustees between Board meetings. It has legal authority bestowed by the Board of Trustees to have oversight of day-to-day affairs of the WSO.

Al-Anon Family Group Headquarters, Inc. (WSO) is a not-for-profit organization, listed under Section 501 (c) (3) of the U.S. Internal Revenue Code, and has been incorporated in New York State since 1954.

With a staff of 56 full and part-time employees, an Executive Director is responsible for overall supervision of the WSO staff and for administration of the organization's policies. In the absence of the Executive Director, the Deputy Executive Director acts in her stead. The Deputy is also the manager of the service departments, while the Business Manager is directly responsible for business operations and controlling finances.

Al-Anon Family Group Headquarters, Inc. is committed to equal employment opportunity and is in compliance with all existing Federal, State and local fair employment laws and guidelines. AFG, Inc. does not discriminate on the basis of race, color, sex, age, religion, national origin or handicapped status. Every effort is made to maintain a work atmosphere that is free from harassment.

GENERAL PROCEDURES

To enhance internal communication and to insure quality performance, the following procedures are ongoing: weekly administrative staff meetings that include department supervisors once a month; quarterly administrative goal-setting sessions; annual personnel evaluations; a regular all-staff memorandum series; periodic full staff meetings.

ADMINISTRATIVE/SUPERVISORY STAFF

The Office Manager, employed by the WSO for 14 years, resigned in order to pursue her career in personnel; the Secretarial Team Supervisor and backup to the Office Manager was promoted to this position.

With relocation and preparation for computerization of our archives, an Archives Coordinator position was instituted in March. Virginia A., International Coordination Assistant, was promoted to this position and was trained by Claire R., who handled both the Archives and Institutions assignments until that time.

Buddy System - A new "administrator buddy system" was implemented by the Deputy Executive Director to enhance team interaction and afford the staff administrators the opportunity to act as backup to each other.

SUPPORT STAFF

The Office Manager, Inez Lopez (nonmember), reports turnovers in personnel due to resignations and terminations. Two full-time secretarial positions were filled by two-day, part-time workers. A long-time shipping staff member passed away; this position was not filled. The bookkeeper went on maternity leave and her duties were divided among present staff.

STAFF CONCERNS

Training and Development - The Executive Director, Deputy Executive Director and the Business Manager attended several management and financial seminars. The staff administrators, supervisors, and support staff attended various training programs to improve skills and to keep up with latest technology.

Achievements - After many hours of study and a seven-hour test, the Forum Administrator received her certification as a Certified Association Executive (CAE) awarded by the American Society of Association Executives.

Benefits - Due to rising health care costs, research was conducted by the Business Manager on different, lower cost managed health care alternatives. As a result, in April, our health care coverage was changed to Aetna's Managed Choice Program; the WSO also became self-insuring on dental care and prescriptions.

Salary Increases - Cost of living salary adjustments went into effect on March 1, 1994.

Personnel Manual - A revised copy of the manual was distributed to all staff, the Board of Trustees and the Executive Committee.

Memorandum Series - All employees received ongoing memoranda keeping them apprised of job vacancies, new staff, holiday schedules, co-worker information and changes in office procedures.

Holiday Festivities - The office was once again opened to all staff and their families on Thanksgiving Day to view the parade; the annual holiday party of staff and volunteers washeld; the last working days before Christmas and New Year's were designated family days for staff wishing to bring children in for a visit.

Sunshine Club - A meeting of the Sunshine Club was held and the new officers were elected.

Overall Staff Meetings - Three staff meetings were held by the Board Chairperson and the Executive Director to keep the staff apprised of our forthcoming relocation in 1996 to the Norfolk, VA area; construction of our new headquarters; and a review of the severance packages being offered to those employees who do not relocate.

Tours - In July, approximately 35 members from North Carolina toured the WSO. Members toured individually throughout the year.

Delegate Visit - On Thursday, April 28, 1994, the WSO hosted a luncheon for the WSC delegates followed by tours of the office.

OFFICE OPERATIONS

Volunteers - Volunteers provided assistance in the mini-shipping and mail departments as needed.

Quality Teams - Two quality teams were formed to analyze our current telephone system procedures and to seek ways of alleviating the transition resulting from the secretarial team members reporting directly to the staff administrators in lieu of a team supervisor.

MEMBERSHIP SERVICES

Services for the Disabled - Requests for information on materials for the visually and hearing impaired were received throughout the year. The requests are filled as follows: For the visually impaired: writers/callers are sent S-14, Materials for the Visually Impaired in the United States and Canada, which lists WSO materials as well as agencies around the U.S. and Canada who have received permission to translate CAL and materials into braille, large print and/or audiotape. For the hearing impaired: An order form for our closed-captioned video, *Al-Anon Speaks for Itself*, information on the Lone Member Service and a listing of Al-Anon meetings for the hearing impaired for possible correspondence are sent. The WSO was contacted by Volunteer Braille Services (VBS), who requested copies of new materials to produce them in braille and large print. Materials not previously issued to them were sent. This agency offers all CAL (books and pamphlets) in both formats.

Getting in Touch with Al-Anon/Alateen (S-23) - The January-June and July-December 1994 issues were published in different colors and mailed to all AIS's with an update sheet and request form for extra copies. Complimentary copies were also offered in the February issue of *The Forum*.

Al-Anon/Alateen Service Manual - A motion was approved at the 1994 WSC to print the Service Manual in 1995 instead of 1994. This would eliminate publishing in 1996, the year of relocation. After the 1995 printing, the plan is to return to the two-year cycle. By then, the WSO should be fully operational in its new location.

The manual has been reviewed and sent to the typesetter for changes. An index will be added as will some form of tabbing for

easy reference to the four sections. In addition to numerous text changes, an effort is being made to make the manual more "user friendly."

Al-Anon Information Service/Intergroup (AIS) - Numerous requests and inquiries were received on a variety of subjects. Concerns included: using individual members' addresses; inoperable telephone numbers at information service offices; printing problems found in *Getting in Touch*; renting or subletting space for meetings at AIS offices; a disclaimer on baby-sitting availability at meetings; an area AIS closing their services for a week causing an overload for the WSO 800 number, and Al-Anon information services having financial difficulties.

AIS offices continue to adapt the WSO's disclaimer in their meeting directory. Guidelines are being distributed upon request.

To prepare AIS offices to receive phone calls from people seeking help, a memo was sent informing them that the 800 number was being aired at the end of a musical video focusing on alcoholism and its effects on the family.

The Alateen Administrator, who holds the subsidiary assignment of Al-Anon information services, visited the AIS in Ft. Worth and Dallas, TX; Boston, MA; Wichita, KS and Detroit, MI.

AIS/LDC Workshop - The AIS workshop held in Denver, CO was facilitated by the Institutions Administrator.

Production

Reported by Rena Shindelman, (nonmember) Production Manager

New Items (printed outside) P-78 *When I Got Busy, I Got Better*, RSB-4 Russian *The Dilemma of the Alcoholic Marriage*, P-71 *ATB on Sponsoring an Alateen Group*, P-72 *ATB on Higher Power*, SP-77 Spanish *Sexual Intimacy*, P-46 1994 Conference Summary, S-37 eight-panel version, G-29 guideline which combines G-28 and G-29.

Books - B-21 *From Survival to Recovery*, B-4 *The Dilemma of the Alcoholic Marriage* converted to softcover. B-16 *Courage to Change*, English and Spanish, (smyth sewn), B-8 *Twelve & Twelve* English and Spanish reprinted, B-7 *Lois Remembers*, B-10 *Alateen: A Day at a Time*.

Other Materials:

Printed Outside - P-4 *Alcoholism, A Family Disease*, P-5 *Blueprint For Progress*, English and Spanish, P-9 *How Can I Help My Children?*, P-11 *Lois' Story*, P-15 *Three Views of Al-Anon*, P-17 *Twelve Steps & Traditions*, P-19 *What Do You Do About the Alcoholic's Drinking?*, P-31, *Sponsorship, What It's All About*, P-32 *This Is Al-Anon*, P-34 *A Member's Guide*, P-42 *A Pebble in the Pond*, P-47 *Al-Anon's Sharings from Adult Children*, P-48 *Understanding Ourselves and Alcoholism*, P-49 *Living With Sobriety*, P-53 *Al-Anon Spoken Here*, P-58 *Al-Anon Speaks To You, the Professional*, P-62 *Does She Drink Too Much?*, P-78 *When I Got Busy, I Got Better*. S-15 and S-15R catalogs, S-17 *Al-Anon Is It For You?*, S-25 *Did You Grow up with a Problem Drinker?*

Printed In-house - R-63 *Living with a Time Bomb* reprint, S-37 *Fact Sheet* revised to include reply card, Spanish P-6 *Freedom From Despair*, P-10 *It's a Teenaged Affair*, P-30 *Operation Alateen*, English and Spanish, SP-33 *Why is Al-Anon Anonymous?*,

SP-48 *Understanding Ourselves & Alcoholism*, P-67 *Dear Mom & Dad* (printed three times), Conference Summary order form. Spanish S-1 *Do You Need Alateen?*, Spanish S-4 *Information for the Newcomer*, S-5 *Questionnaire for Step 4 Al-Anon*, S-10 Resolution of Gratitude, order blanks: SS-15, S-16, S-16/LDC1, S-16AV/LDC2a, S16/LDC2b, S-16AV, S-16AV/LDC4, S-16AV/LDC4a, S-16AV/LDC4b. SS-17 *Al-Anon, Is It For You?*, S-21 *The Seventh Tradition Suggests*, SS-25 *Did You Grow up with a Problem Drinker?*, S-27 *Alateen Sponsorship*, S-28 *Links of Service*, S-30 *Our WSO*, S-35 order blank, Forum order blanks, S-53 Tri-newsletter order blank. M-9 Do's and Don'ts Alateen, M-12 Just for Today, Al-Anon, M-13 *Just for Today, Alateen*, M-41 *Facts About Alateen*, RM-10, A-3 and A-5 insert cards, R-11 *Growing Up With Alcoholism*, R-16 *Sponsorship*, AV-10 inserts, Forum \$1-off coupons, CPC-10 Request For Information, K-22 Steps 1-12, guidelines G-6, G-15, G-16, G-18, G-19, G-24. Forum order forms, letterhead (4 times), Alateen sharing sheets (sponsorship, detachment), PI health fair displays (table skirt and banner), PI-4C, 12/12/12 and Tell Them About Me sharing sheets, AIS surveys and new PSAs. Other materials printed inhouse included various flyers for: U.S. Southwest RSS and seminar announcements, P-72 *ATB on Higher Power* (three versions), SP-77 *Sexual Intimacy* (two versions), and four pieces for SP-77 institutions mailing. Reach Out flyer and announcement, and AA 1995 International Convention flyer. Forum Oops! slip, letter to dropped Forum subscribers, letter re: bimonthly mailing schedule for Forum. Confidential list and contributions report. Relocation appeal letter and enclosure. July appeal letter and two enclosures. Spanish appeal letter and enclosure and French appeal letter. AIS surveys and new PSAs.

Newsletters - *Alateen Talk*, *Inside Al-Anon*, *Dentro de Al-Anon*, and *Al-Anon y Alateen en accion*, *Area Highlights*, *Lone Member Letter Box*, *Al-Anon in Institutions* and *Al-Anon Speaks Out*.

OFFSET DEPARTMENT

The Offset Department printed 2,724,988 impressions in 1994.

SPANISH SERVICES

Reported by Raquel K., Executive Assistant for Spanish Services

New Material Completed - *Sexual Intimacy and the Alcoholic Relationship* booklet and flyer; press release; flyer for *Courage to Change* was sent to professionals, regular and institutions groups in the U.S. and English and Spanish-speaking information services in areas with a large Spanish population. Flyers were also sent to 916 overseas groups.

Updated Material - Major revisions: P-30 *Operation Alateen*; P-19 *What Do You Do About the Alcoholic's Drinking?* Minor revisions: S-17 *Are You Troubled by Someone's Drinking?*; P-48 *Understanding Ourselves and Alcoholism*; P-6 *Freedom from Despair* P-33 *Why is Al-Anon Anonymous?*; P-5 *Blueprint for Progress*; B-8 *Al-Anon's Twelve Steps and Twelve Traditions*; P-13 *Purpose and Suggestions*; S-20 *Alateen, Is It For You?*; P-4 *Alcoholism, the Family Disease*; M-44 *Al-Anon/ Alateen Is & Is Not*; 1995 *Directory of Al-Anon Family Groups*.

Newsletters - Three issues of *Dentro de Al-Anon* and *Al-Anon y Alateen en accion* (the latest issue of *Al-Anon y Alateen en accion* with an extra page/the appeal letter); Two issues of *Al-Anon Habla Claro*; *Al-Anon en las instituciones* (combined with *Al-Anon y Alateen en accion*; 1994 October Institutions Month leaflet was

distributed through the delegates, information services and GSOs.

Subscriptions - New: 87 (individual/multiple, totaling 1,500 copies). Renewals: 12 (individual/multiple, totaling 112 copies.)

Translations - Letters to and from GSOs - 150; correspondence to and from individuals - 73; appeal letters -3; requests for catalogs, order blanks, complimentary material - 92.

Spanish Group Records - There are 390 Al-Anon, Alateen, institutions and adult children groups in the U.S. (55 in Puerto Rico and five in Canada). Total registered overseas - 916. The groups in Argentina, Brazil, Mexico and Spain are registered with their GSOs.

Professionals - There are 608 professionals on our mailing list for information relating to Spanish Services.

Projects in Progress - P-67 *Dear Mom & Dad* (New); updating and combining the four service manuals into one, as was done in English.

FRENCH SERVICES

Alberte C., General Secretary of PFA reports:

New - B-16 *Courage to Change*, K-22 Step Study Kit, Step of the Month Package (from the Step Study Kit), the complete series of *Forum* and *Inside Al-Anon* reprints (coded R).

Updated Material - P-5 *Blueprint for Progress*, S-4 *Information for the Newcomer* S-17 *Al-Anon, Is It for You?*, S-19 *Detachment*, S-20 *Alateen, Is It for You?*, S-25 *Did You Grow Up with a Problem Drinker?*.

Supplementary Material - *The Forum* (Sept/Oct 93 to Sept/Oct 94); *Inside Al-Anon* (Oct/Nov 93 to Oct/Nov 94); *Al-Anon Speaks Out* 1994; appeal letters; various translations for NPIC; press releases; welcome letter to 1995 AA International Convention.

Projects in Progress - Translation of B-1 *Al-Anon Faces Alcoholism* and P-78 *When I Got Busy, I Got Better*.

Various other pieces of literature were revised in 1994 and will be printed early in 1995. With Forum services collaboration, we have established a routine for publishing *The Forum*. *Inside Al-Anon* and *The Forum* are now being sent on a regular basis and in the very near future, we will be able to ship during the month indicated on the issue.

PFA's Board met with members of WSO Board of Trustees and Executive Committee last March and many items have been clarified. New lines of communication have been established between PFA and WSO.

PFA has been recognized as a non-profit organization by the city of Montreal and exempted from business taxes. An \$11,488.41 cheque was received from city of Montreal covering a refund for taxes paid in 1992, 1993 and 1994.

By the end of 1994, 4,250 copies of *Courage to Change* had been sold. Sales for 1994 totalled \$239,295.59 as compared to \$228,880.86 for 1993 even though sales of other literature decreased with publication of *Courage to Change*.

GROUP RECORDS

Groupwide Mailings

Six issues of <i>Inside Al-Anon</i>	155,252
Four Appeal Letters (including Relocation Appeal)	80,689
Group Records Questionnaire	6,650

Limited Mailings

Four issues of <i>Alateen Talk</i>	14,198
<i>Getting In Touch</i> (2 printings)	5,035
1994 WSC Summary	3,775
1995 International mailing (mailed by AA)	20,763
Three Advance Mailings	7,116
One Personnel Mailing	1,001
Four issues of <i>Lone Member Letter Box</i>	2,988
Four issues of <i>Area Highlights</i>	10,139
Two issues of <i>Al-Anon Speaks Out</i>	18,865
Alateen Questionnaire	61
Three issues of <i>Dentro de Al-Anon</i> and <i>Al-Anon y Alateen en accion</i>	14,680
Seven LDC Mailings	1,260
Eight Information Service Mailings	1,627
Four AIS/LDC Mailings	1,539
Two issues of <i>Al-Anon in Institutions</i>	8,784
RSS (U.S. Southwest)	2,597
RSS (U.S. North Central)	5,982

Subscriptions

	<u>Total 1994</u>	<u>Total 1993</u>
<i>The Forum</i>	41,902	48,204
<i>Alateen Talk</i>	1,194	1,576
<i>Inside Al-Anon</i>	4,237	5,181
<i>Al-Anon in Institutions</i>	142	275
<i>Dentro de Al-Anon</i> and <i>Al-Anon y Alateen en accion</i>	1,305	1,335

Group Records 800 Number Calls - There were 20,402 telephone calls recorded by the World Directory toll-free number for the year ending 1994.

REGISTERED GROUPS AND LONE MEMBERS

	<u>1994</u>	<u>1993</u>
Al-Anon Groups Worldwide	27,264	27,530
Alateen Groups Worldwide	3,061	3,235
Total	30,325	30,765

Information Services & GSOs	324	323
Literature Distribution Centers	201	192
Lone Members (U.S. & Canada)	136	161

<u>1994</u>	<u>U.S.</u>	<u>Canada</u>	<u>Overseas</u>
Al-Anon	15,671	1,990	9,063
Alateen	1,848	183	1,030
Information Services & GSOs	187	21	116
Literature Depots	165	22	14
Lone Members	119	17	

RELOCATION OF THE WSO

The 1994 WSC voted to affirm the Board's recommendation to relocate the WSO to the Norfolk, VA area. The Conference also approved a contract that gives the WSO authorization to purchase property. Soon after, Relocation Committee members visited the Norfolk area for familiarization and to view possible site locations. Meetings were held with members of the Virginia Economic Development Office, Forward Hampton Roads, the Virginia Governor's office, the Norfolk Department of Development, developers, attorneys, relocation consultants, real estate firms and architects. After visiting a number of possible sites, Corporate Landing in Virginia Beach, VA was selected. The Board of Trustees empowered the Relocation Committee to engage the consultants needed to assist with various aspects of the relocation process. A law firm was engaged to assist the developer in negotiations in securing the property and assuring city tax exemption on real estate in Virginia Beach and sales use and personal property tax from the state of Virginia. An architectural firm was chosen to provide renderings for consideration and a layout of the interior design.

A salary survey was conducted in Norfolk by William M. Mercer, Inc., Compensation Consultants of Richmond, VA. Six ad hoc relocation committees were established to review various aspects of relocation. These committees presented preliminary reports to the Relocation Committee. Recommendations for severance packages, salary ranges and a new office structure were made. A technology committee is still considering ideas to enhance operations after the move.

The ad hoc committee on staffing concerns upon relocation presented a new office structure to the Relocation Committee. After much work by the executive team, in conjunction with this ad hoc committee, the Relocation Committee and the compensation consultant, a proposed structure will be presented to the Board of Trustees in January along with a suggested benefits program.

The Relocation Committee's recommendations on severance and relocation packages were approved by the Board of Trustees in July. A relocation consultant will be engaged to assist staff in effecting a smooth transition when moving to Virginia.

PUBLIC RELATIONS

The Executive Director served as an Al-Anon liaison to a meeting of the Advisory Committee on Children of Alcoholics. Information about Al-Anon and Alateen was provided and misinformation corrected. This board is working on building a constituency to advocate for alcoholics and families. They wish to conduct surveys and hold focus groups with members who are in a recovery program. It was, therefore, important that Al-Anon representation at this board be available as a resource to assure protection for our members and our Traditions.

The Executive Director, and PI and CPC Administrators participated in a round-table discussion with representatives from the General Service Office of Alcoholics Anonymous, the National Council on Alcoholism and Drug Dependence and the Alcoholism Council/Fellowship Center of New York. The purpose of this annual meeting is to communicate current activities and to determine what we can do in cooperation with one another. Next year, Al-Anon will host the meeting.

As a follow-up to the two-day seminar held in 1993, the Stepping Stones Foundation invited the participating agencies, as well as Al-Anon and AA, to attend a one-day meeting in Washington, DC. Although the largest current concern of this group was health care reform and how much coverage will be available for alcoholism and related addictions, they also addressed the idea of publishing

a pamphlet on anonymity for the recovering community. The proposed pamphlet would attempt to explain how a person could remain anonymous and still advocate for outside issues. After considerable debate, it was generally decided that a piece should be developed instead for the public that addresses good citizenship and the need for advocacy and that it was up to our fellowship to help members understand how they may function externally within the frame of Traditions.

The Alateen Administrator added a day to a personal trip to Boston to view a film about AA and interview Sue Smith Windows, daughter of Anne and Bob Smith. The International Administrator attended a meeting sponsored by the United Nations where she gave a presentation on Al-Anon. The Executive Director participated in a "Grand Round" videotaping sponsored by the NYS Office of Alcoholism & Substance Abuse Services (OASAS) in Albany, NY. A rough cut of the tape was submitted for our review to give permission for production once we felt assured that her anonymity had been protected. A completed cassette will be provided to the WSO.

The Institutions Administrator met with the Executive Director of the National Domestic Violence Coalition in Denver and with the AA GSO Correctional Facilities and Treatment Center staff.

PROFESSIONAL SERVICES

Communications Consultant - Communications Consultant, Beth Bay (nonmember), worked with the Deputy Executive Director, other staff members, the Executive Committee and the Long-Range Study Panel throughout the year on preparation and tabulation of various questionnaires. These were sent to the following categories of membership (number of responses/number mailed): group members (1113/5500*), group representatives (147/1050), district representatives (116/350), delegates (57/67), CPC Coordinators (17/66), Al-Anon information services (75/177) and Alateen sponsors (84/617).

*It should be noted that the individual group member and the GR questionnaires were distributed via the DRs and by request through articles in *Inside Al-Anon*. Many respondents thanked the WSO for eliciting their input. The questionnaire responses contain a myriad of information and input that will aid the WSO in its communication efforts to our membership and service structure.

It was originally planned that the consultant would also work on a five year plan, but the Executive Committee recommended and the Board agreed that her final report will be incorporated into the Board's Five Year Plan.

The one-year communications plan developed by the consultant was approved by the Board of Trustees with the understanding that implementation would depend on committee process, including the Executive Committee for those items not assigned to another committee. Much of the plan was incorporated into a 1995 Overview of WSO Activities.

The consultant, working with the Deputy and in conjunction with the Executive Committee, developed the AFG Service Plan. The plan was announced in *Inside Al-Anon* and copies were distributed to our service structure in an *Area Highlights* mailing.

Articles about the communications consultant and preparation for the questionnaire mailings appeared in the Feb/Mar and Apr/May issues of *Inside Al-Anon*. As the questionnaires are tabulated, a summary is mailed to all World Service Conference members.

Legal - Attorney John Callagy of the firm Kelley, Drye & Warren was requested to review the Alateen Responsibility Statement and all guidelines in general. He provided an opinion which offers

guidance in future revisions.

Another member of this firm who specializes in labor law provided wording on the development of a harassment policy for the employee manual and more in-depth procedures for an internal guideline. The firm of Kelley, Drye & Warren was also engaged to act on behalf of the WSO in a legal action.

With the sale of property from a member's estate, the proceeds were bequeathed to Al-Anon Family Group Headquarters, Inc. and were credited as a contribution. Other bequests were received as well.

Relocation Consultants - A contract was signed with William M. Mercer Co. to conduct a compensation study, make recommendations for severance/relocation packages and to determine new salaries/benefits comparable to what other companies are paying at the new location.

Wilcox & Savage, PC, will represent Al-Anon in negotiations on the purchase of property and on tax matters relative to relocation.

Ellis Development Company was sent a letter of intent to negotiate on property in the Norfolk area.

Financial - Several meetings were held with investment advisor Dan Abrams and pension advisor Dan Mazzola to discuss all matters concerning Al-Anon's Reserve Fund investment strategy and our pension plan in light of the forthcoming move.

CORRESPONDENCE

Much correspondence prior to the 1994 WSC surrounded objections to purchasing property for Al-Anon's headquarters upon relocation. Each letter was responded to either by the Executive Director or the Chairperson of the Board. Following the WSC, there was relatively little communication regarding property ownership.

The Executive Director, Deputy Executive Director and staff administrators responded to a variety of correspondence and telephone calls. In addition to the matter of relocation, other correspondence topics included: the dual member policy, the introductory pamphlet for gays and lesbians, group and area finances, bequests, and various group, district and area concerns.

SPEAKING INVITATIONS AT CONFERENCES/CONVENTIONS

First Quarter - The CPC Administrator attended the Illinois (N) Area Assembly; the Chairperson of the Board spoke at the Puerto Rico Area Assembly; the Deputy Executive Director attended the State Al-Anon/Alateen Convention in Spartanburg, SC; the Institutions Administrator went to Stepping Stones to work on the WSC Archives presentation. The new Archives Coordinator accompanied her where a demonstration of the new Archives equipment was given.

Second Quarter - The Alateen Administrator attended the West Texas Alateen Convention and visited the Fort Worth and Dallas AIS/LDCs; the Institutions Administrator gave a presentation at the Michigan Al-Anon Workshop and attended the Lafayette LA Al-Anon Convention; the PI Administrator attended the East Texas Al-Anon Convention.

Third Quarter - The Literature Administrator attended the Virginia Area Assembly; the Alateen Administrator attended and spoke at the 12th Annual Teen Conference in St. Petersburg, the AA State Conference in Wichita, KS and the 16th Georgia Al-Anon/Alateen Convention in Atlanta. The Executive Director, PI

and International Administrators spoke at the JAL-CON (NJ) Al-Anon Convention; the International Administrator also spoke at the Delaware State Convention.

Fourth Quarter - The Institutions Administrator attended the 35th AA Bilingual Convention in Montreal; the International Administrator attended the New York North and the Indiana Area Assemblies; the Alateen Administrator attended the 20th Annual Mid-western Conference (AMAC) in Missouri.

VISITORS

During the year, members, their spouses and friends toured the WSO from the United States and the Canadian provinces as well as Argentina, England, Mexico, New Zealand and Venezuela.

ALATEEN

Mary A., Chairperson
Bonnie C., Administrator

COMPLETED

Alateen Talks Back (ATB) Series - The fifth booklet P-72 *ATB on Higher Power* was processed through the Alateen, Literature and Policy Committees and subsequently released.

IN PROGRESS

COURAGE TO BE A KID (working title) - Sections one and two were reviewed by the Alateen and Literature Committees. One delegate member of the Alateen Committee rejected both sections. Upon the committee's direction the writer/editor was given specific changes for the manuscript. A special request was made for additional sharings on the Steps and Traditions.

Alateen Talks Back Series (ATB) - The sixth booklet, *ATB on Detachment* was processed through the Alateen, Literature and Policy Committees. *ATB on Tough Stuff* is being compiled; material targeted for *ATB on the 12 Steps and 12 Traditions* may be incorporated into **COURAGE TO BE A KID** (working title).

Alateen Sponsorship "How To" Booklet - A writer/ editor was selected and the committee is reviewing the completed draft. Information from existing pamphlets and guidelines have been included. A suggestion was made by the committee to include a section in the beginning on the basics of how to be an Alateen sponsor.

UNDER CONSIDERATION

Alateen Responsibility Statement - Legal review by the Executive Committee is ongoing.

Alateen Traditions - The full standing committee offered comments/suggestions on combining Alateen Traditions with Al-Anon Traditions. The committee is seeking guidance from the Policy Committee on the process that would be used if there is sufficient interest in adopting the Al-Anon Traditions for Alateen groups. Area Alateen Coordinators, and Al-Anon and Alateen groups were informed of the discussions. Committee members received a report on the history of Alateen Traditions by the Policy Committee Chairperson. Further discussion is scheduled for the standing committee meeting during the 1995 WSC.

Cartoon Booklet - The committee responded favorably to changing the art and expressed a preference for one of two designs reviewed. A proposal was requested from the artist before proceeding further.

New Daily Reader - Standing committee comments were reviewed in consideration of a new *ADAT* for Alateen members. The committee was informed that it would take up to five years to compile material for a new book. Discussion on the subject will continue at the full standing committee meeting at the 1995 WSC as to whether a new *ADAT* will be necessary by the year 2000.

NEWSLETTER

Alateen Talk - Themes for the year were: "Detachment," "Happiness Is...," "Yes, But & What If?" and "The Wisdom To Know The Difference." Responses to "Dear Alateen Talk" were introduced along with a news flash about our 800 number and literature. A flyer for *From Survival to Recovery* was mailed with the fall issue. A special mailing of 100 thank you letters was sent to members who contributed sharings for upcoming issues.

CORRESPONDENCE

Personal, professional, concerned relatives and general information letters and phone calls were received. Aside from the usual matters, i.e. formation of groups, sponsorship, etc., they also included questions about: funding Alateen conferences; use of vulgar language at meetings; library requests for Alateen literature; suggestions for rewording the *ADAT*; who supplies the literature for new Alateen groups; how the professional community can initiate an Alateen group; coping with an Alateen member's threatened suicide; fund-raising for Alateen groups; what to do when a member receives a federal grant to start an Alateen group, (delegate informed her this was a break of Traditions); reading from AA's Big Book at an Alateen meeting; Alateen members speaking at a children's group coping with AIDS; holding raffles; reviewing a member's video; a member requesting permission to produce a video to use in the schools; why a group is no longer contributing to the WSO; a new Alateen conference held in Canada and the first Alateen sponsors' weekend (P.O.S.S.E.) held in Texas (E); dual members holding office above the group level; libraries requesting subscriptions to *Alateen Talk*.

COORDINATORS

Fourteen new coordinators were welcomed and given material to assist them with service work. Thank you notes were mailed to outgoing Alateen Coordinators.

Spotlight on Coordinators - The *Spotlight* is now included in *Area Highlights*, rather than published separately creating a wider readership. To encourage Alateen and Al-Anon unity we have asked coordinators to continue sending in reports on area Alateen activities. Coordinator lists have been updated.

OTHER ACTIVITIES

Alateen Questionnaire - The questionnaire results are being compiled and tabulated by an Al-Anon volunteer.

Revisions - P-30 *Operation Alateen*; S-6 Daily Checklist of Myself, and an CPC-15 Open Letter To My Teacher will now include our 800 numbers in the U.S. and Canada. The latest edition of B-10 *Alateen: A Day At A Time* was printed with a new color and cover. New proposed registration Alateen packets and new group registration kits were produced. **Minor revisions** - B-10 *ADAT*, P-18 *Twelve Steps & Twelve Traditions* will also include our 800 number in the U.S. & Canada. The committee reviewed P-64 *Alateen's 4th Step Inventory* due for reprint, and no revisions or expansion were suggested. Committee suggestions were given for a change in title of the PI leaflet, *Alateen, Is It For You?*

Public Information - The PI and Alateen Administrators attended *Everybody's Secret*, a drama on children of alcoholics, written by

the Creative Arts Team. In cooperation with the producers and the media, additional information about Alateen was provided. Channel 6 in Philadelphia requested an interview with a male Al-Anon member, specifically responding to the movie, *When a Man Loves a Woman. Picking Up the Pieces*, a video on CD-ROM to be produced by Intermedia Productions, was reviewed. The video has a teenager attending Alateen meetings and receiving help on how to cope with his alcoholic mother.

CONVENTIONS ATTENDED

Three Alateen conferences were attended: The Florida Alateen Conference, Eckerd College, St. Petersburg, FL; West Texas Alateen Conference (WTAC), Brownwood, TX; Mid-Western Alateen Conference (AMAC) Joplin, MO.

ARCHIVES

Louise B., Chairperson
Claire R., Archivist/Virginia A., Coordinator

COMPLETED

1994 WSC Presentation - The full standing committee presented a skit titled "Back to the Future" highlighting future projects and the importance of area archives as a primary collector of group histories. A video of the disk scanning equipment used at Stepping Stones which will expand the role of WSO Archives as a management tool was shown. Following the video, committee members portrayed Al-Anon and AA pioneers from the early days.

Computerization - The optical disk scanning equipment purchased for WSO was shipped to Stepping Stones for programming by their archivist, Paul L. After the Coordinator became familiar with the program, the equipment was transported to the WSO in preparation for electronic storage of archival material.

Scanned Documents - World Service Conference Summaries: 1961 through 1994; Advisory Board Minutes - November 1951, 1955, February and May 1956. The following minutes were copied from a disk: Board of Trustees (1989 through October 1994), Executive Committee (1988 - 1994), Policy (1990 - 1994), Long-Range Study Panel (1989-1994).

IN PROGRESS

Transition of WSO Archives - Gillian G., Archives Consultant, submitted an outline of various options regarding this department's future role. Some options have been implemented while others are being discussed by the committee.

Scanning - Board, Executive, Policy, and LRSP Minutes dated before 1988 will be scanned since they are not on disk.

Archival Supplies - Additional archival boxes, folders, labels, and staples will be given to each service department, as needed, to sort items that will be forwarded to Archives upon relocation.

RESEARCH REQUESTS

- Group histories: 21 Al-Anon, 2 Alateen
- PFA and Spanish Services
- Procedure for redistricting an area
- Spouses of WSO employees serving as intown committee members
- Origin of dual membership policy
- Additional references, Lois W.'s biographical material
- Speeches or conversations between Lois W. and Anne B. to aid in the preparation of a script for a TV show based on Lois' life.

- Correspondence between a minister and Lois W. starting the first Al-Anon group in Washington, DC.
- Principles behind the Twelve Steps.
- Anne B.'s birthday.
- Four letters regarding the origin of Al-Anon's name.
- December 1977 *The Forum* article, "I Came to Al-Anon..."
- Five requests from South Africa's Area Archives Coordinator.
- Material for the 31st Bilingual Conference in Montreal, Quebec, Canada.
- Laser copies of *First Steps* and *Lois Remembers* to be used for pattern board displays.
- The origin of P.O.P.O. (Professional Organizer's Professional Organization).

NOTEWORTHY ACCESSIONS

- Photographs of the Wilson House and of Lois and Bill W.'s grave site in East Dorset, VT.
- Videotape, 1982 Lois W. reading Al-Anon history.
- Correspondence, Rev. Kellermann and grief pamphlet, Kentucky Area.
- The *ODAT* in the Polish language, 1993.
- Histories from Utah, Massachusetts, and Kansas.
- Group registration form from the first group in Tallin, Estonia.
- Packet from NYS Division of Alcoholism & Alcohol Abuse for a meeting at Stepping Stones with Lois W., Mother Hale, Dr. Lorraine Hale, and WSO staff.

COORDINATORS

To maintain the link of communication between area archives and WSO Archives, a list of the 1994 Area Archives Coordinators was distributed. A welcome letter and packet was sent to the first Area Archives Coordinator in Quebec (W).

OTHER ACTIVITIES

The Right Anne at the Right Time - The roles of Anne S. and Anne B. were clarified in the Feb/Mar issue of *Inside Al-Anon*.

Archives Sharing Bulletin - This publication was consolidated with other service newsletters into *Area Highlights*.

Revision of *Lois Remembers* - The chronology section was updated for the fourth printing.

Interview - Bonnie C., WSO Alateen Administrator; Paul L., Stepping Stones Archivist; and Gail LaC. Akron, OH AA Archivist interviewed Sue Smith Windows, Dr. Bob's daughter, in conjunction with attending a premier play about Bill W. and Dr. Bob in Boston, MA.

BUDGET

Doris S., Chairperson
Richard J. Keilly, (nonmember) Business Manager

Activities included: Approval of a budget item for the CPC *Fact Sheet* postage paid panel; review and approval of the March, July and November appeal letters; publishing the November appeal letter in Spanish in *Dentro de Al-Anon*; featuring the IAGSM symbol on the November appeal letter envelope; development of a letter to delegates regarding relocation fund-raising; development of a form and leaflet to provide members with bequest information; development of a new contribution acknowledgement form with a tear-off form for additional contributions; discussion of cost accounting with a decision to review this after relocation; a recommendation to set aside a portion of the Reserve Fund in anticipation of relocation; in view of a tax rebate to PFA, the

Budget Committee recommended a \$10,000 reduction of the WSO contribution to the PFA budget; review of contribution results of a special GR mailing in November; printing of the 1995 catalog; increasing the equalized expense amount; determining that softcover books be considered on a case-by-case basis; that the NPIC lease be renewed for one year; evaluation of contribution acknowledgements; development of a system to acknowledge all birthday and memorial contributions individually.

Other matters discussed included: Consideration of various fund-raising ideas; review of 1995 staff budgets; review of the equalized expense system.

Motions were made to: Allocate funds to distribute video and radio PSAs to delegates and PI Coordinators; offer *Forum Favorites* volumes 1-4 at \$16.00 per set; approve adding a three-year subscription to *The Forum* order blank; produce 100,000 copies of *From Survival to Recovery* to sell at \$12.00 each; that *The Forum* be mailed bimonthly in the U.S. beginning with the July 1994 issue as an emergency measure due to our financial situation and to be reconsidered at the first Board meeting after relocation in July 1996; produce 5,000 copies of *The Dilemma of the Alcoholic Marriage*, in Russian, to sell at \$5.00 each, plus \$2.00 postage; to mail all contribution acknowledgements monthly. Additional activities are reflected in committee reports.

CONFERENCE

Mary Fran W./Skip L., Chairpersons
Rita McC., Administrator

CONFERENCE PREPARATION

From January through April, activities focused on coordinating the many details for the upcoming 1994 WSC. Material was compiled for Conference members and arrangements with the Radisson Tara Hotel were finalized.

Following the 1994 WSC, negotiations began with the Tarrytown Hilton Inn for the 1995 WSC, to be held April 24-27.

CONFERENCE SUMMARY

Over 2,600 complimentary copies were sent to current delegates for distribution to Area World Service Committees. More than 600 were sent to past delegates and trustees and other WSO Conference members. Present delegates also received a personal copy. By motion of the 1991 WSC, the Conference Summary is not sent free to all AI-Anon groups. They were made available for purchase at \$2.00 per copy.

MAILINGS TO CONFERENCE MEMBERS

During the first quarter, pertinent material concerning the 1994 WSC was mailed. Subsequent mailings included material related to the 1994 WSC as well as newsletters and new material. Contribution slips and printouts were mailed periodically.

ELECTION ASSEMBLIES/PANEL 35 (1995-1997)

Areas elected Panel 35 delegates in the fall of 1994. A welcome letter with material was sent and thank you letters were sent to outgoing Panel 32 delegates.

EQUALIZED EXPENSE FUND

The Board of Trustees approved the 1995 equalized expense at \$900 U.S. and \$1200 Canadian. Fifty-six areas have sent in their equalized expense checks. Three have sent amounts greater than

the \$900 U.S. Twenty-six areas have sent the entire cost (\$1200 U.S.) of sending a delegate to the WSC. Letters have been sent to those areas that have not responded.

ASK-IT-BASKET (AIB)

Questions and answers from the 1994 WSC AIB were printed in the Conference Summary. The 1995 WSC will follow the 1994 AIB format of selecting four delegates, one WSO staff member and one WSO volunteer to process the AIB questions/answers. The AIB questions and answers will be printed in the 1995 Conference Summary.

REGIONAL TRUSTEE (RT) PROCEDURES

A cover letter, voting procedures and resumes of RTs from Canada East, Canada West and Canada Central were sent to all voting and nonvoting Conference members prior to the RT nomination session at the 1994 WSC. RTs elected were: Patricia L., Canada East; Patricia A., Canada West, and Connie D., Canada Central.

Material was distributed at the 1994 WSC to area delegates in the U.S. Southeast, U.S. Northeast and U.S. North Central Regions as these regions will be submitting candidates' names for nomination at the 1995 WSC.

The RT candidates submitted are:

U.S. Southeast - Valda R., Florida (N); Betty N., Florida (S); Greg A., Georgia (Margaret Nix, Alternate); Wilma K., Kentucky; Walter H., North Carolina; Felix M., Puerto Rico; Carolyn C., South Carolina; Donald W., Virginia; Kathryn K., West Virginia. There were no candidates from Alabama, Mississippi, Tennessee.

U.S. North Central - Larry A., Illinois (N); Peggy S., Iowa; Connie C., Michigan; Esther K., Minnesota (N); Liz W., Minnesota (S); Suzie C., Ohio; Dolores K., Wisconsin. There were no candidates from Illinois (S), and Indiana.

U.S. Northeast - Bette O., Connecticut; Sheryl T., Maryland/DC; Marion W., New York (N); Mary C., Pennsylvania (Marjorie B., Alternate). There were no candidates from Delaware, Maine, Massachusetts, New Hampshire, New Jersey, New York (S), Rhode Island, and Vermont.

The following delegates were selected at the 1994 WSC to participate in the 1995 RT nominations:

Out-of-Region WSDs to vote in the U.S. Northeast Region

Joan C., South Dakota; Karen W., Manitoba; Norma C., Illinois (S). (Alternates: Kary L., California (S); Rachel P., Nevada)

Out-of-Region WSDs to vote in the U.S. Southeast Region

Lois B., Iowa; Ruth S., New York (S); Mariellyn K., Minnesota (S). (Alternates: Doris B., Arkansas; Jan C., Idaho)

Out-of-Region WSDs to vote in U.S. North Central Region

Shirley S., South Carolina; Kalvin Y., Ontario (N); Jim L., New Hampshire. (Alternates: Bill H., Texas (E); Neal B., Rhode Island)

The names of the voting trustees will be drawn at the January 1995 Board meeting. Each Conference member will be sent a set of resumes to be brought back to the 1995 WSC for insertion in their Conference Brochure.

1995 WSC

Theme - Our Vision and Our Hope in a Changing World.

Dates - April 23-27, 1995. By action of the Board of Trustees, the 1995 WSC was lengthened by one day.

Opening Breakfast - Sunday, April 23rd at 7:30 a.m. A concluding breakfast will be served on Friday, April 28th.

Opening Session - Sunday, April 23rd at 8:30 a.m. in the Grand Ballroom.

Visit to Stepping Stones - On Friday, April 28th, buses will depart for Stepping Stones at 10:30 a.m. and will return to the hotel in the afternoon.

Three-Minute Talk Theme - Outgoing delegates are invited to present a three-minute talk on the Conference theme, Our Vision and Our Hope in a Changing World. Outgoing delegates selected as spiritual speakers will be given the option of not presenting a three-minute talk.

Timely Topics for Open Discussion and Workshops (formerly Green Light/Red Light) - Conference members will submit their questions to the WSO prior to the Conference. Topics will be sorted in advance for consideration during the voting for four open discussion sessions. Items that do not receive sufficient votes for open discussion will be addressed in workshops and reported back at the Conference.

Standing Committee Presentations - Alateen, Cooperating with the Professional Community and Institutions Committees will be presenting at the 1995 WSC.

Taping at the WSC - Fred Crookshank, assisted by Russell Cook, will record the WSC. Audiotapes of the three-minute and spiritual speakers will be available to Conference members.

New Conference Member Orientation - Is scheduled with a third-year delegate sharing on "Reporting Back to your Area."

Overseas Representation - Brazil, Poland and Germany may send a representative.

Workshop and Standing Committee Reportbacks - Will be brought back to the WSO, compiled and mailed to WSC members following the Conference.

Leadership Workshops - Will be held at the 1995 WSC in response to requests on the 1994 WSC evaluation form.

Complimentary Tapes - Will be given to the three-minute and spiritual speakers.

Display Packets/Service Kits - Are available on request to new delegates. One copy of each display kit will be available for reference in the Hospitality Room.

Conference Brochure - Material mailed from the WSO prior to the Conference will not be duplicated in the brochure. The material to be brought to the WSC for inclusion in the brochure will be stamped "FOR WSC BROCHURE."

Service Manual - The *Al-Anon/Alateen Service Manual* was mailed to new Panel 35 delegates.

NEWSLETTER

Area Highlights is a compilation of area coordinator's reports,

articles from WSO staff and delegates and excerpts from area newsletters. Approximately 3,000 copies were mailed quarterly with inserts. Three hundred ninety district representatives and 67 area chairpersons received their first mailing.

NPIC

Seating the NPIC Office Manager at the WSC will be standard procedure and will be approved each year by the Board and Admissions/Handbook Committee.

1996 WSC

Tentative dates: April 14-17, 1996

SUBCOMMITTEE: ADMISSIONS/HANDBOOK

Mary A-T./Donald C., Chairpersons
Rita McC., Administrator

Intown committee members Mary A-T./Donald C., Chairpersons; Rita McC., Conference Administrator; Skip L., Conference Chairperson; Marion W.; Pat L. and Pat S. met in April, July and October.

Recommendations for Handbook revisions were reviewed with delegate input. The committee reaffirmed the 1993 WSC motion not to change the gender specific language in the Handbook. The committee reviewed *Terms used in Al-Anon* as they appear in the Handbook section of the manual with a view to expanding the glossary to include all terms listed on the Handbook Chart (p.50).

Written approval was given by committee members to seat nonvoting participants at the 1995 WSC, as recommended by the Board of Trustees.

OFFICE PROCEDURES

Correspondence and telephone inquiries regarding area concerns were answered daily. A list of area district representatives was compiled, records were updated, area newsletters read and articles of interest excerpted for *Area Highlights*.

COOPERATING WITH THE PROFESSIONAL COMMUNITY

Phyllis M./Gerry V., Chairpersons
Ellen D., Administrator

PROFESSIONAL ACTIVITIES

The following 13 conferences/meetings were attended by WSO staff/volunteers: Maine Township Council on Alcoholism, Park Ridge, IL; two meetings at the National Institute on Alcohol Abuse & Alcoholism (NIAAA), Bethesda, MD; National Association of Children of Alcoholics (NACoA), Bethesda, MD; two meetings at the National Clearinghouse for Alcohol & Drug Information (NCADI), Bethesda, MD; Child Welfare League of America (CWLA), Washington, DC; University of Utah School of Alcohol & Drug Dependencies, Salt Lake City, UT; Rutgers Summer School on Alcohol & Drug Studies, New Brunswick, NJ; 6th Annual National Association for Native American Children of Alcoholics (NANACoA), Montreal, Canada; two meetings at the Substance Abuse Mental Health Services Administration (SAMHSA), Chevy Chase, MD; Department of Health & Human

EXHIBITS

Al-Anon exhibited at 11 national conferences where volunteers staffed the booths and distributed literature. Literature was sent to two conferences for a tabletop display. The video *Al-Anon Speaks for Itself* was shown at one film festival.

COMPLETED

Mailings were sent with a cover letter and literature to the following: 1,473 Employee Assistance Professionals from Illinois, Michigan, New York and California (over 225 EAPs requested additional information); 142 Deans of American Medical Colleges in the U.S. & Canada; 1,400 coordinators of Wellness Programs; 1,519 College Health Professionals (60 responses received to date); 400 Accredited Residency Programs in Family Practice (over 50 requests for additional information have been received). Several names were added to the *Al-Anon Speaks Out* and advance mailing lists. Where indicated, coordinators were contacted for follow-up.

Living With A Timebomb Reprint - This new reprint became available for distribution.

Sleeves for Packets of Literature - Area CPC Coordinators were sent a memo offering up to 100 free sleeves for compiling literature packets for the professional community. Over 30 coordinators took advantage of this offer.

Paid Ads - Ads were submitted for three 1995 issues of *Employee Assistance Digest* and the *Student Assistance Journal*.

REVISIONS

Fact Sheet For Professionals - In addition to text revision, a postage-paid tear-off return card was added as a fourth panel.

Cooperating with the Professional Community Guideline (G-29) - Expanded to include information from the guideline, Introducing Al-Anon to the Professional Community (G-28), which was discontinued.

CPC Service Kit - Material was reorganized into four separate packets and now includes a cover sheet which lists the pieces in each packet and suggestions for use.

IN PROGRESS

Area CPC Coordinator's Guideline - The final draft was approved. The committee recommended that a CPC workshop for the fellowship be added to the back of the guideline.

Attraction/Cooperation Handout - The committee edited a draft and prioritized questions and answers to help clarify the terms: attraction and promotion, cooperation and affiliation.

Al-Anon Faces Alcoholism - The CPC Committee will work with NPIC to obtain an article written by a professional in Canada for the next printing of this book. The article will also be included in the French translation of the book.

UNDER CONSIDERATION

Proposed Pamphlet for Professionals - A recommendation from the California North Assembly requesting that the CPC Committee resubmit to the 1995 WSC, the motion defeated at the 1994 WSC to develop a piece written by those in the helping professions in order to attract professionals, is being considered.

NEWSLETTERS

Al-Anon Speaks Out - The winter 1993-94 issue featured the 1993 survey, *Who Are The Members of Al-Anon and Alateen*. It was sent to over 6,000 professionals with copies of the S-15R catalog, *Fact Sheet for Professionals* and a return form to request additional copies of the survey leaflet. As a result, 180 professionals requested copies of the *Fact Sheet* and the survey leaflet. The summer issue featured articles written by two professionals, and an article on the WSO's relocation to Virginia. Enclosures included: the flyer for *From Survival to Recovery*, a form to survey the *Al-Anon Speaks Out* readers, and the Al-Anon/Alateen Is & Is Not bookmark. Over 725 professionals returned the questionnaires. As an incentive, 10 bookmarks and a packet of literature was sent: 49% provided information on potential newsletter topics; 89% indicated they refer clients or students to Al-Anon; 18% asked to be contacted by a member; 28% are unable to obtain local meeting schedules. Questionnaires requiring follow-up were forwarded to area CPC Coordinators. The winter 1994-1995 issue, which features articles written by two professionals, was compiled.

COORDINATORS

Five mailings were sent to coordinators with inserts. Fourteen invitations requesting Al-Anon participation in local conferences were forwarded to CPC Coordinators.

COOPERATION WITH OUTSIDE AGENCIES

Among the many requests for cooperation and information, literature was sent to: United Way of Sterling, IL; American Society of Addiction Medicine; Local Interagency Network Communication System (LINCS); American College Health Association; Pierian Press; American Society of Addiction Medicine (ASAM); American Academy of Family Physicians Foundation.

Literature was also sent to the University of Wisconsin-Eau Claire; Midwest Regional Center For Drug Free Schools and Communities, Aurora, CO; Department of Health & Human Services; Covenant House Nineline; Indiana University of Pennsylvania; Southern Maryland Electric Corporation; Administration For Children and Families (ACF); World Almanac; Ulrich's International Periodicals Directory; St. Joseph's Mercy Care Center; American Association of Family Physicians; University of Kentucky; World Health Organization (WHO); Caliber Associates; TWA; Overseas School Health Nurses Association (OSHNA-100); and St. Lawrence University.

OTHER OFFICE ACTIVITIES

General Inquiries - Over 1,475 inquiries were answered and a CPC or Educator's pack sent.

From Survival to Recovery: Growing Up in an Alcoholic Home - A complimentary copy was mailed to over 125 individual professionals and professional agencies.

SUBCOMMITTEE: NPIC (NATIONAL PUBLIC INFORMATION CANADA)

Connie D./Pat A., Chairpersons
Ellen D., Administrator

NEWSLETTER

Al-Anon Speaks Out, Canadian Bulletin - The 1994 issue was mailed to 6,000 professionals with the S-37 *Fact Sheet For Professionals* and a form to request a free copy of *Getting In*

Touch and Al-Anon is For Men. Eight hundred seven requests were received for the free copies. Three thousand two hundred copies of the 1994 Canadian Bulletin were sent to all PI, CPC and Alateen Coordinators, and 1,150 to all Canadian literature depots.

Five hundred fifty professionals' names were received from CPC and PI Coordinators and added to the annual mailing of the Canadian Bulletin.

The 1995 issue was produced and features sharings from a psychologist and a physician. The 1995 mailing will include an order form to request a free copy of *Al-Anon Speaks to You, the Professional* and *Youth and the Alcoholic Parent*.

PROFESSIONAL ACTIVITIES

The NPIC manager attended the presentation of The Award of Distinction of the Canadian Centre on Substance Abuse presented by the Governor General of Canada on Drug and Alcohol Awareness Week, November 17, 1994.

Local members presented a Meeting on Wheels during the North American Congress on Employee Assistance Programs in Montreal.

COMPLETED

Letters of interest in participating at conferences were sent to 14 agencies/organizations. A national mailing project to 1,400 Centres, taken from the Directory of Substance Abuse Organizations was presented to the Canadian Delegates at the WSC.

EXHIBITS

NPIC provided a display for 10 exhibits. Literature was sent for two Take-One-Tables.

INQUIRIES

Resources listing information was requested by the Canadian Criminal Justice Association for the Directory of Services for Victims of Crime, the Canadian Council for the Multicultural Health Resource Listing Directory, the Canadian Youth Foundation for the production of a Directory of Youth Organizations in Canada, the General Practitioner's Sourcebook, the Canadian Almanac and the National Defense EAP Director.

MEDIA

The press release "A Free Service in Times of Soaring Health Care Costs" and the holiday press release were sent to all Canadian Coordinators and 29 national newspapers. French translations of all press releases were done by PFA and sent to coordinators in Quebec.

A special press release "Alcoholism is a Family Disease—Al-Anon Can Help" written for *The Year of the Family* was sent to 32 coordinators, 117 newspapers and 187 magazines. Translated into French by PFA, it was sent to 11 coordinators, 24 newspapers and 23 magazines in the province of Quebec. NPIC responded to 124 requests for a free copy of *A Guide for the Family of the Alcoholic* as a result.

Following a press interview with the *Ottawa Citizen* and the NPIC office manager, an article was printed on September 12, 1994 and 15 requests were answered the following day for a free copy of *A Guide for the Family of the Alcoholic*.

An Alateen PSA was aired on CJOH TV in Ottawa on *Wheel of Fortune* for five days in July, August, September, October, November and December of 1994.

Five requests were received from PI Coordinators for the French radio PSA.

OTHER OFFICE ACTIVITIES

Ninety-two English, one Portuguese and 20 French packets of literature were sent in response to inquiries by telephone and mail.

The office manager gave a presentation on NPIC at the RSS in Ste. Adele on May 14, 1994 and participated at an Al-Anon presentation to professionals on an Indian Reserve in Maniwaki on June 18, 1994.

Requests received from members for renting videos were: eight for *Lois' Story* and six for *Lois W., and the Pioneers*.

Literature and meeting lists were sent to 21 women's shelters in Ontario and Quebec.

THE FORUM

Syntha E., Editorial Committee Chairperson
Skip L./Mary C., Business Operations Committee Chairpersons
Mary C., Publications Committee Chairperson
Fran M., Forum Administrator

EDITORIAL COMMITTEE

To cut expenses, the committee agreed to meet four times a year instead of seven and to review double manuscripts.

1994 WSC - The 1994 WSC denied the committee's motion to produce a booklet on abuse and *Forum Favorites* Volume 5.

IN PROGRESS

Forum Page 26 - The committee agreed to change page 26 from the usual Step/Tradition/Concept/slogan articles, to articles on topics of interest to the fellowship, e.g. ask-it-basket questions, interviews, etc. The Forum Administrator will determine the scope of the articles.

Reprints - Compilation of a manuscript on turning points in life such as grief, loss, divorce, etc. is underway.

EDITORIALS

(Jan) In "The Glass Wall" a mother accepts her son's imprisonment by letting go and letting God. (Feb) A mother tells how the Steps, Slogans and Serenity Prayer have helped her to raise six children in "Parenting With Al-Anon." (Mar) In "The Top of the Hill," the husband of an alcoholic describes how working the Steps helped him to eliminate his self-inflicted misery. (Apr) In "My Goal" the victim of sexual abuse relates how the program helped her deal with anger toward her alcoholic and non-alcoholic parent. (May) A member learns the importance of focus and spirituality to detachment in "Detaching With Love." (Jun) A male member relates how Step Eleven helped him deal with depression and sexual abuse in his childhood. (Jul) A member describes how the program works in all her affairs in "Winning My Personal Battle." (Aug) The father of an alcoholic defines the difference between religion and spirituality in "Prayer For Detachment." (Sep) An Al-Anon member in Saudi Arabia credits the WSO referral service for the program's continued growth in this country despite cultural and religious restrictions. (Oct) In "Important Growing Tools," a

member emphasizes the value of the Traditions in the group, outside the group and in service work. (Nov) A member tells how the program helped him to deal with an alcoholic mother as well as his own homosexuality in "Forbidden Feelings." (Dec) The wife of an alcoholic credits the program and faith in her Higher Power for giving her and her children a most memorable holiday in "The Night Before Christmas."

BUSINESS OPERATIONS COMMITTEE

Forum subscriptions dropped from 45,000 to 42,000 this year—a 7% decline.

1994 WSC - The 1994 WSC denied the committee's motion to change the *Forum* representative at meetings to a person other than the GR for a trial period of three years.

COMPLETED

Forum Questionnaire - A questionnaire was sent to 2,000 subscribers with the May issue. The results revealed, in general, that subscribers are happy with the magazine as is.

Recently Dropped Subscriber Mailing - A letter/survey was sent out in May, and again in November—12% renewed as a result of the May mailing, and 17% renewed as a result of the November mailing.

Bimonthly Forum Mailing - As an emergency cost-cutting measure, the Board of Trustees agreed to a bimonthly mailing of *The Forum*, starting with the July and August issues. A cover letter was enclosed with the June issue explaining the necessity of this action prior to receipt of questionnaire responses relating to the mailing.

PROMOTIONS

Inside Al-Anon/Forum - *Inside Al-Anon* was mailed to *Forum* subscribers with the January '94 issue.

LDC Mailing - Back issues, subscription envelopes, \$1.00-off coupons and *Forum* order forms were mailed to LDCs in March '94.

\$1.00-Off Coupon - Coupons were sent with *The Forum* and *Inside Al-Anon* in May and again in November—3,209 coupons were used to subscribe to *The Forum* as a result of the May mailing, and 1,241 members subscribed thus far since November.

Table Card - A *Forum* table card was produced in mid-September and mailed to all groups with *Inside Al-Anon's* Oct/Nov issue. Since then, 250 groups have requested matching order forms be sent to accompany table cards on meeting/literature tables.

Third Renewal Effort - The committee approved sending a third renewal envelope.

IN PROGRESS

Flap Analysis - Analysis of subscription side of the flap indicates this is successful in getting subscriptions. To date analysis of the other side of the flap which offers literature, kits, etc. has been inconsistent, and will be tracked for future reporting.

PUBLICATIONS COMMITTEE

The Board approved a proposal to replace The *Forum* Business Operations Committee with a Publications Committee for a trial period of one year. The new committee will have a broader focus and a unified marketing goal for all Al-Anon literature. Service administrators (*Forum* and Literature) will submit agenda items to the Business Manager and meetings will take place four times per year during Board week. Volunteer members will be added as required. The first meeting took place in October 1994.

UNDER CONSIDERATION

1995 Promotion - Project costs on all promotions will be researched prior to the Publications Committee meeting to aid in further discussion and ultimate approval of a promotion for next year.

The committee reviewed several ideas for promotions in 1995. The idea for a "fun" issue was discussed. A sharing sheet will be sent with *The Forum* requesting articles "on the lighter side" for this project. Producing a *Forum* brochure was also discussed, and will be brought back to the committee in January. Sending an issue of *The Forum* to all groups will also be discussed in January.

Forum Projects - The committee agreed not to seek 1995 WSC approval to produce a booklet on abuse or *Forum Favorites* Volume 5 at this time.

Forum Calendar - Since an international spiritual book is already planned as the item for sale at the 1998 International Convention, the committee agreed production of a calendar for sale (unless offered as a souvenir item) would not appeal to members.

COORDINATORS

There are 68 *Forum* Coordinators at present. Mailings were sent in May and again in October. One insert was a subscriptions by state list for 1994 to be used to set subscription goals or to challenge another state. The guidelines for *Forum* Coordinators were revised by the Editorial Committee.

INSIDE AL-ANON

Mary C./William S., Chairpersons
Sandra F., Editor

COMMITTEE

The chairperson and editor met to discuss the processing of manuscripts and to plan for the 1994/95 calendar year. Manuscripts are processed through the chairperson and five staff administrators; the final manuscript is edited by the Deputy and reviewed by the Executive Director.

EDITORIALS

Feb/Mar - Articles included: "WSO Seeks to Improve Communication;" "Going Global;" "The Right Anne at the Right Time;" Al-Anon's Host Committee at AA's 1995 International Convention and introduction of a new feature, Al-Anon's version of a "Book-of-the-Month." Inserts: Catalog; TWELVE/TWELVE/TWELVE

sharing sheet; literature sharing sheet re: CAL; Forum new subscription \$1-Off coupons; Conference Summary order blank.

Apr/May - Articles included: "Over 200 Members Share Group siness Meeting Practices;" "Group Conscience in Action - WSC;" "Living with a Timebomb" - a new reprint. Inserts: Announcements for the new Alateen posters and the CPC reprint, *Living with a Timebomb*; Forum new subscriber \$1-Off coupons and an order form for the '94 Conference Summary.

June/July - The proof sheet of the Conference issue was mailed to Conference members on May 3rd. Enclosures with the final issue were: confidential listing of WSC members and contributions lists by state/province; a flyer for P-72 *Alateen Talks Back on Higher Power*.

Aug/Sept - *From Survival to Recovery* was featured as well as articles on the IAGSM, the 1995 AA International Convention and the WSO's toll-free 800 numbers. Enclosures: October Institutions Month leaflet, gay and lesbian pamphlet sharing sheet, INTERNATIONAL SPIRITUALITY (working title) sharing sheet and *From Survival to Recovery* order form.

Oct/Nov - Domestic Violence and Institutions Month were featured. Other articles: Gratitude month, *The Forum* questionnaire, *When I Got Busy, I Got Better*, and a service profile of Pat B. Enclosures: *The Forum* table card, a letter that included an order form for Forum subscription envelopes and order forms, Forum \$1-Off coupons and a *When I Got Busy, I Got Better* order form.

Dec/Jan - "The Year of Renewal," the 1995 AFG Service Plan was featured, as well as the 1995 WSC and the 1994 IAGSM. Other articles included tips for happy holidays, "The Secret of Recovery (*When I Got Busy, I Got Better*)," feedback on *From Survival to Recovery* and Al-Anon overseas (Estonia and Korea). The new *Domestic Violence* reprint, CPC Service Kit and guideline, PI Calendar and *The Forum* were also highlighted. Inserts: the PI Calendar, revised *From Survival to Recovery* order form, 1995 CAL catalog, revised *When I Got Busy...* order form and subscription order form for *Inside Al-Anon*, *Al-Anon in Institutions* and *Alateen Talk*.

Correspondence - Over 200 responses to the question, "How do you conduct a business meeting?" were received. A reprint of selected business meeting formats will be made available and a series of related articles is planned for both *Inside Al-Anon* and *The Forum*. Sharings continue to come in on the topic of "How do you handle disruptive members?" An article is planned for the April/May 1995 issue. Other correspondence included sharings on sponsorship and the Seventh Tradition.

INSTITUTIONS

Don H., Chairperson
Claire R., Administrator

COMPLETED

Institutions Group Survey - Eighty-seven of 397 groups responded; the data was tabulated and compiled into a reportback for committee review.

Domestic Violence Reprint (R-64) - A reprint from ...*In All Our Affairs: Making Crises Work for You* (B-15) was produced. Announcements were made in WSO newsletters and an advance mailing notice was sent to service centers and coordinators; the reprint was also introduced at the U.S. Southwest RSS as part of the administrator's presentation.

Print PSAs, Agency Directory - An ad mat aimed at correctional facility substance abuse programs was developed by recaptioning an existing Al-Anon poster for the 1995 American Academy of Criminal Justice directory. It is suitable for future public service announcement ads in correctional facility publications.

Area Institutions Coordinator Survey - A reportback of the survey data findings and recommendations was prepared for use by the committee.

IN PROGRESS

CAL Leaflet - A writer/editor created sample drafts targeting four primary audiences: hospital/treatment centers; correctional facilities; mental health centers; shelters/crisis centers; and a generic piece is under consideration if feasible. Each three-fold leaflet will consist of a unique cover and identification quotes appropriate to the specific institution setting and four identical sections of basic information about Al-Anon.

1995 WSC Presentation - To elicit information from WSC members, a brainstorming/visioning process of development for ten breakout group discussion topics was selected; the format for the process will be provided to Conference members for use in their areas.

NEWSLETTER

Since *Al-Anon in Institutions* has two audiences (Institutions groups and area Institutions Coordinators), it was retained as a separate newsletter on a one-year trial basis. At that time, consideration will be given to combining it into *Area Highlights* along with other coordinator newsletters. The effectiveness of interactive columns will be assessed to see if a separate newsletter is warranted for Institutions groups. The newsletter is supported in part by paid subscriptions.

The summer and winter issues were compiled and distributed; DRs were added to the mailing list. The newsletter featured: an appeal to members to share their expertise as reporters, computer programmers and training facilitators; announcements of new CAL, recovery materials and the *Domestic Violence* reprint; October Institutions Month; and interactive columns seeking information about changes at facilities and their impact on family programs.

OCTOBER INSTITUTIONS MONTH

A leaflet with the theme, "Reach Out" was produced and distributed with the June *Area Highlights* and Aug/Sept *Inside Al-Anon* issues. A follow-up questionnaire regarding leaflet format, single focused activity, and the extent of district and area participation was sent to area Institutions Coordinators. Complimentary literature sleeves and a special offer for past issues of *The Forum* (\$1.00 for 25 copies) were provided as incentives.

COORDINATORS

Twenty-three new coordinators were welcomed. Coordinators were contacted to provide follow-up for professional requests as needed. Two semi-annual listings of area Institutions Coordinators were sent to encourage networking and communication. The Colorado Institutions Coordinator provided six members to assist the administrator with aspects of the U.S. Southwest RSS Institutions presentation in Denver.

INMATE CORRESPONDENCE SERVICE

Eight inmates registered with the service; 25 members volunteered to be contacts including the first French-speaking male contact.

An appeal for more male contacts was made in *The Forum* and at the U.S. Southwest RSS.

There are a total of 31 (27 men/4 women) members serving as contacts, and 27 (23 men/4 women) registered inmate participants.

CORRESPONDENCE

General information requests from 98 professionals were received including literature requests from treatment centers, hospitals, universities, correction departments, substance abuse centers and juvenile detention centers.

Fourteen inmates and two AA correctional facility groups sought literature for their members. Other inquiries from inmates included the editor of a prison newspaper seeking information about the Inmate Correspondence Service and information for starting groups.

Twenty professionals recontacted the WSO to be added to the *Al-Anon Speaks Out* mailing list. A correctional facility therapist asked for a supply of past issues of *The Forum*; a veteran's outpatient treatment center counselor sought Al-Anon members to conduct an education program for significant others.

Members made the following inquiries: starting an Al-Anon group for Native American inmates; videotaping a correctional facility meeting as a service aid to explain the value of Al-Anon to correctional facility staff; and fund-raising for literature.

OTHER ACTIVITIES

The administrator met with Rita Smith, Executive Director of the National Domestic Violence Coalition, Denver, CO.

Domestic Violence, Victim Advocacy, Crime Prevention Mailing List - A mailing was sent to 36 national agencies with a cover letter explaining Al-Anon's purpose, the toll-free numbers, *Al-Anon Speaks Out* and literature samples. A listing of 54 state coalitions was obtained and a cover letter mailing is being prepared.

INTERNATIONAL CONVENTIONS

Myrna H., Chairperson; Sandra F., Co-Chairperson
Mary Ann K., Coordinator; Carole K., Co-Coordinator

1995 AA INTERNATIONAL CONVENTION

San Diego, CA June 29-July 2 - At two meetings with AA's convention consultant and coordinators, the following issues were discussed: registration/housing forms; simultaneous mailings to Al-Anon groups with AA groups; the convention kit; meeting space for Al-Anon in the Doubletree and U.S. Grant Hotels and the Concourse Convention of Performing Arts, sale booths and media space for Al-Anon.

Agenda - A tentative list of time and space needed for the Al-Anon portion of the AA International was sent to AA's convention consultant with copies to AA's coordinator.

Ticketed Meal Events - The Conference Reunion Dinner and IAGSM Luncheon will be the two ticketed events.

Al-Anon Program - CAL books and pamphlet titles, with subtitles, will be used to name workshops and big meetings. Al-Anon will use the same designer and printer as AA.

Host Committee - The site for Al-Anon hospitality is being reviewed. The Host Committee sent out a flyer asking for volunteer help and the initial imprest money and a second check was sent to cover mailing, telephone costs, and some travel costs.

The decision to allow the Host Committee to do fund-raising for their hospitality room was passed on to the chairpersons. Pat R. and Hester B. have sent minutes of the Host Committee meeting along with any meetings with AA. Minutes indicate fund-raisers for the hospitality room have been set up by the Host Committee and one project will be the sale of shirts, pins and tote bags with the Host Committee logo prior to the convention.

Mailings - Labels for all Al-Anon groups, GSOs and information services in the United States, Canada and overseas groups were given to AA's consultant in accordance with his instructions to coordinate with an AA and Al-Anon groupwide mailing of the four-page brochure and registration form for the 1995 Convention. Periodic lists and labels of Al-Anon registrants are sent to WSO for Al-Anon's mailing of a volunteer questionnaire in English, Spanish and French which is used to select speakers.

WSO Personnel - WSO trustees, Executive Committee members and staff were advised of convention arrival and departure dates. Housing requirements for WSO personnel were submitted to AA's consultant who assigned hotel rooms using the complimentary space in 12 hotels. WSO staff and volunteers, with their guests, will check in at the WSO Communication Center at the Marriott Hotel Monday to Thursday and the lobby of the Concourse Friday and Saturday.

Souvenir - The new book, *How Al-Anon Works for Families and Friends of Alcoholics* will be sold at the convention with a souvenir bookplate specifically designated for the convention.

1998 AL-ANON INTERNATIONAL CONVENTION

Salt Lake City, Utah, July 2-5 - A booth will be supplied at the 1995 AA International in San Diego, CA by the Salt Lake City Visitors and Convention Bureau to inform members of the 1998 Al-Anon International Convention. Host Committee members from Salt Lake will staff the booth along with personnel from the Convention Bureau.

While in Salt Lake City for the Summer School on Alcoholism, the International Coordinator met with about 25 members who are the core of the Host Committee.

Three hundred flyers about the Al-Anon's 1998 Convention in Salt

Lake were distributed at the Regional Service Seminar in Denver, CO in November 1994.

The Host Committee Chairpersons, Glenna C. and Roberta A., were invited by WSO to attend the AA Host Committee kick-off meeting in San Diego in January to get ideas for the Al-Anon Host Committee in Salt Lake. Al-Anon convention coordinators will also attend the AA event.

INTERNATIONAL COORDINATION

Maxine K., Chairperson
Mary Ann K., Administrator

IAGSM

From August 19 - 23 delegates from 20 structures met in Brussels, Belgium for the Eighth International Al-Anon General Services Meeting (IAGSM). Maxine K. chaired the meeting where delegates discussed topics ranging from How WSO Works Within to Creating Original Material in each structure. After the discussion on Fiscal Responsibility, a committee was formed to prepare guidelines on fiscal matters. Delegates were interested in increasing contributions and the sale of literature. Ways to include adult children in each structure were both General Session and Round Table topics. Eight delegates gave presentations, three chaired workshops and three gave workshop reportbacks.

The following motions were proposed:

The Admissions Committee recommends to accept the Polish structure as part of the IAGSM to seat the delegate. Motion passed.

The Admissions Committee recommends to transfer South Africa to zone five and to replace Poland in zone four. Motion passed.

Schedule the 1996 IAGSM in 1997 and hold it in the U.S. Schedule the 2000 IAGSM outside the U.S. and after that meeting return to the two-year cycle with alternating years in the U.S. Motion passed.

The IAGSM recommends to the Board of Trustees to decide that each structure may produce original recovery material within the framework set down by the Board of Trustees. Motion did not pass.

The IAGSM recommends to the Board of Trustees to decide that each structure may produce original recovery material within the framework set down by the Board of Trustees and with the approval of the World Service Conference. Motion did not pass.

The IAGSM recommends that the WSC consider the possibility that a delegate from each zone of the Admissions Committee serve as a delegate on the International Coordination Committee as a participant in the IAGSM decisions on a trial basis for two IAGSM meetings. Motion passed.

That the International Coordination Committee consider the possibility of a past IAGSM delegate to be elected as chair of the next IAGSM. Motion withdrawn.

That the IAGSM requests that the International Coordination Committee expand the opportunities for participation in and leadership of the IAGSM. Motion passed.

The Host Committee arranged for media coverage through radio, TV and newspaper articles. A special dinner in an old Belgium farm house restaurant was the site of the Host Committee's farewell celebration.

COMMITTEE

Adopt a Russian Group - This project, announced at the WSC, required that an area interested in supporting a Russian group for two years with cards, letters and literature give WSO an area contact. WSO sent the area adoption papers listing the name of the group, the city where the group meets, several Russian labels and the pledge that any orders coming from that area for Russian literature would be passed on to that particular group. The group in Russia received a map of the U.S. and Canada indicating the area where all future material would come from and a letter explaining the project and the address of the contact. Cards, letters and graphics have accompanied the Russian orders totalling over \$30,000.

Reprint Permission - The process to reprint material by GSOs was simplified.

Communication - To improve communication between delegates, GSOs and WSO, *Inside Al-Anon* and *Area Highlights* will be routinely sent to all IAGSM delegates. The portion of the International Coordination Committee Minutes where the IAGSM is discussed will go to a committee of delegates for input and information.

SERVICES

Translations - The following were sent to reviewers: Dutch - *Al-Anon Spoken Here*; German - *Sexual Intimacy and the Alcoholic Relationship*; Lithuanian - *Twelve Steps and Traditions and Serenity Prayer*; Italian - *Courage to Change*; Norwegian - *Sexual Intimacy and the Alcoholic Relationship and Courage to Change*; Portuguese - *Sexual Intimacy and the Alcoholic Relationship*; Russian - *The Dilemma of the Alcoholic Marriage* and Vietnamese - *Al-Anon, Is It for You?*, *Freedom From Despair*, *Understanding Ourselves & Alcoholism*, and *Alcoholism, the Family Disease*.

Literature Requests - Material was sent in Arabic, Danish, Dutch, English, French, German, Italian, Japanese, Korean, Greek, Malaysian, Polish, Portuguese, Russian, and Spanish.

MAILINGS

Delegate and GSOs - Seven mailings were sent with cover letters. Three contained backup material for the IAGSM and four with new publications: *From Survival to Recovery*, *When I Got Busy, I Got Better*, *Domestic Violence* reprint and the 1994 WSC Summary.

AL-ANON INTERNATIONALLY

Albania - Contact was made for the first time through AA.

Aruba - Contact was reestablished with a bilingual group.

Australia - Permission to reprint was granted for *Fact Sheet for Professionals*, *How Can I Help My Children?* and *Reading for Recovery Catalog*.

Austria - An information service registered for the first time.

Belgium (Flemish) - The host structure for the IAGSM worked closely with the WSO. *Al-Anon Sharings from Adult Children* was reprinted.

Belgium (French) - An open house at the GSO was held for IAGSM delegates in conjunction with the meeting. WSO was informed of reduced rates for trademark filing applications.

Bolivia - An Al-Anon magazine was produced for the first time.

Brazil - A successful RSS was held in the Amazon Region in September and *Sexual Intimacy and the Alcoholic Relationship*, *Sponsorship*, *What's It's All About* and *Blueprint for Progress* were reprinted.

Bulgaria - The first groups were formed in Sofia and Burgas.

Chile - The first information service was formed in Santiago.

China - For the first time WSO has contact with someone interested in starting a group in Shanghai.

Colombia - An Executive Committee was formed at the GSO and structuring the groups with GRs and an active assembly in the areas continues to challenge the service members. The third conference was held and reprint permission was sent for *Courage to Change*, *Homeward Bound* and *The Seventh Tradition*.

Commonwealth of Independent States (formerly the Soviet Union) - Five mailings were sent to each group. The cover letter explained, in Russian, a variety of aspects about the program such as: forming an information service, reprinting literature, reaching out to others in need of Al-Anon, contributions and sharing their stories for the new spiritual book. Thirty-one groups in the U.S./Canada have adopted groups.

Denmark - Permission to reprint was granted for *One Day At A Time*.

Ecuador - Concerns regarding the financial sponsorship of Alateen groups were raised; area group activities (i.e. dinners, dances) and AA members were stated as sources for raising Alateen group funds. The importance of the relationship between the Al-Anon or Alateen member and his/her sponsor was stressed in a letter to a distraught member seeking advice.

Ethiopia - Lone Member information was sent with words of encouragement to an Al-Anon member in Western Harrarge.

Fiji Islands - Guidelines for Cooperation with AA were sent to those planning a conference.

Finland - Permission to reprint was given for *Homeward Bound*, *Al-Anon's Twelve Steps and Twelve Traditions* and *Alcoholism, the Family Disease*. Since many members stop at the AA GSO in Helsinki before going to Russia to carry the AA message, this year for the first time, through the efforts of the Al-Anon GSO, the AA office will have Al-Anon literature available to travellers.

Germany - Questions raised about the limitations of standing committees and the Executive Committee were answered with references to the Concepts. Reprint permission was given for *Courage to Change* and *Sexual Intimacy and the Alcoholic Relationship*.

Ghana - A new group was formed and complimentary literature was sent.

Greece - Information was sent to a professional in Chalkideke and a Lone Member in Cofru.

Grenada - Professionals use Al-Anon literature in drug education programs.

Hong Kong - The Alateen group closed due to lack of members.

Hungary - The first group in Budapest registered and began translating *The Serenity Prayer*, *The Twelve Steps and Twelve Traditions*, and *Blueprint for Progress*.

Iceland - An English-speaking group was established in Reykjavik.

India - WSO welcomed new Al-Anon groups in Panchgani, Chandigash and Alateen groups in Kharagpur. While Al-Anon groups have existed in India for some 40 years, reprinting literature is a new process to the Calcutta Information Service where members celebrated Al-Anon's anniversary in India. A service-minded member visited WSO twice during her stay in New York and received much information about structure.

Israel - The Jerusalem group requested a loan to begin reprinting literature.

Italy - The GSO presented a plan to restructure the National Assembly modeled after the WSC with delegates representing areas rather than having individual representation of each group.

Japan - Japan was not able to send a delegate to the IAGSM because of the cost of the GSO move. The Chairperson of the Board suggested several alternative ideas to help their financial situation in a conversation with a Japanese pioneer member. The Japanese National Conference, now permanent after a three-year trial, is the first structure to have an Adult Children Committee at the national level. Reprint permission was granted for *Anne's Story*.

Kenya - Complimentary literature was sent to a professional writing his thesis on alcoholism.

Korea - While the GSO was not able to send a delegate to the IAGSM, the WSO answered several inquiries ranging from translation and reprinting literature to financial resources to pay for services to the fellowship. GSO guidelines were sent to the recently formed structure.

Latvia - Our first contact was made with an Al-Anon group and a translation of *A Guide for the Family of the Alcoholic* was sent in Latvian.

Lesotho - Alateen audio cassettes were sent to help the Al-Anon group carry the message to schools.

Lithuania - Desperation about their financial situation was expressed along with pleas for literature. The introduction of religion at meetings was cited as a problem. Several Americans wrote as Peace Corps volunteers and others working in this country to help with the alcohol-related problems of the country.

Malaysia - Numerous inquiries were received as a result of the information about Al-Anon in a leading newspaper in Kuala Lumpur.

Mexico - Due to the financial situation in Mexico, the GSO did not send a delegate to the IAGSM. A new Executive Director was chosen. The GSO continues to repay its loan to the WSO. Father Roberto C., a gifted volunteer translator passed away. He completed three major translations this year.

Netherlands - Reprint permission was granted for *Al-Anon Spoken Here*.

Nicaragua - WSO was informed of the newly-established GSO in Grenada; the necessary material to help guide them in their new venture was sent. Information about our recovery program was

sent to a professional. An Al-Anon group in Managua was welcomed into our fellowship.

Norway - Permission to reprint was granted for *Al-Anon's Twelve Concepts of Service, Sexual Intimacy and the Alcoholic Relationship*, and *Courage to Change*.

Poland - The structure participated for the first time at the Eighth IAGSM, represented by Olga F.

South Africa - Concern was expressed regarding the use of literature once sold to other organizations.

Spain - The GSO requested permission to contact an outside agency to record material on tape to better serve the visually impaired. Reprint permission was granted for *Al-Anon Spoken Here*.

Sweden - WSO extended gratitude for the GSO's generous contributions.

Trinidad - Information and complimentary material was sent to a newly-formed group in Chaguanas.

Turkey - A new volunteer was recruited to assist in the translation/review process of CAL.

U.K. & Eire - Issues concerning the assistance of AA in sponsoring Alateens were raised by the IAGSM delegates at the meeting and in subsequent letters.

Venezuela - The theme of their National Conference was: "Together We Can Recover and Serve." WSO was updated on the number of Al-Anon and Alateen groups.

SPANISH SUBCOMMITTEE

Sandra F., Chairperson; Mary Ann K., Administrator
Raquel K., Executive Assistant

The Spanish editions of *Courage to Change* and *Sexual Intimacy and the Alcoholic Relationship* were printed; mailings targeted to 6,000 interested professionals and members, announced their availability. Notes taken at the World Service Conference luncheon for area delegates with Spanish-speaking groups were sent to attendees. An updated version of the catalog with graphics of the new pieces available in Spanish was designed. Combining the Service Manual in Spanish and coordination of the many updates in English were the major endeavors. Translation software is being researched.

LITERATURE

Patricia L., Chairperson
Geri H., Administrator

COMPLETED

***From Survival to Recovery: Growing Up in an Alcoholic Home* (B-21)** - Following review and unanimous approval by the Literature and Policy Committees and the Executive Director, a complete manuscript and preface was submitted for final polishing, indexing and subsequent extensive pre-production preparation.

The title, *From Survival to Recovery: Growing Up in an Alcoholic Home*, was also approved and the selling price was set at \$12.00 by the Budget Committee.

A comprehensive marketing program was implemented whereby priority notification of LDCs was followed by announcements to individual members, groups, coordinators, bookstores, book reviewers and individuals in the fields of alcoholism, recovery, and publishing.

The third quarter publication date was met as anticipated. More than 44,300 copies of the book were distributed by December, 1994.

***When I Got Busy, I Got Better* (P-78)** - Following review and approval by the Literature and Policy Committees and the Executive Director, a complete manuscript and preface was submitted for final polishing, indexing and subsequent pre-production preparation.

The proposed title, *Discover Recovery through Service* was deemed too similar to *From Survival to Recovery*, and was changed to *When I Got Busy, I Got Better*. The selling price was set at \$2.50 by the Budget Committee.

The September publication date was met as anticipated and as part of a comprehensive marketing plan that coordinated release of this booklet in time for area fall assembly meetings. After a second printing, more than 30,200 copies were sold by December, 1994.

Discontinuance of Audiocassettes - Having reviewed criteria for discontinuing Conference approved material (subject matter is covered elsewhere in our literature; the item has been available to our fellowship for three years; the item no longer responds to the identified need of our members), the committee recommended that each of the following audiocassettes be discontinued: A-2 Beginners Tapes, A-3 Alcoholism, the Family Disease, A-5 Understanding Ourselves..., A-11 What's "Drunk," Mama? and A-10 Living with Sobriety. The Board of Trustees approved the committee's recommendations.

IN PROGRESS

***How Al-Anon Works for Families & Friends of Alcoholics* (B-22)** - The comments/suggestions offered for section #7 (a brief history of Al-Anon) having been addressed, a complete manuscript was reviewed and approved by the Literature and Policy Committees and the Executive Director. It was then submitted for final polishing. Extensive pre-production preparation is currently underway. The title *How Al-Anon Works for Families & Friends of Alcoholics* was selected by the ad hoc committee for title selection and subsequently approved by the Policy Committee and the Executive Director.

A comprehensive marketing program has been developed which will bring this book to the attention of Al-Anon members worldwide as well as to all families and friends of alcoholics, including those not yet aware of the help available to them in Al-Anon.

TWELVE/TWELVE/TWELVE (working title) - A writer/editor (Al-Anon member) was contracted to produce a manuscript ready for publication in 1996. A proposal submitted by the writer/editor incorporating the committee's guidelines for this work was favorably received.

The book is envisioned as being used for personal and group study with topical questions following discussion of each Step, Tradition and Concept. The legacies are to be presented as principles that can be used to transform our personal relationships and our lives as well as to guide our fellowship.

Gay and Lesbian Pamphlet - The committee's motion to produce a piece for gay and lesbian members did not pass when voted upon at the Conference. Instead, a motion introduced by a delegate who

is not on the committee, "To produce an introductory piece in pamphlet format to reach out to members of the gay and lesbian community," did receive approval.

Members from around the world have submitted sharings for this work, each expressing their gratitude to Al-Anon as well as his or her individual experience, strength and hope. A writer is being sought to produce a manuscript that will reflect the committee's guidelines for this project.

Twenty-two letters were received expressing opposition to this pamphlet. Nineteen of these suggested the Traditions were violated by having material for any special groups including: the handicapped, blacks, Indians, gamblers, college educated, and those over 60. Opposition to the INTERNATIONAL SPIRITUALITY piece was also expressed in a number of these letters.

Members who communicated their opposition were referred to their delegates and to the 1994 WSC Summary, pages 15 and 47.

INTERNATIONAL SPIRITUALITY (working title) - The committee's motion, "To produce a recovery piece on spirituality affirming the universality of our fellowship from the perspective of a variety of cultures around the world," was approved by the WSC.

Sharings for this work are being received primarily from English-speaking members of our fellowship. However, from time to time we have been alerted to the translation and distribution of sharing sheets for non-English-speaking members.

Included among the sharings received for this work are those from a Hindu, an atheist, and a witch as well as from members who describe the God of their understanding as formless, a goddess, or a force of nature. Each writer has found a god of his or her understanding and/or greater spirituality by practicing the Twelve Steps of Al-Anon.

Timely Development of Daily Reader/Spiritual Material - Members agreed that a WSC motion approving timely development of a daily reader/spiritual material would provide an opportunity to respond to our fellowship when it is evident that such material is warranted, rather than by desperately trying to play catch-up. The committee noted that this would afford the essential lead time for project development and would make it possible to have material available on a timely basis.

Members agreed to discuss this proposal during the standing committee meeting at the 1995 WSC and to consider possible wording if a motion is to be presented.

Retitling ...In All Our Affairs (B-15) - The committee suggested that a more down-to-earth title be considered for this book and that perhaps the words, "Al-Anon" or "alcoholism" be included in the title. Members emphasized the necessity of a title that clearly communicates the message of this book: that Al-Anon helps us deal with the day-to-day problems associated with alcoholism. The committee continues to seek an appropriate title.

Title Selection Process - The committee reaffirmed the procedure whereby, all proposed titles are submitted to an ad hoc committee composed of the Literature Committee Chairperson, Literature Administrator, the Executive Director and the Deputy, which, with input from the Business Manager, will choose a single title for Policy reviewers to consider.

The first title selected in this manner was *How Al-Anon Works for Families & Friends of Alcoholics* for the AL-ANON TODAY (working title) project.

Softcover/Hardcover Books - The committee is considering a proposal to produce selected back list titles in a flexible laminated composition cover. This would be a softcover that is more durable than standard paperbacks. Input from all members is being sought on all aspects of this proposal, including recommendations for bringing a decision to the Conference.

Committee Structure - The Executive Committee approved independent review as an integral part of the CAL process, thus affirming the existing CAL process whereby delegate members would not attend intown committee meetings.

Other Recovery Material - The committee reviewed Sections #1 and #2 of the manuscript for Alateen's new recovery book, *COURAGE TO BE A KID* (working title), and the manuscript for *Alateen Talks Back on Detachment*.

OTHER OFFICE ACTIVITIES

Catalogs - Our four-page catalog of recovery material was produced in four color and the print run was increased to 300,000 copies to expand distribution. Our 12-page catalog was redesigned and included with the Oct/Nov issue of *Inside Al-Anon*. An order form has been incorporated into the design of each catalog.

Order forms - Order forms were updated to accommodate new, revised and discontinued material. The newsletter and Forum order forms were consolidated.

CAL Overview/Proposal - Input from the Publications Committee was requested regarding re-packaging, marketing, repricing, discontinuing, combining and/or development of new Al-Anon material. Recommendations will be considered for implementation.

Book of the Month - The Publications Committee agreed to use this program as a guide to inform our membership about Al-Anon material in a more comprehensive and unified way.

REPRINTINGS

Copyrights - Of the 51 requests for permission to use Al-Anon's copyrighted material, 31 were granted. There has been an increase in the number of requests to reproduce our material in computer accessible format and availability to the various computer networks.

Reprintings - Ten books and 22 pamphlets were reviewed and minor revisions were made prior to reprinting. Where possible, the Concepts with Warranties have been added to the books.

WSO - Where appropriate, the words, "World Service Office for Al-Anon and Alateen," have been added immediately below the words, "Al-Anon Family Group Headquarters, Inc." on all literature and related materials.

LITERATURE DISTRIBUTION CENTERS (LDCs)

Eighteen prospective LDCs were registered and sent material to aid them in establishing their services.

Copies of completed registration forms for new LDCs and a print-out of LDCs in their respective areas were sent to delegates for verification.

The "guidelines for volunteers" submitted by various LDCs and AISs, were distributed to service centers requesting them.

Priority Notices, which enable LDCs to stock new items before announcements are made to the fellowship, were prepared for new CAL and service materials.

Preparation for, participation in, and follow up on the AIS/LDC Workshop in Denver, CO was completed. New items incorporated into the follow-up mailing included: answers to more than 100 questions submitted by service centers and a survey of AIS/LDCs on a variety of topics.

Order forms used by LDCs were updated and reprinted on an as-needed basis.

COORDINATORS

Thirty-one newly appointed Literature Coordinators were registered and sent material to assist them in their work.

MARKETING

Updated information concerning Al-Anon publications was provided for listings in the following: *International Directory of Little Magazines and Small Presses*, *Chadwick-Healy Directory of Publishers Catalogs*, the *Institute of Children's Literature Directory of Juvenile Publications*, *Books in Print Literary Market Place*, *Publishers Marketing Association Resource Directory*, *American Academy of Physicians*, *ABA Book Buyers Handbook*, the *National Resource Directory*, *Forthcoming Books*, *Subject Guide To Books in Print*, *Publishers Marketing Association* and *Oxbridge Communications*.

A list of bookstores that have previously purchased our books is being compiled. Efforts to compile lists of treatment centers, schools, and other non-fellowship purchasers have commenced.

The list of bookstores that purchase Al-Anon books is continually updated while being developed and informational material regarding our publications is being forwarded to the individuals and organizations listed.

The Literature Administrator and Business Manager met with Hazelden's Director of Marketing. The Literature Administrator met with the General Manager of Hazelden.

An expanded marketing plan for *How Al-Anon Works for Families & Friends of Alcoholics* was created for presentation to the Publications Committee. It will be presented to the Board and serve as a guide for the marketing of all new Al-Anon books.

CORRESPONDENCE

In response to sharing sheets, more than 1,000 sharings were received. The greatest number were sharings for TWELVE/TWELVE, INTERNATIONAL SPIRITUALITY (working titles) and gay/lesbian pamphlets.

LONG-RANGE STUDY PANEL

William S./Phyllis M., Chairperson
Sandra F., Deputy Executive Director

PANEL

Doris S. is the Board liaison member. After reviewing documentation received from its members and the ad hoc committees of the Board, the Panel held a visioning session early in the year to come up with initial goals. The top seven in priority order were:

1. To make the use of technology a priority
2. To present a Five-Year Plan to the 1996 WSC and update yearly
3. To make the WSC a true group conscience

4. To clarify, recognize and support leadership within the service structure
5. To be known as the best service for family and friends of alcoholics in the world
6. To create name recognition by having every school-aged child learn about Al-Anon and its purpose
7. To take an inventory of our service structure (WSC, DR, GR, etc.) and evaluate its usefulness

These goals were developed into an early draft of a Five-Year Plan. The panel then discussed the methods of combining the Board's and the communication consultant's Five-Year Plans with the objective of presenting a draft Five-Year Plan to the Board at its October meeting. In July, the Executive Committee voted to table the consultant's Five-Year Plan. That month, a joint LRSP/Board meeting was held to go over the draft plan to obtain further guidance and suggestions.

After incorporating the Board feedback, Draft number 7 of the Five-Year Plan was presented to the October Board meeting. The panel recommended that the Board adopt the plan, that it be included in the 1995 Conference Brochure and that a Board report on the Five-Year Plan be presented to the Conference. Adoption of the plan was tabled until January, pending final editing.

The panel asked the Board for direction on future agenda items. The Board agreed to prioritize the goals in the plan and ask the panel to help monitor the progress/success of each goal. As prior Board approved LRSP topics have been completed and/or incorporated into the Five-Year Plan, those topics, with the exception of Future Surveys and Analyzing Present Surveys were removed from the panel's agenda.

NOMINATING

Lorill W./Connie D., Chairpersons
Myrna H., Executive Director

In January, the committee prepared a slate of officers for the Board of Trustees, Executive Committee members-at-large and Executive Committee Chairperson.

The Nominating Committee met twice in conjunction with the Conference Committee on Trustees at the 1994 WSC. They worked on defining the qualifications for trustees-at-large as part of the work on developing a new profile/ resume form that would be more meaningful. The annual appeal for trustee-at-large (TAL) candidates was mailed to all Conference members in June, with a return deadline of August 15th. Mike T., New Mexico, was elected 1994-95 CCT Chairperson and Barbara M., Ohio, was nominated 1995-96 CCT Chairperson-elect.

During the year, the committee and CCT reviewed the trustee-at-large selection process and scoring system. The committee also reviewed the history of intown committee members serving in local information services and Area World Service Committees. The Board approved a motion to return the eighteenth trustee back to the Board. A motion to amend the text of the Service Manual regarding the Nominating Committee was referred to the Policy Committee.

In October, the committee reviewed the resumes and scoring sheets for the trustee-at-large candidates and selected the following six (plus two alternates) to be invited to attend the January Board dinner: Betty B., KS; Margaret G., PA; Margaret O., ONT; Howland R., ONT; Scott A., CA and Helen R., TX.

It was clarified that the resume due date determines a past delegate's eligibility: at least one year must have elapsed since

their term of office ended. Therefore, as trustee-at-large resumes are due in August, delegates whose term expired the previous December must wait another year before applying. Regional trustee resumes are due January 1; therefore, delegates can apply after one year.

The committee also discussed procedures for Executive Committee selection. Resumes are due at the WSO by January 3, 1995. A revised resume form and flow chart for the TAL process were reviewed. A final draft resume form will be discussed at the January committee meeting and presented to the CCT for review. The committee agreed that the CCT guidelines should mention that CCT scores the rating sheets. Discussion of the intown committee members' rotation on committees was deferred until January.

Five resumes were received from candidates for the Executive Committee for the 1995-96 year. The committee then prepared a recommended slate of officers for the Board of Trustees and Executive Committee members-at-large, including chairperson, to present to the January Board meeting.

POLICY

Pat B., Chairperson
Sandra F., Deputy Executive Director

COMMITTEE

The Policy Committee consists of all WSO Conference members. It is the largest expression of group conscience short of the WSC. The committee meets quarterly to discuss issues pertaining to the Traditions and the Twelve Concepts of Service.

The Policy Committee Chairperson and four other committee members, designated by the chairperson, review all Conference Approved Literature, materials and reprints which are developed by the various service committees to see that the contents adhere to the Traditions and Concepts.

1994 WORLD SERVICE CONFERENCE

The 1994 WSC approved six revisions to the Policy Digest recommended by the ad hoc committee on the Tone of the Policy Digest. The ad hoc committee uses the following guidelines: that existing policy remain as is; that passages be rooted in the Traditions or Concepts wherever possible; that information unrelated to policy be removed as well as outdated material. These six Policy motions were combined into one WSC motion.

In response to a Green Light concern, the committee approved a motion to reaffirm that the text on page 97, *Al-Anon/Alateen Service Manual* 1992-1993, Policy Digest section, b. Who Can Start a Group, continue in its present form.

OTHER COMMITTEE ACTIVITIES

Review of the Policy Digest - Work begun at the 1993 and 1994 WSCs will continue with more revisions to go to the 1995 WSC. Eleven additional motions for Tone Changes to the Policy Digest were approved by the committee and the Board. This completes the proposed policy tone changes; copies of all the proposed tone changes were distributed to the delegates for feedback. The chairperson and secretary reviewed the Policy Digest and Concepts sections of the *Al-Anon/Alateen Service Manual* page by page.

Both the committee and the Board also approved the proposed process for review of the *Al-Anon/Alateen Service Manual*.

The committee discussed a Nominating Committee motion to correct inconsistencies between "Committee Guidelines" in the

Administrative Manual and text in the Service Manual. The ad hoc committee will work further on wording and bring it back to Policy in January.

Another ad hoc committee is researching the description of the committees in Concept XI and will bring a further report back in January.

Study of Property Ownership - The Policy Committee study on property ownership was referred to the Board for its use.

Material Receiving Policy Committee Approval - *From Survival to Recovery: Growing Up in an Alcoholic Home; When I Got Busy, I Got Better* and *Alateen Talks Back on Higher Power*. The final title for AL-ANON TODAY (working title) will be *How Al-Anon Works for Families and Friends of Alcoholics*.

Other agenda topics - An ad hoc committee was formed to study videotaping at the WSC and other Al-Anon gatherings. Also discussed was the Alateen Committee's research on changing the Alateen Traditions. The Policy Committee recommended further research. The Alateen Committee will present a timeline in January.

CORRESPONDENCE

A letter questioning the rationale for development of the dual member policy led to research of the discussion surrounding the 1977 Conference motion. The topic continued to generate letters throughout the year. A delegate's request to bring the topic to the 1994 WSC was processed as a Red Light/Green Light topic (there were a total of nine Green Light topics related to the dual membership policy from five different areas). Other topics of correspondence received included: use of medallions; "cult-like" groups; incidents concerning Alateen sponsors; an intergroup's decision to de-list several groups; a question on including yoga on the agenda of a spiritual weekend.

PUBLIC INFORMATION

Marion W., Chairperson
Carole K., Administrator

COMPLETED

The Health Fair Kit; birthday, summer, holiday and relocation press releases; new TV PSA flyers and storyboards; radio PSAs; radio outreach campaign material; second and third PI Coordinator's conference call; holiday outreach for TV and radio; 1995 PI Calendar and *Al-Anon and Alateen Twenty Question* leaflet title revision.

IN PROGRESS

Senior/parent pamphlet; magazine ad mats; follow-up campaigns to the media for after the holidays, summer, back to school and Attraction/Cooperation leaflet; coordinator's welcome tape.

COOPERATION WITH THE PUBLIC

Resource listing information was requested by: *Collier Encyclopedia*; Info Link, Orange County, CA; *4-H Resource Book* in state of Wisconsin and Colorado State University statewide curriculum; Birch & Davis electronic prevention directory; Department of Health & Human Services, MD; Texas A&M University of Architecture, in their future publication addressing women's issues; Michigan Self-Help Clearinghouse; *Steps To Grace*, a quarterly journal for people in recovery; Covenant House *Nineline*; Access of Washington; *National Treatment and Resource Guide*;

Information Please Almanac; Encyclopedia of Association Series; Macon College Counseling and Testing Office; South Central Kansas Foundation On Chemical Dependency; AD tel International for inclusion in their new info map; NYS Advocate for the Disabled; Girl Scouts U.S.A. Handbook; Impact Publishers, Inc., for the book Caring For Your Aging Parent; Ad Tel International for a new Info Map and TRAIN, a resource for educational and vocational counselors in NYC.

Magazines - Requests for information were received from: *Mc Call's; Forbes; Junior Scholastic; Parent's Magazine.* The Al-Anon 800 number was listed in: *Mademoiselle; Forbes; Glamour; Woman's Day; Essence; Poets Magazine; Better Home and Gardens; First, a woman's magazine; Family Circle and Single Father News.*

Newspapers (listing and articles) - *Fairfield County News & Arts Weekly* of Connecticut; *Daily Interlace* county newsletter of Montana; *Shelbyville Gazette*, Montreal; *Poughkeepsie Journal and Observer Dispatch* of NY; *Newspress* of Florida; *Washington Post; Long Island Newsday; Bastrop Daily*, LA; *Wichita Eagle*, KS; *Asbury Park Press*, NJ; *Pilot*, Boston's Catholic paper; *USA Today; Texas Tribune; Philadelphia Inquirer; Sacramento BEE; Fayetteville Observer* and the *Florida Times.* Al-Anon's 800 number was listed in Ann Landers, Dear Abby and Dr. Gott—all nationally syndicated columns. Information was requested by the *New York Daily News.*

Television - Television shows requesting information - *Leeza Gibbons; Jerry Springer; Ricki Lake; NBC Nightly News; Suzanne Sommers; Mark Walberg; Lucky Duck Productions; FOX-TV* and *TV Food Network.* Al-Anon and Alateen were mentioned on the following shows: *Channel 61 Spanish broadcasting; Women's Directory PBS, WA; Focus On Children* program of southern Florida; *NYPD Blue* and *Good Morning America* nationally syndicated shows; *Ask E. Jean*, cable television and *Western Valley Access* television of Maine aired *Al-Anon Speaks for Itself* and *Alateen Tells It Like It Is.* Complimentary PSAs were given to ABC; NBC; CBS; MTV; FOX; WWOR, Channel 9, NJ and the BET (Black Entertainment) Network of WA. A copy of Al-Anon's latest book *From Survival to Recovery* was mailed to NBC, CBS, FOX and ABC. A thank you note was received from Matthew Margo, Vice President of CBS broadcasting; NBC requested the PSAs for their videotape library and WWOR, NJ sent a statement with figures representing the approximate value of \$3,739.55 for the PSA spot aired. The WSC members viewed the Collin Raye video *Little Rock* and were given the new health fair kits.

Radio - Requests for interviews were requested by: 99X/FM, FL; WLX, NY; Focus On The Family, CO; WPAT/FM, NJ; WBGR, MD and the Deputy Executive Director was interviewed on WTAR, Norfolk, VA. KNOM, AK requested the new Al-Anon/Alateen radio PSA.

Media Outreach - SONY music, Nashville produced a video titled *Little Rock*, listing the Al-Anon 800 number at the end. TNN, the country cable station, has been airing the video nationally. The singer also produced TV PSAs offering Al-Anon as a resource and listing the number. The Chairperson of the Board was interviewed by *USA Today.* Touchstone pictures released a movie, *When A Man Loves A Woman*, about a family being affected by the disease of alcoholism. Al-Anon was offered as resource to the husband in the film. Letters and PSAs were mailed to national TV stations requesting holiday coverage. MTV advised the WSO that due to the large number of PSAs currently being aired they could not air the Al-Anon and Alateen PSAs at this time.

Requests for information were received from: Terra Associates, NY and De Forest Research, CA for future movie projects.

COORDINATORS

Mailings included: PI conference call transcripts and sharing sheets; birthday, relocation, Year of the Family and holiday press releases; PI calendar. News flash *When A Man Loves A Woman* and TV distribution packets containing storyboards and flyers.

CORRESPONDENCE

Requests for Al-Anon and Alateen information totaling 1,136 were received.

MINORITY OUTREACH

NANACoA - The PI Administrator attended the National Association of Native American Indians Children of Alcoholics (NANACoA) Convention in Montreal. As an ongoing outreach campaign a mailing was sent to those who gave presentations at the Montreal NANACoA convention offering Al-Anon assistance with their community efforts.

OTHER OFFICE ACTIVITIES

800 Number - There were 10,189 calls received.

SUBCOMMITTEE: LONE MEMBER SERVICE

Patricia L./Marion W., Chairpersons
Carole K., Administrator

NEWSLETTER

Lone Member Letter Box - In a cost-saving measure, the newsletter was mailed three times instead of four. The new mailing schedule for 1994 was: April, August and December.

Lone Members and Contacts were asked to send ideas for a new masthead. The December issue featured a modified masthead.

The April, August and December issues were mailed to registered Al-Anon/Alateen Lone Members and Contacts. The December issue was printed in two colors.

REGISTRATIONS

Registered this year: Al-Anon Contacts, 27; Proposed Al-Anon Lone Members, 21; Registered Al-Anon Lone Members, 13; Proposed Alateen Lone Members, 6; Registered Alateen Lone Members, 2.

OTHER OFFICE ACTIVITIES

More than 100 individual requests were received worldwide from members asking to participate in the Lone Member Service.

REGIONAL SERVICE SEMINARS

Patricia S., Chairperson
Carole K., Administrator

COMPLETED

RSS Committee guidelines; the RSS Explanation Sheet revisions; Canada East and U.S. Southwest seminars.

IN PROGRESS

A proposed RSS site selection; plans for the U.S. North Central and the U.S. Northeast seminars.

MAILINGS

Groups, delegates, AISs, LDCs and Lone Members in the Canada East, U.S. Southwest and U.S. North Central Regions and surrounding areas received site and room rate announcements, registration forms and explanatory materials.

Canada East and U.S. Southwest Host Committees received material for registration packets, new literature, flyers, the RSS banner, *The Forum* Display, What's New, Sights and Sounds, and Links of Service Boards. NPIC and PFA displays were also mailed.

CANADA EAST RSS

Pat L., Chairperson

Site: Hotel Le Chantecler, Ste. Adele, Quebec
Dates: May 13-15, 1994
Theme: Harmony in Nature and in Service

Reportback - There were 262 French-speaking registrants and 73 English-speaking. WSO attendees: William S., Executive Committee Chairperson (standing in for the Chairperson of the Board); Patricia L., Seminar Chairperson; Phyllis M., Trustee-at-Large; Sandra F., Deputy Executive Director; Ellen D., CPC Administrator, Fran M., Forum Administrator, and Carole K., PI/RSS Administrator.

Evaluation forms suggested that favorite sessions were: sharings by WSO personnel; To Russia with Love project, Ask-It-Basket and Opening Session.

Workshop reportbacks were mailed to English-speaking attendees by the WSO. The French reportbacks were mailed by PFA. The region decided not to tape this seminar. The interpreters were four program volunteers.

Thank you letters and copies of the book *Courage to Change* were sent to the core Host Committee chairpersons and the interpreters.

U.S. SOUTHWEST RSS

Mary A-T., Chairperson

Site: Hyatt Regency Hotel, Denver, CO
Dates: November 4-6, 1994
Theme: Mile High Service Experience

Reportback - There were 325 registrations. WSO attendees: Ric B., Board Chairperson; Mary A-T., Seminar Chairperson; Marion W., U.S. Northeast RT; Myrna H., Executive Director; Claire R.,

Institutions, Geri H., Literature, Carole K., PI/RSS Administrators.

Evaluation forms suggested that most favored sessions were: Workshops, Ask-It-Basket, Warranties, Concepts and Archives film.

Workshop reportbacks were mailed to the 125 attendees who requested them. \$831.35 was collected for the relocation fund.

An AIS/LDC Workshop was held on Friday, November 4th with 75 registrants. Richard Keilly, WSO Business Manager, attended.

A thank you letter and the book *From Survival to Recovery* were sent to the core Host Committee chairpersons.

U.S. NORTH CENTRAL RSS

Maxine K., Chairperson

Site: Sheraton Park Place Hotel, Minneapolis, MN
Dates: May 12-14, 1995
Theme: Hooked on Service

Site Inspection - Maxine K., Seminar Chairperson and the Minnesota (S) Delegate visited the hotel and met with hotel personnel and proposed Host Committee members.

Accommodations - Single occupancy (two nights) plus four meals (per person): single \$200.04; double \$132.94; triple \$118.03; quadruple \$104.98. Meal package alone: \$65.84.

Registration Mailing - This mailing was sent to all groups in the North Central Regions and surrounding areas.

U. S. NORTHEAST RSS

Marion W., Chairperson

Site: Radisson Hotel, Niagara Falls, New York
Dates: November 10-12, 1995
Theme: Service - A Natural Wonder

Site Inspection - Marion W., Seminar Chairperson and the New York (N) Delegate visited the hotel and met with hotel personnel and proposed Host Committee members.

Accommodations - Single occupancy (two nights) plus four meals (per person) \$186.00; double \$113.85; triple \$97.20; quadruple \$88.46. Meal package alone: \$41.70.

Mailings - A letter announcing seminar dates and rates was mailed to all WSC delegates.

Compiled and distributed by:
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P.O. Box 862 Midtown Station
New York, New York 10018-0862

1995 WORLD SERVICE CONFERENCE MEMBERS

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Sherry B., New York (N)
Ruth S., New York (S)
Joan D., North Carolina
Patty C., North Dakota
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Kay B., Oklahoma
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Lucy J., Ontario (S)
Shirley L., Oregon
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