

1996 Summary

AL-ANON

FAMILY GROUPS

WORLD SERVICE CONFERENCE

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STAMFORD, CONNECTICUT

APRIL 14-18, 1996

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AL-ANON FAMILY GROUPS

1996 WORLD SERVICE CONFERENCE

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Leadership—A Special Trust
Stamford, Connecticut April 14-18, 1996

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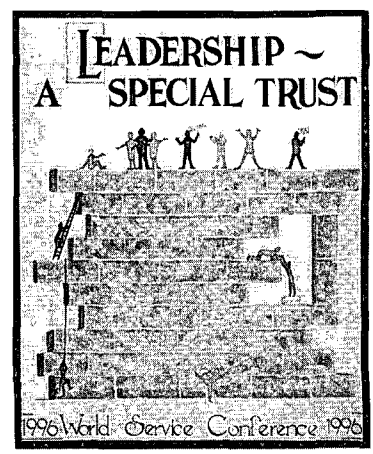
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CONCEPT II

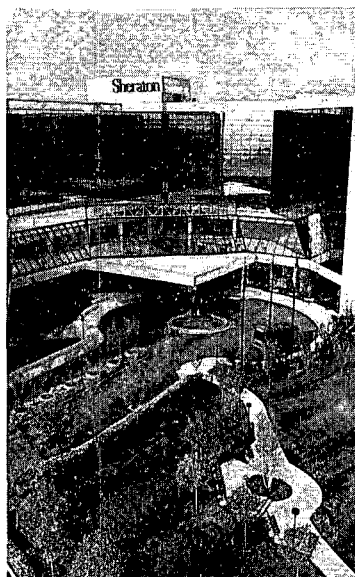


The Al-Anon Family Groups have delegated complete administrative and operational authority to their Conference and its service arms.

"... 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



Leadership—A Special Trust

The 1996 World Service Conference was held at the Sheraton Stamford Hotel and Towers in Stamford, CT, April 14-18. Skip L., Conference Chairperson, officially opened the session by sharing her thoughts on the Conference theme, Leadership—A Special Trust: "The Warranties are very spiritual for me. Warranty Five reminds us that the Conference shall always remain democratic in thought and action. The World Service Conference will always act with mutual respect and love, and no action should be taken in haste."

Helen R., Admissions/Handbook Chairperson presented the first motion of the 1996 World Service Conference: "That the following persons be seated at the 1996 WSC with voice, but no vote:

- Alberte C., General Secretary, PFA, Inc., Al-Anon member
- Richard Keilly, WSO Business Manager, Non-Al-Anon member
- Georgette G., NPIC Office Manager, Al-Anon member
- Pia F., Representative from Sweden, Al-Anon member

The following observers be seated with no voice and no vote:

- Ric B., Executive Director in Training, Al-Anon member
- Phyllis M., Director of Public Outreach, Al-Anon member
- Caryn J., Director of Fellowship Communications, Al-Anon member
- Susan A., Associate Director, Membership Outreach/Conference, Al-Anon member

The following person be seated with voice and with vote:

- Mary Lou M., Acting Literature Administrator, Al-Anon Member"

Each morning two names were drawn to act as ballot counters. The floor was opened for a brief discussion on whether limits should be imposed on taking still photographs during the Conference. A consensus was reached to allow still photos.

A team of WSO staff, volunteers and delegates acted as Ask-It-Basket coordinators. Claire R. and Mary A-T. volunteered as the WSO participants. The four delegates chosen by lot were Madeline P., FL (N), Joan V., CT, Lucy J., ONT (S), Marie D., ME.

These members researched Ask-It-Basket questions and prepared responses:

The voting procedure based on substantial unanimity was discussed. The Conference members determined, through consensus-taking, that the voting for the 1996 WSC would be by closed ballot. Motions may originate from standing committees, the Policy Committee, the Board of Trustees, and any Conference member. The chairperson will read the motion and open the floor for discussion to all members with voice. The chairperson will then ask the motion recorder to reread the motion, and the chair will then call for a vote. The 1996 World Service Conference voted that a two-thirds vote would determine substantial unanimity.

Skip introduced Doris S., Chairperson of the Board of Trustees. Doris extended a warm welcome to all Conference members on behalf of the Board of Trustees with a special welcome to Panel 36 delegates and to all those attending Conference for the first time: "I can identify with the new delegates because I am also new at my job as Board Chairperson. I would also like to take this opportunity to express my appreciation for all the hard work and cooperation you've shown in the past year. As we celebrate Al-Anon's 45th anniversary, let us be aware that we need the guidance of our Higher Power in decisions which will affect the course of Al-Anon worldwide."

Opening Dinner

Nostalgia filled the air during the first night of the 1996 World Service Conference as members joined for a dinner celebrating the past, present, and future. Hildegard V., past Forum Editor, Margaret O'B., Past Archivist, and Ann S., former Institutions Administrator, mingled with AA guests, staff, delegates, and volunteers, reminiscing at Al-Anon's 45th anniversary. Past trustee, Pat G., shared her elation at being together once again: "I knew I had to come. This fellowship has changed my life."

Panel 1 delegate and former trustee, Arbutus O'N., who will celebrate her 81st birthday this June, shared her remembrances: "Looking out at these amateur delegates, I remember being asked what it was like at that first Conference. Well, we would only have needed one table! It's unbelievable to realize where we are and what we've done."

Irma C., past delegate and regional trustee, reminded everyone of Al-Anon's roots: "I'm so glad Lois threw that shoe!" Frank R., former trustee, shared his hope for the future and summed up the feelings in the room: "You carry on a wonderful tradition. I wish you well."

Following dinner, Myrna H., Executive Director, took Conference members on a tour of the World Service Office with a slide presentation, starting in a small office on East 24th Street in New York City. Lois W., Henrietta S., Myrna H., and Timmy W., Alateen's first administrator, were shown hard at work as the early Policy Committee responding to the needs of the fellowship.

As the fellowship grew larger, the office space grew too small, so the WSO relocated twice on 23rd Street as the number of staff members increased. The growth continued as the WSO once again packed its boxes and moved across the street from AA's headquarters, at One Park Avenue. 1372 Broadway was the final stop in New York City for Al-Anon headquarters. Additional space was leased for a warehouse in Long Island City, then later in the Bronx. The final slide showed the contrast from the hectic environment of New York City to the wide open expanse of Virginia Beach as Conference members were introduced to the new Al-Anon Family Group Headquarters site.

Following the slide show, staff members and past trustees took the stage to celebrate Myrna's life-long love and dedication to the worldwide fellowship of Al-Anon. Emcee, Sandy F., Deputy Executive Director, was joined by Richard Keilly, Business Manager; Bob D., past trustee; Bill S., Archives Chairperson; Norma M., former Conference Chairperson and trustee; and Ric B., Executive Director in Training, as the group roasted their leader.

Myrna's best-kept secrets, accompanied by slides, were revealed to all. Myrna's love of tag sales, antiques, and her collection of over-the-counter medicines were the targets. Showing a slide of a smiling Myrna, Sandy commented that Myrna was thinking, "Good luck starting the WSO with 45 new people . . . better you than me." Richard Keilly, WSO Business Manager, also talked about Myrna's love of antiques and recalled their negotiation for the sale of her desk: "She says it's 11 years old. My contention is that it was never used." Norma fondly recalled a trip that she, Myrna and Carole K. were on where the room had two twin beds and a cot: "Guess who didn't take a turn in the folding cot?"

When the floor was hers, Myrna told of

her 30-year romance with the World Service Office and the memories she will always cherish. Myrna shared her relationship with members of the WSO, past, present, and future: "If I had a baton, I would hand it to Ric along with the love, support and dedication the staff represents—they are the treasures of the WSO. It's now a team Ric will build on."

Opening Dinner Speaker

Ric B.

Executive Director in Training

My first recollection of alcoholism was driving in a car to the Veteran's Hospital across the state of Indiana. My father had one of his many nervous breakdowns. That's what we called it then, and Daddy's nerves broke down a lot. The insanity of alcoholism is the earliest memory that I had as a child. Trying to understand and deal with what was going on in our home was extremely confusing.

About the age of 16, I decided that life was not worth living and I wanted to kill myself. I took 16 aspirin and laid down to die. While lying there, I planned my funeral. As I lay there in the casket and watched you all go by, I knew how sad you would be. After about an hour, I got up to take more aspirin since they were the only drugs in the house. This time I planned the music and flowers. After another hour, I realized I wasn't going to die, and by that time, I didn't want to. I had a horrible headache and was afraid to take more aspirin.

After college I moved to Cincinnati. I met a woman the second day I was there. This woman believed that the phrase "attraction versus promotion" did not apply to inviting people to Al-Anon because within the first hour she said to me, "You need to go to Al-Anon." I told her that there was nothing wrong with me. My father has been dead for over six years, and that's about as powerless over alcohol as you can get. Thank you very much, and leave me alone.

In the next few years, I continued to complain about all the people who took advantage of me. I detailed all of the things that I was doing for people, yet those people didn't give anything back to me. She was more patient than many of us. For three and a half years she listened and periodically would say, "You need Al-Anon." I finally went to meetings to prove to her that she was wrong. That will be 22 years ago this September.

I wasn't going to stay, but I needed to

work it well enough to show her that I didn't belong. The First Step says we're powerless over alcohol; I already had that covered. I didn't think my life was unmanageable, but I was willing to see. I already believed in God, and Step Two says "Came to believe in a Power greater than ourselves could restore us to sanity." I believed that if I was insane, God could restore me to sanity.

I thought I had already done Step Three and was ready for Step Four. So on the first night of the first meeting, I took a fearless and searching moral inventory. I came up with 39 character defects and didn't feel a whole lot better. I waited until the next morning and called that woman and told her. When she stopped laughing, she asked, "What positive characteristics do you have on the inventory?" Positive? There's nothing positive in the Fourth Step. It says fearless, searching moral inventory. She told me I had to put down a good characteristic for every bad one. Now she tells me. It took another three days to come up with something good to put down on that list. I finally had to ask someone: "Your smile makes people feel welcome. You make them feel happy." I didn't think that counted—I used humor as a weapon—as a way of getting attention and keeping people at a distance.

My first service job was a beginner's meeting, and you told me to do the Third Step. I think I was in the meeting for about two years, and I was still doing the Third Step for beginners. I once asked if I could do a different Step. You said, "No." About that time I moved to Cleveland and another set of meetings. That move was stressful because they didn't know how to do meetings like we did in Cincinnati and I told them that. They thanked me, told me to sit down, and keep coming back.

I began to realize that the Steps could be used for problem solving. Whatever the problem was, I was powerless over it. If I continued to try to manage the problem, my life was going to be unmanageable. I had to believe that a Power greater than myself could restore me to sanity.

I began to realize that Al-Anon was removing many of the fears I had. I don't know how long I was in the program when I heard you talk about feelings. You taught me how to handle fear. You taught me that anger was not a primary emotion. I needed to look below the anger and figure out what was going on with me.

Then you taught me that there was a difference between being alone and being lonely. I can be alone, but I choose to be lonely. You taught me that the telephone is

there to reach out, and if I'm alone, I should call someone else because the chances are they're alone also. We can spend time together.

It became time for me to become the intergroup representative. I told you I didn't know how to do this, and two of you said, "Well, that's all right; we'll go with you." So they went with me for two months, and in the third month they said, "We'll see you Thursday night." I went—they didn't.

At the intergroup meetings we argued about things. There was a woman in those meetings who had the blue handbook when we used to have four manuals. I called her "Handbook Dorothy." Handbook Dorothy kept us in line, and we hated her because she was right. She would read from the book, and it would destroy the argument even though we weren't done fighting. She told me I was good at service.

I was elected GR, so I went to the assembly. I've come to realize that service and the reason that I needed to be involved in service was that I didn't understand how to handle conflict. I didn't know how to fight fair. I didn't know how to fight. It was the assemblies and in the service structure that I learned how to stand up for what I believed in. I learned that it was okay to disagree as long as I remembered that when the argument was over it was about principles and not personalities. We could still be friends. I could respect and love you.

I applied to become regional trustee but wasn't selected. Whatever God wanted, I would accept. The next year I applied to be trustee-at-large. I was invited by the Board to attend their meeting as a candidate. I studied for that meeting. I read the Concepts—boy, were they dry! I was ready. Then I got to the meeting, and I met with them. They didn't ask me anything about what I had studied. They asked me why I wanted to be a trustee, and I didn't know what to say.

In 1994, I had the privilege of being the Chairperson of the Board to chair the discussion on Motion 12 at the Conference about the purchase of property. It was an extremely difficult decision for all of us. Many of us had grown up believing that Tradition Six means that property in that context means that we could never own property under any circumstances, no matter what. Period. End of discussion. The vote did not say that we can own property, the vote said that we would try to own property: For 15 years, as a trial, we could look to see whether or not it's possible for the WSO to own property

without affecting one Step, one Tradition or one Concept. The Board of Trustees has the right under the contract it made with the Conference, to terminate the trial at any time if it feels that one Step, one Tradition or one Concept is being broken, regardless of whether we lose money or not. In fact, the Board said that they would walk away from the building and abandon it before we would destroy the fellowship.

During that part of the Conference, my heart was pounding to the point that I thought I was going to pass out. I said, "God, I can't have a heart attack now. I have to get through this motion." Well, on May 1, 1994, two days after the Conference I had a heart attack. It was certainly not anything I had planned, and it wasn't what I wanted. I didn't realize until later the bargain I had made with God! I went back

to the doctor, certain that I was fine. He told me that something doesn't look quite right. I went in the hospital on Friday and had quadruple bypass surgery.

In July of last year Myrna announced that she was not going to relocate to the WSO in Virginia. I mentioned to her that I was thinking of leaving my law practice and looking for work in the nonprofit arena. She said, "Don't forget about Al-Anon." I don't know why my Higher Power gave me the opportunity to be the next Executive Director. I know I don't have all the responsibility—I have all of you to help me. I know my position on the Al-Anon triangle, at the bottom. With your help, Al-Anon Family Groups will be here in 50 years healthier, stronger and available when anyone, anywhere reaches out for help. Thank you.

CLEARING THE AIR

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Doris S. read the Twelve Traditions, then introduced Connie D., who opened the floor to a "clearing the air session," which provided the Conference members with an opportunity to set the stage for the work ahead and address any issues or concerns.

Members reviewed a 1995 WSC discussion on the way to close Al-Anon meetings. One member shared what has been in her heart for the past year regarding her discomfort at the way the Timely Topic was introduced by 1995 WSC moderator of the subject. Members also shared varying perceptions of the outcome of that discussion and whether a policy statement would be written to address the issue. A delegate explained how he left the Conference with a wonderful feeling following the discussion on spiritual and religious sensitivity, but felt betrayed by the action taken after what he thought was a remarkable group conscience decision. Others shared different viewpoints on the conclusion of the discussion and that the Policy Committee and Board of Trustees tried to do what

was the will of the Conference. It was agreed that when specific votes are taken, it is clear what the Conference wishes.

Other "clearing the air" items included encouraging Conference members to ask questions and not go home without having them answered and ensuring that, the Conference will discuss those topics that need to be talked about. Concerns were also expressed about the professional marketing of our literature, the growing tendency to use professional language, the need for two literature committees, blending of sharings, combining *The Forum* and *Inside Al-Anon*, and *Forum* subscription prices in Canada.

Conference delegates shared their confusion over the restructuring plan as presented at the 1995 WSC. WSO members agreed that the restructuring plan concept was new to everyone, but after developing the strategy for the past year, another presentation will be made later during Conference week to clarify all points and answer any questions.

Doris S.,
Chairperson, Board of Trustees

Connie D.,
*Regional Trustee,
Canada Central*

SHARING AREA HIGHLIGHTS

Art B., CA (N)

Chairperson

Mariellen K., MN (S)

Reporter

The history of the Sharing Area Highlights session was given. Major areas of concern were written on a chart so that delegates could respond by sharing their Area experience by mail following the Conference.

Several delegates spoke of using the phone, mail, AA groups, and even police or social service agencies to make contact with Al-Anon groups that had become disconnected with Al-Anon Family Groups. Keeping groups connected is always a challenge.

Discussion on successful area assemblies detailed going from two-day to three-day assemblies so that more workshops and fellowship time could be added. A commitment sheet was used by one area to identify members who would be willing to carry the message of Al-Anon. This sheet led to big and small projects that have inspired new enthusiasm for service. Another area has a two-day fall assembly but a one-day assembly in spring. Reimbursement of expenses of past trusted servants has led to retention of much service experience at the area level.

Areas shared experience on legal incorporation of their assembly area. Some have done this to save money, others for insurance purposes. Some areas are exploring closing their area office due to financial problems; others are trying to revitalize outreach done by their LDC and AIS by inviting new volunteers into service.

In many areas, the number of groups is declining, or the geographic distribution of groups has changed, which has created a need to redistrict. Some areas have guidelines; some reported that controversy

is producing growth in Service Manual study groups.

The discussion of the 1995 and 1996 Service Plans has brought renewed action toward definite goals at the group, district, and area levels. Ways to continue this momentum are being explored.

In order to strengthen service coordinators' roles in the district and area, some areas have service committee meetings at their assemblies. All persons attending the assembly attend a committee meeting. Service sponsorship is basic to training trusted servants in leadership.

One area is trying a three-month 1-800 phone line for groups to update their area directory, and another area is establishing a conference call to districts not connected to the assembly.

Area experience with Alateen conventions encouraged strong guidelines and adult sponsor participation. Alateen sponsor workshop weekends have been successful. One area is starting over with a simple one-day convention with a pot luck dinner and an Alateen speaker panel. Another idea shared was for Alateen to provide lunch at assembly with profits being used for their Convention.

Election procedures for delegate and district representatives were a concern because of the decreasing number of interested trusted servants. Areas are concerned with rotation of leaders, having enough experienced members willing to serve and making the duties of each service position understandable and manageable.

The chairperson for the 1997 Sharing Area Highlights session will be Penny R., WA; the reporter will be Michelle M., CO.

APPROVAL OF ANNUAL REPORTS

Myrna H.,

Executive Director

A motion was presented that the 1995 Annual Report be approved as amended. Changes were suggested, discussed, and

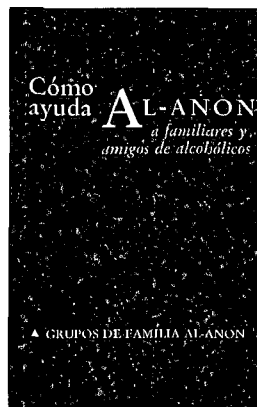
voted on, and the 1995 Annual Report was approved by the WSC as amended. (The 1995 Annual Report begins on page 59.)

SPANISH SERVICES REPORT

A special luncheon for Spanish Services was held during the 1996 World Service Conference, to highlight the work done during the year by WSO Spanish Services and Spanish-speaking members in the 5,000 groups worldwide. Twenty-nine areas now have Spanish-speaking groups, and several delegates shared their experiences and the needs of this growing population of Al-Anon members. Carrying the message person-to-person continues to be the most successful means of sharing the message of Al-Anon recovery in all languages. The Al-Anon Service Plan in Spanish resulted in five new groups being formed. Expanding intergroup offices to include Spanish-speaking volunteers has helped tremen-

dously. One delegate shared that the assembly is discussing the potential formation of a Spanish-speaking district. Some concerns include language barriers that may develop when groups do not want to be bilingual. Another delegate shared the bond and gratitude that was created when he made a special effort to speak in their language.

No matter the language, the expressions of love and hope were the same—to continue to grow and expand to help anyone affected by someone else's drinking.



Sandra F.,
*Deputy Director,
Chairperson*

Mary Ann K.,
Administrator

Raquel K.,
*Executive
Assistant*

FRENCH SERVICES REPORT

With the WSO's move in May 1996 and the restructuring of all Al-Anon services, an ad hoc committee of the Board of Trustees was formed to look into the possibility of moving PFA, the WSO's French publishing arm, to Virginia Beach, modeling it after the WSO's Spanish Services. The WSO and PFA have enjoyed a unique financial and working relationship for over 30 years. Transitional support from the WSO, including rent subsidy was agreed to while a Literature Distribution Center (LDC) is established. While it is necessary to change the financial relationship and other aspects of the working relationship, our commitment and common goal to provide services to French groups has not changed.

The transition was presented to PFA and the area delegates in Quebec. As we met together to discuss problems, we realized that this move would streamline operations and provide better service.

On December 10, 1995, an agreement was reached between the WSO and PFA to restructure French Services in Virginia Beach with the following goals: (1) Price French Canadian literature at par with Canadian English literature excluding GST (after a three-year trial period); (2) Consider the immediate reprinting or second run reprinting of new recovery material in French as soon as possible, as we do in Spanish; (3) Provide French Canadian Al-Anon members the same quality of translations provided by PFA over the years; (4) assist the French Canadian members in establishing a literature distribution center

in Montreal; (5) transfer French group services to the WSO on January 1, 1997.

On behalf of Al-Anon, the delegates from Quebec East and West extended their gratitude to Alberte C., General Manager of PFA, for her impeccable work over many years. The high standards Alberte set and maintained provided much needed service to the French Canadian population.

Alberte was given a warm round of applause for her life-long dedication to Al-Anon. She relayed the early days of PFA, beginning with the approval from the World Service Office to have Harriet L. translate and publish Al-Anon literature on October 25, 1955. The process began with the French translations of *Purposes and Suggestions* and *Freedom from Despair*.

In 1965, Alberte volunteered to help Harriet after being in Al-Anon only three months. Later that year, the French Literature Committee rented its first office. That first move was followed by five others, finally taking them to their current premises. The small office in Montreal took care of all Al-Anon literature translations, printing and selling, publishing The Forum, registering groups, producing meeting lists, and corresponding with the groups. In 1976, the WSO authorized the committee to incorporate under the name Publications Francaises PFA, Inc. (French Literature for the Families of Alcoholics). Over the years a professional translator and other staff members were added.

Alberte shared: "We are not claiming to be perfect in every way, but we feel that

Myrna H.,
Executive Director

Alberte C.
General Manager, PFA

the work accomplished since French-speaking groups started has been for the benefit of our members and groups. A new era is now starting. My sincere thanks to Al-Anon. It gave me the opportunity to serve and grow over all these years. The changes may be painful, but I have confidence in the future."

A staff person will be recruited in Virginia Beach to handle the French translations. This employee will train with

PFA over several months before operations in Virginia begin. PFA has agreed to be a part of the hiring process to ensure that the best qualified candidate is on board at the WSO. Resumes are being received by Mary Ann K., International Coordination Administrator at the WSO through June 1. Everyone involved agrees that cooperation and love for one another will result in a smooth transition.

STANDING COMMITTEES I

Working within the present WSO structure of eight standing committees, Rita McC., Conference Administrator, announced the Standing Committee I appointments.

COMMITTEE	Panel 34 (1994-96)	Panel 35 (1995-97)	Panel 36 (1996-98)
Admissions/ Handbook	Geneva B. IL (N) Mary Ruth R. TN Mary D. TX (W)	Penny R. WA Kitty S. AL Roger C. ALB/NWT	Annie A. UT Betty W. NFL/LAB Pat D. LA
Alateen	Bonnie M-C. TX (E) Rita McG. CA (S) Sherry B. NY (N)	Ann D. QUE (E) Carole M. NJ Genevieve B. ATL. PROV	Juanita C. IL(S) Marie D. ME Dolores R. NM
Archives	Keo O'R. KS Lucy J. ONT (S)	Colleen R. MN (N) Shirley L. OR	Donna V. IA Pamela H. NY(S)
Conference Committee on Trustees	Barbara McI. OH Caroline O'M. RI Melody G. MD/DC	Luz N. AZ Kay J. MT	Bob B. ID Judy D. WY
Cooperating with the Professional Community	Jennie H. FL (S) Elaine L. DE Karen W. MAN	Joanne B. WI Patty C. ND Vicki L. WV	Bobby S. SC Mary Paula H. MO Loretta F. SD
Institutions	Eileen McD. IN Madeleine P. FL (N) Michelle L. MI	Kay B. OK Michelle M. CO Madeline J. MS	Marjorie LeB. NH Ben R. SASK. Valerie B. AK
Literature	Art B. CA (N) Susan E. HI Denise G. QUE (W)	Juanita P. VA Barbara A. GA John H. MA	Joan V. CT Douglas J. NV Jan R. AR
Public Information	Mariellyn K. MN (S) Mary Etta M. KY Jean T. PA	Rose J. BC/YUKON Joan D. NC Joan C. VT	Cieni P. PR Margerite St.G. NE Lucy A. ONT(N)

ADMISSIONS/HANDBOOK REPORTBACK

The committee continued to revise the paragraph on page 116 of the 1995-1996 *Al-Anon/Alateen Service Manual* "World Service Handbook," Delegates Equalized Expenses, for clarification. After lengthy discussion, an ad hoc committee was formed to discuss the matter and report back to the standing committee.

The committee submitted a motion to correct a printing error and rework the definition of the text on page 101 of the 1995-1996 *Al-Anon/Alateen Service Manual*, "World Service Handbook", under "Terms Used in Al-Anon, General Service Office."

The Board of Trustees approved the committee's recommendation to change the wording of the Al-Anon World Service Conference Charter, page 140, "World Service Handbook," section 9, "Conference Meetings," by eliminating the reference to the greater New York metropolitan area, which had already been changed in the "Policy Digest."

The Conference Administrator reported receiving a proposal from the Manitoba Delegate regarding a request from the area that in addition to including a district in Ontario (N), that they also be allowed to change their name formally to reflect the inclusion of the Northwest Ontario region. Subsequently, a letter was received from the Ontario (N) area assembly chairperson outlining their understanding of the Manitoba request. The committee agreed to follow up and study the Manitoba request to incorporate a part of an established area into their structure.

A committee member suggested rewording on page 69 under "Finances," regarding the tri-annual appeal to clarify that the appeal is directed to Al-Anon members not to groups. Committee members agreed that there is confusion among groups in their areas and suggested that the request be sent to the Policy Committee since this appears in the "Policy Digest."

Helen R.,
Chairperson

Rita McC.,
Administrator

ALATEEN/REPORTBACK

The Alateen how to booklet, *A Guide to Alateen Sponsorship—An Unforgettable Adventure* (P-86) was approved by the Policy Committee, and newly-printed copies were presented to the delegates as the Alateen Committee serenaded the group with their own rendition of "Unforgettable." Because of the scope of this booklet, the committee approved discontinuing *Operation Alateen* (P-30), *Alateen, Sponsor to Sponsor* (P-51), and the guidelines, *What's Expected of an Alateen Sponsor* (G-17). Introductory special focus letters were created for WSC members, AIs/LDCs, Alateen Coordinators, area chairpersons, DRs, sponsors, co-sponsors, and assistants to inform the membership about this booklet.

The new Alateen recovery book, *Courage to be a Kid* (working title), has been completed by the writer, and the manuscript has been sent to the Alateen and Literature Committees for final review. The Alateen Committee suggested the title, *The Courage To Be Me*, to be submitted to the title selection committee.

Based on the committee's decision to withdraw from adopting Al-Anon's Traditions, a proposal to redefine the wording on membership eligibility, page 61 of the "Policy Digest" of the *Service Manual*, to include younger members was unani-

mously agreed upon and will be given to the new Group Services Committee.

The Spring issue of *Alateen Talk*, "Moving Forward Toward a Positive Attitude" will be completed, including a new full-page insert for younger members. The Alateen responsibility statement is under continuing review by the Alateen and Executive Committees. The search for artists is ongoing to revise the cartoon booklet, and all ideas will be given to the Literature Committee.

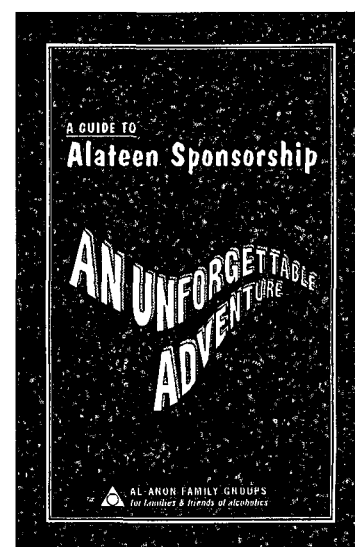
As a result of the extensive discussion about a new book for Alateen, a motion was unanimously approved by the committee to develop a new daily reader for Alateen. This motion will be given to the Literature Committee for further consideration.

The recommendations from the Alateen Sponsor Questionnaire were prioritized with a special focus toward PI within Al-Anon regarding the importance of Alateen sponsorship. These recommendations have been forwarded to the Board for their consideration.

Regarding the new structure, the committee shared their thoughts on the restructuring, and based on additional information, expressed approval of the new Group Services, with the understanding that it is on a trial basis for three years.

Mary A.T.,
Chairperson

Bonnie C.,
Administrator



ARCHIVES REPORTBACK

Bill S.,
Chairperson

Virginia A.,
Coordinator

The Intown Archives Committee held its last meeting at the WSO in New York City on January 24th. The discussions and actions included the following:

The Archives Coordinator reported that to avoid confusion when discussing listings of WSO archival holdings, two databases distinguish one from the other: Descriptive Guide (in DOS WordPerfect), a categorized listing of the entire paper holdings provides the archive box number. In Management Records (in Microsoft Word for Windows), a directory of archive documents that exist on the optical disk, material can be found in seconds once the keywords are input. A direct printout need only be made of the required information from a portion of the optical disk document as determined by the operator.

The committee obtained approval to have a portrait of Anne B. painted. It is to be a companion to the portrait the WSO currently has of Lois W. on display in the entrance area of our new building in Virginia Beach.

Concerning the 1995 WSC motion, "Return area archival holdings currently stored at the WSO to the delegates at the expense of the area or to a designated address"; criteria was developed by the Archives ad hoc committee to determine what the WSO will retain for the Archives: documents pertaining to changes/developments of our structure; petitions of the three-year WSC Experimental Plan; new areas joining the WSC; geographic division of areas; correspondence that may be controversial; all Kardex cards containing early group histories.

Over the last several months area

holdings have been sorted and separated. Holdings have been returned to approximately 26 areas, and about 14 additional holdings are currently being mailed. The balance will be returned to the areas as soon as possible. It has been particularly difficult to separate material belonging to divided areas since most of the material was generated before the use of identifying zip codes. The committee agreed to the revised "Certificate of Gift" archives form. The new form provides that the donor give unrestricted transfer to the Al-Anon WSO, legal title, copyright, and property rights on the material/documentation donated. The WSO will determine the document's historical value and authorize the disposition of all donated records/material.

Relative to management records, all *Conference Summaries* have been scanned and converted into the Microsoft Word for Windows program. The 1961-1986 summaries have been completed as readable documents.

The Intown committee conducted a 30-minute brainstorming session, resulting in over 20 ideas. A similar session was conducted during the full standing committee meeting. From approximately 40 ideas noted, six were selected, discussed and prioritized in the following order: (1) reorganize WSO archives by subject or structure; (2) have an archives corner or page in the new *Forum*; (3) either hire a trained archivist, or use a consultant/part-time resource person; (4) have Al-Anon archives information explained on the Internet; (5) develop a timeline of important events in Al-Anon history for production; (6) preserve archive information of the overseas GSOs at WSO.

COOPERATING WITH THE PROFESSIONAL COMMUNITY REPORTBACK

Felix M.,
Chairperson

Ellen D.,
Administrator

In February, the membership surveys were sent to the delegates who distributed them to 488 Al-Anon and 160 Alateen groups. To date, approximately 100 Al-Anon and Alateen groups have returned the questionnaires.

The winter issue of *Al-Anon Speaks Out* was mailed to 13,000 professionals. The summer issue and enclosures are being prepared. Since it is time to purge the mailing list, one of the enclosures will be a

card for professionals to return if they wish to remain on the list.

A mailing was sent to 1,000 elementary schools. Over 35 school principals requested and were sent additional information. A mailing was prepared and labels ordered for 400 law enforcement officers in several states.

Fourteen professionals were asked to contribute an article for publication in the

next edition of *Al-Anon Faces Alcoholism*. The Public Outreach Committee will review the articles and make recommendations to the Literature Committee.

Based on the results of the questionnaire sent to area CPC Coordinators in 1994, a number of recommendations were developed by the communications consultant. The CPC Committee evaluated the recommendations, prioritized them, and submitted a list to the Executive Committee. Based on the questionnaires, the number one recommendation, "to encourage more communication and participation in CPC service work at all levels of service," was recognized by the Executive Committee as their fourth goal.

Al-Anon exhibited at the National Student Assistance Conference in Nashville, TN; the Institutions Administrator attended.

A proposal requesting the opportunity to give a presentation was submitted to the National Association of Social Workers for their November 1996 Conference.

Since the beginning of the year, over 370 requests from professionals were answered with a cover letter and a packet of literature. Sixteen area CPC Coordinators received complimentary copies of *Attracting and Cooperating*, *Fact Sheet for Professionals* and *Al-Anon Speaks Out* in response to an offer.

Two press releases targeting senior citizens and children affected by someone else's drinking were mailed to 174 national professional organizations.

The committee agreed to the suggestion that since the 1996 survey leaflet, *Who Are the Members of Al-Anon and Alateen*, will be in use for the next three years, the year 1996 should be omitted from the cover for a more current look. Instead, an introductory sentence was suggested to appear inside the leaflet indicating that the data was

taken from the latest survey conducted in 1996. The committee recommended keeping the same design.

In response to a proposal from Literature Services to develop an order form for individual services, the committee agreed that a new order form for CPC materials be made available to the fellowship. In addition, it was suggested that a brief description of each item appear on one side with the order form on the other side and that it be available in Spanish and French. When a request for information from a professional is received, this new order form could also be included with the response to the literature request.

Suggestions from CPC for the new Public Outreach Committee, include the following: develop and make available a fold-out display that is light and easy-to-handle for use by the fellowship for CPC work; offer improved clarification of the responsibilities of the CPC and Institutions Services to avoid overlapping efforts; include CPC activities on the Public Outreach Calendar; during the transition, let CPC Coordinators know who the contact person will be for Public Outreach; revise and update lists of other professional careers that could be added for outreach, (e.g., schools of medicine, pharmacy, nurses, etc.).

To attract professionals to the Al-Anon exhibit booths at national conferences of teachers, physicians, nurses, etc., it was suggested that the cover of the *Fact Sheet for Professionals* (P-37) be adapted depending on the audience. For instance, at a teachers' conference a limited amount of copies could be run off with the title, *Fact Sheet for Teachers*. The inside text, however, would remain the same. The committee agreed with this idea which will be passed on to the Public Outreach Committee.

INSTITUTIONS REPORTBACK

First quarter activities included a telephone conference call with area Institutions Coordinators; the development of a "Send Us Your Comments" questionnaire for distribution with the "Al-Anon Can Help" pamphlets to assess their usefulness; the design and distribution of separate member and professional survey forms for those participating in the initial piloting of the "Al-Anon Can Help" pamphlet series; coordination of two service projects with the NYS Department of Corrections and a new federal substance abuse correctional

facility in IL (S) using the correctional facility "Al-Anon Can Help" pamphlets; development of text for the 1996 "October Institutions Month" leaflet using the "Al-Anon Can Help" pilot project and the "Bridge To Hope" correctional facilities service project as sources for mailing lists and sample cover letters for DRs, local Al-Anon members, and substance abuse counselors to area Institutions Coordinators. Articles announcing the discontinuation of the *Al-Anon in Institutions* newsletter with the summer 1996 issue were devel-

Don H.,
Chairperson

Claire R.,
Administrator



oped, and subscribers were notified. Coordinators were also offered back issues of the newsletter prior to relocation.

A reportback of survey results from the initial "Pilot Project" and "Send Us Your Comments" questionnaire received to date for the "Al-Anon Can Help" pamphlets was provided to the committee; to date, 642,000 copies of the pamphlets have been distributed. A graph showing a 57 percent decline of Institutions groups from 1983 to 1995 was distributed to the committee. The committee identified additional uses for the "Al-Anon Can Help" pamphlets and specifically encouraged their distribution at churches and synagogues. Other possible

sites for distribution include bulletin boards at supermarkets and social security offices. Delegate members requested that LDCs be provided with copies and suggested distributing the "Send Us Your Comments" questionnaire with "Al-Anon Can Help" pamphlets. The committee shared ideas and concerns about Institutions groups with the Director of Group Services.

The committee also discussed its accomplishments. The general consensus was that the "October Institutions Month" leaflet with its step-by-step instructions and the "Al-Anon Can Help" pamphlet series were its primary successes.

LITERATURE PRESENTATION/REPORTBACK

Pat L.,
Chairperson

Geri H.,
Administrator

Mary Lou M.,
Acting Administrator

Geri H., WSO Administrator, was ill and unable to attend the 1996 World Service Conference; Geri was in everyone's thoughts and prayers.

The "Not Quite Ready for Primetime or Daytime Players" presented the "Al-Anon Firing Line" debate show, starring Patricia Sajack and Vanna White, covering the topics that are on the minds of most Conference members. The first topic for debate, "Too much literature or too little" paired "Gary Gotta Have More" against "Sally Status Quo." Gary's opening platform was "Got to have more . . . got to have more . . . never enough . . . never enough . . ." while Sally countered with "Traditions . . . Traditions . . . Traditions . . . don't quit; if it ain't broke, don't fix." Another pair of debaters, "Betty Bottom Line" and "Carl CAL" argued, "Literature pays our bills . . . if we print it, they will pay!" versus "If the fellowship wants it, the sharings will come."

This humorous look at two sides of the coin opened the door to the second part of the presentation which involved audience participation in the search for new and innovative ways to start a new literature bell curve. The only ground rules were "no raised eyebrows as ideas are shared." Each table of delegates used creativity to come up with scores of ideas for the Literature Committee. The Literature Committee planned to gather and collate all suggestions for future use.

Based on the committee's comments, the writer/editor reworked the section on Steps Seven to Twelve in the *Twelve/Twelve/Twelve* (working title) book; the committee is pleased with the rewrite. The writer is also researching any blending of personal stories.

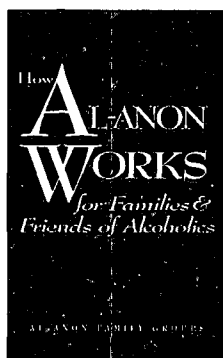
The committee reported a positive

response from members to *Al-Anon is for Gays and Lesbians* (P-85); 20,000 copies are being printed. Discussion was held on ways to encourage members to read and use the pamphlet.

A writer/editor has been contracted for the International Spirituality book and has been sent the sharings received to date. There is concern that the sharings received do not reflect the diversity expected. The committee feels strongly that we should not push this piece for completion for the 1998 International Convention; it is more important to make sure it is done right with sharings from diverse populations. Means of encouraging sharings were discussed, including putting the sharing sheet on the Internet; simplifying the sharing sheet; reinforcing that sharings can be submitted with or without a sharing sheet, and that sharings are not limited to the space provided on the sheet.

A request was made to add the Declaration to Al-Anon's books and pamphlets. After discussion, the committee suggested that research into the origins and intent of the Al-Anon Declaration was needed before a decision could be made.

Committee members agreed that stories should not be blended and presented as those of one individual. However, after extensive discussion, the consensus was that the real problem was calling the blended sharings, "personal stories," implying that each was the story of one person. The committee suggested that it would be more accurate to identify Part Two of *How Al-Anon Works* as "Reflections of Our Fellowship," and to include an explanation that the stories may be composite reflections of the experience, strength and hope of several members.



**Al-Anon is
for Gays
and Lesbians**

AL-ANON FAMILY GROUPS
for families & friends of alcoholics

The committee agreed that the book, *Al-Anon Faces Alcoholism* (B-1), needs extensive revision and presented a motion to the Conference to grant conceptual approval to revise the book.

Discussion followed on the Conference floor on how the book had served the membership and others. After 30 years, much of it is outdated. Members suggested that most people, especially today's professionals, are not interested in reading material from the 1960s. Material must be

current, especially if the book is targeted to professionals. A member suggested that a new book with a new title be considered; revisions tend to be confusing to the fellowship. Others noted that a significant amount of literature already exists and that members should be encouraged to use what we now have. Still others felt that this book assisted their recovery and should not be revised. Following this discussion, the Literature Committee's motion was defeated.

PUBLIC INFORMATION REPORTBACK

The committee reviewed the new Canadian, American, and Spanish Al-Anon and Alateen PSAs. Upon completion, the radio and television PSAs will be distributed by the new Public Outreach Director. The Conference members were treated to a special viewing of the PSAs. PSAs will cost \$25 once they become available.

The committee viewed a PSA produced by Lisa Brokaw of Capital Records in Nashville. She contacted the office and said she wanted to make a PSA for Al-Anon. Discussion was whether or not Lisa Brokaw's PSA was promotion. Members shared that Al-Anon provides information on our purpose to anyone who asks. They, in turn, take that information and do what they will—they can talk about Al-Anon, but Al-Anon cannot talk about or promote them—this is the nature of PI work. It was clarified that the Lisa Brokaw PSA was being shown at the Conference so that the delegates would be informed about what is happening in PI.

Copies of the new posters were distributed to Conference members. The announcement flyers are in the final stages of

production and will be distributed to the LDCs and the fellowship.

The committee reviewed the 1996-97 PI calendar and discussed incorporating "The Joys of Service" and goals two and four of the Five-Year Plan, along with ways to evaluate and receive feedback to determine the PI calendar's effectiveness as a PI service tool.

Plans for the new senior leaflet are currently on hold until more sharings are received. A flyer, which includes an order form, is in the development stages as a follow-up to PI outreach efforts through the March issue of *The Forum*; it will include an order form. Back issues of the March *Forum* will be sold at 100 copies for \$5.

A brainstorming session was held to find ways to improve communication between the delegates, area assemblies, coordinators, districts, and the WSO.

It was agreed that the delegates are the key to keeping open the lines of communication. We need to let the area coordinators know that they may form committees to assist them so that they know they don't have to do it alone.

Marion W.,
Chairperson

Carole K.,
Administrator

Check it out!

☐ DO YOU HAVE A PARENT, FRIEND OR RELATIVE WHOSE DRINKING UPSETS YOU?

☐ DO YOU KEEP YOUR HOME LIFE A SECRET FROM YOUR FRIENDS?

☐ DO YOU THINK NO ONE UNDERSTANDS?

☐ THERE ARE TEENAGERS WHO UNDERSTAND:

☒ CALL **ALATEEN**

AL-ANON FAMILY GROUP HEADQUARTERS, INC.
Help for the families and friends of alcoholics
1600 Lakeside • Lakeside, Pennsylvania
Lapworth Building • New York, New York
1-800-356-9996

Check it out!

☐ DO YOU WORRY ABOUT SOMEONE ELSE'S DRINKING?

☐ ARE FAMILY PLANS OFTEN DELAYED OR DISRUPTED?

☐ DO YOU THINK IF THE DRINKER LOVED YOU THE DRINKING WOULD STOP?

☐ DO YOU OFTEN FEEL ANGRY AND ALONE.... THAT NO ONE UNDERSTANDS?

☐ THERE ARE PEOPLE WHO UNDERSTAND:

☒ CALL **AL-ANON**

AL-ANON FAMILY GROUP HEADQUARTERS, INC.
Help for the families and friends of alcoholics
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1-800-356-9996

STANDING COMMITTEES II

Under the new structure, Delegates were assigned or reassigned to five Standing Committees. Rita McC., Conference Administrator, announced the Standing Committee II appointments.

COMMITTEE	Panel 34 (1994-96)	Panel 35 (1995-97)	Panel 36 (1996-98)
Admissions/ Handbook	Geneva B. IL (N) Mary Ruth R. TN Mary D. TX(W) Rita McG. CA(S)	Penny R. WA Kitty S. AL Roger C. ALB/NWT Carole M. NJ	Annie A. UT Betty W. NFL/LAB Pat D. LA
Conference Committee on Trustees	Barbara McL. OH Caroline O'M. RI Melody G. MD/DC Lucy J. ONT.(S) Keo O'R. KS	Luz N. AZ Kay J. MT Colleen R. MN(N)	Bob B. ID Judy D. WY Jan R. AR
Group Services	Jennie H. FL(S) Elaine L. DE Karen W. MAN Bonnie M-C. TX(E)	Joanne B. WI Patty C. ND Vicki L. WV Genevieve B. ATL PROV	Bobby S. SC Donna V. IA Juanita C. IL(S) Marjorie LeB. NH
Literature I	Art B. CA(N) Susan E. HI Denise G. QUE(W) Sherry B. NY(N)	Juanita P. VA Barbara A. GA John H. MA	Joan V. CT Marie D. ME Loretta F. SD Douglas J. NV
Literature II	Eileen McD. IN Madeleine P. FL(N) Michelle L. MI	Kay B. OK Michelle M. CO Madeline J. MS Ann D. QUE(E)	Pamela H. NY(S) Dolores R. NM Ben R. SASK Valerie B. AK
Public Outreach	Mariellyn K. MN(S) Mary Etta M. KY Jean T. PA	Rose J. BC/YUKON Joan D. NC Joan C. VT Shirley L. OR	Cieni P. PR Margerite St.G. NE Lucy A. ONT(N) Mary Paula H. MO

ADMISSIONS/HANDBOOK REPORTBACK

Helen R.,
Chairperson

Susan A.,
*Associate Director,
Membership
Outreach/Conference*

Susan A. gave the Admissions/Handbook Committee Report back. There was a motion to clarify the wording of "Delegates' Equalized Expenses" on page 116 of the 1995-96 *Al-Anon/Alateen Service Manual*, "World Service Handbook". Following an amendment to the motion, the Conference members approved the committee's request.

The second agenda item was a review of the chart on page 98 of the "World Service Handbook." The committee decided to conduct an ongoing review of the chart in anticipation of approval of the new structure following the three-year trial period.

FELLOWSHIP COMMUNICATION REPORTBACK

.....

The two Literature Committees met for a session on problem solving. The delegate members provided input on how the two committees will function in the future and the need for continuous dialogue.

The committees agreed to study all aspects of *Al-Anon Faces Alcoholism* (B-1) and will obtain input from Public Outreach on the need for material for professionals. The committees anticipate coming back to the 1997 WSC with a proposal on what to do or not do with the book.

Committee members were asked to describe, in writing, how they review material so that clear guidelines for reviewing CAL can be developed.

In response to the request from the Alateen Committee, the Fellowship Communication Committees considered requesting conceptual approval for the development of a new Alateen daily reader. Both committees unanimously endorsed the development of this project, which would produce a book that addresses the issues facing teens today. Members envision this piece as containing

drawings and sharings from members in a variety of age groups and addressing current issues, including topics for adult children, siblings, and other family members with drinking problems. The Conference voted to grant conceptual approval for a new Alateen daily reader.

The committee supports the Board of Trustees' motion halting any blending to create personal stories. The committee suggested that the manuscript *Twelve/Twelve* (working title) be returned to the writer/editor so that blended stories might be removed. Members acknowledged that this may delay production and increase costs.

The committee received a request to make "Keep Coming Back" a slogan.

The final topic for presentation was in the form of a motion to have a one-time reprint of the *Twelve Traditions Illustrated*. The committee shared that an increased interest in the piece has developed and that this one-time reprint will meet the needs of the fellowship. The Conference approved the committee's motion.

Caryn J.,
Director

GROUP SERVICES REPORTBACK

.....

The charter meeting of the Group Services Committee, with delegate members, discussed the origin of the committee and how it encompasses Archives, Alateen, Institutions, and Group Records. In response to an Ask-it-Basket question regarding the feasibility of having an Al-Anon Adult Children Advisory Committee, Group Services responded that the needs of Al-Anon adult children are expressed through the Group Services Committee delegate members.

Draft guidelines for the Group Services Committee were approved with revisions. All members will receive samples of proposed new group packets for their

review. Chairpersons for the Alateen and Archives Advisory Committees will be announced at the Board's annual meeting.

Unanimous consensus was reached that the committee would like to have Alateen representation at the World Service Conference. This suggestion will be sent to the Alateen Advisory Committee for consideration.

The committee approved the concept of the "Joy of Service" leaflets for GRs, DRs, delegates, etc. and asked for similar leaflets for group service positions. Recommendations were studied to improve the link with Al-Anon information services.

Sandra F.,
Director

Bobby S., SC
Reporter

PUBLIC OUTREACH REPORTBACK

Phyllis M.,
Director

The committee convened for its first meeting. The importance and timeliness of delegate member participation and feedback was discussed in light of the media's short deadlines. Delegate members were asked to complete and return a new Contact Form.

The goals and focus of the Public Outreach Service were explained with a reminder that the areas will retain their current structure during the three-year trial period.

The PI, CPC and Institutions chairpersons and administrators reviewed works in

progress to apprise the delegates of current projects and possible incorporation into new outreach efforts.

A brainstorming session focusing on targeted audiences (associations, classifications of professionals, ethnic groups, etc.) was held, and priorities were selected. The committee addressed how to develop a targeted audience as it related to the media, public information, CPC, and institutions. A public outreach plan will be compiled for committee review; the plan should be finished by July 1996.

CONFERENCE SITE REPORT

Skip L.,
Chairperson

Rita McC.,
Staff Administrator

Plans for the 1997 World Service Conference have been in the works for a long time. Fitting the Conference into an entirely new area has been a challenge.

Sites were explored in Norfolk, Williamsburg and Virginia Beach, both independently and through the Visitor and Convention Bureaus. Each location was anxious to have Al-Anon hold their first World Service Conference at their location. However, there were not as many choices of locations as were available in the New York metropolitan area, either because of our needs for a large general session room, number of breakouts, banquet space, or pricing.

A final decision was made to hold the 1997 World Service Conference at the Sheraton Inn Oceanfront Hotel, Virginia Beach, VA from April 13-17, 1997.

We will exchange the springtime splendor of New York for the breathtaking oceanfront site. As stated last year, it is virtually impossible to find the perfect meeting site, but it has been possible to find a site that meets our meeting, sleeping and banquet needs and still be in proximity to an international airport while keeping within our projected budget and equalized expense costs. The site chosen is also in proximity to our new home at Corporate Landing in Virginia Beach.

TREASURER'S REPORT

1995 Financial Report

Income from operations totaled \$4,130,400 in 1995, about \$78,600 (1.9 percent) less than anticipated. Expenses for the year were \$4,491,100, \$3,100 above projections. As a result, the General Fund experienced a loss of \$360,700 as compared to a projected loss of \$279,000.

A gross profit of \$3,040,100 was realized on literature sales, about \$34,000 less than expected. While sales exceeded projections by \$20,000, increases in paper costs rose sharply, causing a decline in gross profit from literature sales.

Contribution receipts continued to decline, with receipts of \$738,100 versus a budget of \$770,000. Contributions reached a peak of \$1,043,200 in 1991 and have declined by \$305,100 (29.2 percent) since.

Forum subscription income totaled \$328,700, \$11,300 less than anticipated. The subscription base of 32,700 at year end compared with a base of 44,200 at the beginning of the year.

Investment income of \$23,500 was earned in 1995.

Total expense of \$4,491,100 includes a charge of \$92,600 for post-retirement health care benefits not included in our budget projections. Labor costs, excluding the above health care adjustment, were \$26,500 less than expected.

For 1995 our organization was required to account for health care benefits for

future retirees. In addition to the \$92,600 expense for 1995, a cost of \$255,093 was recorded on the books to cover charges incurred prior to 1995.

Other operating expenses were generally below budget—building occupancy (by \$14,000), postage (\$34,000), office services and expenses (\$15,000). Some line items exceeded projections—travel and meetings (by \$12,000), and other printing (\$12,000); the latter due to a heavy demand for the new Institutions and CPC complimentary literature pieces.

The Relocation Fund incurred charges of \$759,356 during the year, including an accrual of \$600,000 to cover expected severance pay costs.

As of December 31, 1995 the World Service Office had total assets of \$9,556,032 and liabilities of \$4,596,359, leaving a net fund balance of \$4,959,674 distributed between three funds—General, Reserve and Building.

The Reserve Fund had a balance of \$3,913,063 at year end. The actual market value of Fund investments was about \$707,000 higher than the cost value. A significant share of Reserve Fund assets is expected to be used in the office relocation to Virginia in 1996.

The Building Fund was established in 1995 to record the purchase of the headquarters office.

A motion was made and seconded that the 1995 Auditor's Report be accepted.

Don C.,
Treasurer

Richard Keilly,
(Nonmember)
Business Manager

1996 Budget Report

A loss of \$266,000 is anticipated for 1996. Income is expected to total \$3,991,000 with \$2,896,000 or 73 percent derived from the sale of literature. Projected literature sales of \$3,807,000 are 4.4 percent below the 1995 results. Two new books, an Alateen recovery book and a *Twelve/Twelve/Twelve* (working title) book will be published in 1996 and are expected to produce sales of \$55,000 and \$100,000 respectively. The gross profit earned on literature is estimated at 76.1 percent, slightly below the 1995 figure.

Anticipated *Forum* subscription income of \$300,000 is \$28,700 less than in 1995. The magazine returned to monthly mailing in January and was expanded to include service materials beginning in May. Al-

though the expected increase in the subscriber base will generate additional income, the full income effect will not be realized until 1997 as subscriptions are fulfilled.

Projected interest income of \$25,000 is slightly higher than in 1995. Contributions of \$770,000 are \$32,000 over 1995 receipts.

Projected total expenses for 1996 of \$4,257,000 are \$141,000 less than in 1995 after excluding the post-retirement health benefit adjustment. Fifty-seven percent of our operating expense budget of \$4,050,000 is consumed by labor costs of \$2,314,000. Salaries, for New York employees include a 3 percent cost of living allowance (COLA).

Occupancy expenses include New York City and Virginia Beach components. The Virginia Beach component includes charges for depreciation and mortgage loan interest at approximately 6 percent.

Don C.,
Treasurer

Richard Keilly,
(Nonmember)
Business Manager

Forum postage costs reflect the return to monthly mailings in 1996. Stationery and supplies include the effects of paper price increases and new supplies due to the relocation. Repairs and maintenance expenses should be lower as new equipment will be covered under warranties. Travel and meeting costs should decline because of lower hotel costs in Virginia. Forum printing costs include a worldwide mailing of the new Forum magazine. Other printing costs will decline; 1995 figures include printing of new handbooks for the fellowship. Direct Conference costs include expenses for new employees to attend their initial Conference. National Public Information Canada (NPIC) will add an 800 number in 1996 at a cost of \$6,300 (Canadian). Insurance expenses reflect the expected costs for the new building and equipment.

Non-operating expenses include a charge of \$13,000 for the CPC Survey and \$18,000 for the ongoing PSA/PI Campaign. Of that figure, \$10,000 represents a contingency to allow the Public Information department to respond quickly to opportunities to spread our message effectively. This reinstates a practice that had been discontinued in the past two years.

Questions focused on the downward bell curve trend of the budget. The committee shared their expectation that contributions, literature sales, and Forum subscriptions should improve once things settle down in Virginia. If they don't, further expense reductions will be explored. Following the question and answer period, Conference members presented the WSO with contributions in support of the relocation of the office and the worldwide work of Al-Anon. A motion, to approve the 1996 Budget carried.

NATIONAL PUBLIC INFORMATION CANADA (NPIC) REPORT

Patricia A.,
Chairperson

Ellen D.,
Administrator

Georgette G.,
NPIC Office Manager

The National Public Information Canada is a subcommittee of the CPC Committee. Eight professionals were sent *Al-Anon Faces Alcoholism* and were asked to write an article for the book's next printing.

The 1996 annual mailing of *Al-Anon Speaks Out Canadian Bulletin* to 7,387 professionals was completed at the end of February. It included a copy of the reprint, *Domestic Violence* and the *Fact Sheet for Professionals*. In answer to this mailing, NPIC responded to 265 requests for more *Domestic Violence* reprints, and 53 requests for an Al-Anon contact were redirected to local PI or CPC coordinators.

Four thousand five hundred copies of the 1996 *Al-Anon Speaks Out Canadian Bulletin* were mailed to all PI and CPC Coordinators and to all Canadian literature distribution centers. Thirty-three calls were received by the NPIC 800 number, which is 1-800-714-7498. The Al-Anon intergroup in Geneva, Switzerland contacted NPIC for information on TV PSAs. A packet was sent to them, including the French TV PSAs, the French video of *Alateen Tells It Like It Is*, and guidelines for the media.

A new fax machine was purchased for the office and the fax number is 613-722-6020.

THE FORUM PRESENTATION/REPORTBACK

Connie D.,
Chairperson

Fran M.,
Administrator

Fran M. could not attend the 1996 World Service Conference due to an accident that injured her back and shoulder. Fran was in everyone's thoughts for a very speedy recovery.

With much flair and fanfare, the newly-designed and expanded format of *The Forum* was on display. Committee members brought the new sections of *The Forum* to life as each paraded across the stage and announced themselves to the Conference.

"We're All Ears" introduces WSO staff through interviews; future issues will focus on members who serve. The May issue features answers to "What you always wanted to know about Ric B., Executive Director in Training, but were afraid to ask!" The new *Forum* unfolds to reveal other new sections, "The Lighter Side," a place for fellowship humor, and "Talk to Each Other," a section in which members can voice their concerns about the pro-

gram. A letter regarding the Lord's Prayer was featured in "Talk To Each Other" with a reprint of Margaret D.'s article from *Forum Favorites* relating to this topic.

The "Top Ten Ways to Use *The Forum*" were announced. Suggestions included reading it in the doctor's office while 25 people are coughing on you, or reading it whenever you need a meeting (you know, when the alcoholic tells you, "I asked for two eggs, one sunnyside up and the other over easy. You made the wrong one sunnyside up!")

The Forum Committee Emcee brought the presentation to a close by announcing, "You've heard the show, now get your dough!" To start the group off, a complimentary subscription was given to one lucky winner, Rose J., BC/Yukon; the other Conference members were treated to a complimentary issue of the newly expanded May 1996 *Forum*. It was made even more special as Conference members realized one of their very own delegates' sharing was included as a tribute to her sponsor.

The WSO's new Director of Fellowship Communications, Caryn J., was introduced and said, "I have no voice or vote at this Conference, so you'll hear from me next year!"

Connie D. reported that *The Forum* Editorial Committee submitted a motion to the Board to retain the existing committee until such time as a new committee is in place in Virginia.

The Policy Committee also approved the recommendation of the Publications Committee, on a one-year trial basis, for *The Forum* Editorial Committee to select and designate in the magazine up to three published features/articles per month that can be printed on the Internet (e.g., calendar, Round Table Topics, Alateen Page, etc.).

The committee drafted new guidelines based on the following comments from the Executive Director in Training: The committee will oversee the magazine content and make suggestions to the Fellowship Communication Director. There will be no Publications Committee in the new structure. The main responsibility of the *Forum* Advisory Committee is to

insure magazine content adheres to Al-Anon principles; they are the guardians of magazine policy. The committee will also review "Inside Al-Anon" articles for consistency with the Al-Anon philosophy/message; and initiate/review proposed reader surveys and evaluate results. Controversy is okay; *The Forum* will include positive and negative sides of controversy. Guidelines will be completed next quarter.

The May 1996 issue contained noteworthy features: a Guest Editorial by Myrna H., titled "An Affectionate Farewell," in which Myrna reveals some of the heartwarming experiences she has had over the years at the WSO. She is happy to give others a chance now and move on, "soaring to new heights." The lead article featured information about *The Forum* as a means of communicating recovery stories. Another article highlighted our new home in Virginia, the new address/telephone number, as well as a farewell from the administrators who are staying behind. Also included were Serena T., what's new in Al-Anon and information about the Internet.

It was noted that there have been a number of subscriber complaints about not receiving renewal notices. The problem may have been that the subscriber did not realize the renewal notice was in the same outer envelope with *The Forum*. The problem was resolved by having the words, "Renewal/Final Notice enclosed with this issue" printed on the outer envelope.

In the February 1996 issue, we printed two members' opinions regarding questions in the Service Plan—"Why has Al-Anon stopped growing?" and "Why is the distribution of our literature dwindling?" Eleven responses were received, nine in rebuttal to the letters and two in support; both sides will be printed in the June 1996 issue.

Conference members discussed the pros and cons of the inclusion of *Inside Al-Anon* in the pages of *The Forum*. Some were concerned that this free information vehicle for the groups would be lost. Members were reminded that *Inside Al-Anon Xtra* would serve as a timely vehicle for calendar events and similar items of interest.



INSIDE AL-ANON

Pat B.,
Chairperson

Sandra F.,
Deputy Executive Director

Inside Al-Anon said good-bye in its current form as it consolidates with *The Forum*; the last two issues, April/May and June/July are being readied for publication. The Conference issue, in draft form, will be mailed to all delegates during the week following the Conference.

The new *Inside Al-Anon Xtra*, which will

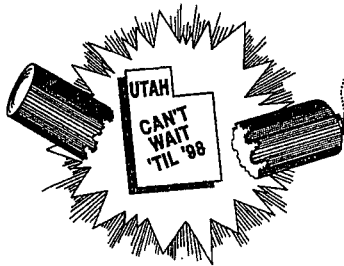
supplement the information contained in *The Forum*, is being developed by the Fellowship Communications team. A contest for naming the new publication resulted in 50 responses. The winner will receive a free subscription to *The Forum*. All those who responded received a free copy of *The Forum*.

INTERNATIONAL CONVENTION

Myrna H.,
Chairperson

Mary Ann K.,
Coordinator

Carole K.,
Co-Coordinator



1998 Al-Anon/Alateen International

The Salt Lake City, Al-Anon Host Committee for Al-Anon's International Convention July 2-5, 1998, presented a package of material, including unofficial estimated costs, to each Conference member. The registration fee for the 1998 Conference will be announced at the 1997 World Service Conference. Conference members were encouraged to wait until September of 1997 to obtain their housing through the registration process. A groupwide mailing in September 1997 will begin the registration/housing and speaker volunteer process. Areas were encouraged to sponsor a hospitality suite or to team with other areas so that a hospitality suite exists at each of the downtown hotels surrounding the conven-

tion center. Members were provided information on the types of hospitality suites available.

Al-Anon members are asked to wait for the official registration form to make hotel reservations to ensure that Al-Anon builds a credible history with the hotel industry.

Members were shown a promotional video on the Salt Lake City area to promote interest in Al-Anon's First International Convention with AA Participation. The video included a look at the site and the various accommodations that will be available to all Al-Anon members from around the world as we plan to "meet in the mountains." A copy of the video was given to each delegate to act as ambassador for the '98 Convention.

INTERNATIONAL COORDINATION PRESENTATION/REPORTBACK

Margaret G.,
Chairperson

Mary Ann K.,
Administrator

The committee delivered its message during a three-part presentation. The first part focused on the translation order form that contains information about Al-Anon literature in other languages. Members can learn more about Al-Anon internationally just by reading it. For example, the address listed below Iceland indicates that they are developed enough as a structure to reprint Al-Anon literature in their language. Looking at German and Finnish indicates these are countries that have General Service Offices.

An asterisk (*) shows that there is no address because all these literature pieces are generated and printed at the WSO. It is the committee's hope that, in time, litera-

ture will be reprinted by members in those countries once they have enough groups and have service members able to organize the groups.

The Conference members were asked to discuss with the person sitting next to them, ideas on how the translation order form and the translated literature can be used in the U.S. and Canada. Conference members shared some wonderful ideas: Give the literature and the order form to international student organizations at the local university; prisons; immigration offices; welfare offices; community colleges that teach English as a second language, and to all denominations of churches and synagogues who do work locally and

overseas. Since the horse racing industry has many foreign investors, leave literature at the racetrack; supply refugee houses within communities; put one of the translated books in the library; give to social clubs for diverse populations', senior center's, cultural art pavilions; embassies, and police departments. Foreign embassies would be a great place to deliver the message; other possible distribution sites include: veterans' hospitals, Red Cross offices, the Peace Corps, Vista volunteers, or the Head-Start Program. Families with overseas relatives are a valuable way to share Al-Anon, as well as hotels who serve worldwide travelers.

A quick quiz based on the Annual Report was the next order of business. Conference members were asked the following questions: (1) What country was approached by Blockbuster Video to put the *Al-Anon Speaks for Itself* video in their stores? (Australia); (2) What does IAGSM stand for? (International Al-Anon General Services Meeting); (3) Where will the IAGSM be held in 1997? (Virginia Beach); (4) What country was given a \$2100 loan to reprint for the very first time? (Israel); (5) What country was given permission to print literature for the very first time? (Lithuania); (6) What countries are helping Cuba? (Mexico and Spain); (7) What country held its first National Service Conference in 1995? (Italy).

The reward for knowing the answers to the questions is worldwide knowledge—knowledge that Al-Anon is alive and well in other places around the world, and knowledge that you and those who supported you are responsible for the spread of the program.

The final part of the program was an update on Al-Anon growth in Russia. Mary Ann K. explained that there are now 88 groups in Russia, but help is still needed to ensure continued growth. As she noted, "We typically get excited about something new, a new relationship or a new project. As I wondered what I could say to you that's different, the phone rang. A woman I had spoken to many times told me she was going back to Russia for the seventh time to carry the message. The message was clear: so many energetic people were spending their own money to go to faraway places to spread Al-Anon's word. That same enthusiasm is needed now to help provide

these groups with the literature and funds that they so desperately need."

Areas were encouraged to be a part of the Adopt-a-Russian Group Program, which will continue for another two years. Although there are people in Russia who would like to reprint literature, the current feeling is that they may not put the money back into the program. The WSO decided not to give permission to any one person until they are certain that an entity will put the proceeds into service. The hope is that a leader will emerge and organize in such a way that permission could be granted to print literature. "We want to give that responsibility away like we have in other countries" Mary Ann K. commented.

A 16-year-old Russian girl shared in a letter: "A year ago I received a parcel with various literature. I reread it so many times and every time I was astonished by the truthfulness and righteousness. My father drinks and I think of nothing every night but what condition my father will come home. I'm only 16 and sick of it. I find out that the Al-Anon literature helps; it makes my soul brighter. I give it to a girlfriend who lives in the same condition. My mother became desperate; after reading the literature, the spirit put her on her feet. Please send more if you have it. The literature helps in crisis moments and desperate times. I keep it on my table."

When an area adopts a group, they receive adoption papers, and the Russian group receives a map of the U.S. and Canada with the area supporting them marked off. Areas who are already participating in the program can adopt a second group. When they order literature from the WSO, the office will divide the order and send it to both groups.

The International Coordination Committee is also in need of translators or persons willing to review a translation for all languages. General discussion centered on how some Russian groups may not be able to correspond with the American area supporting them because of the high cost of postage and potential for theft of the literature before it even reaches the groups. A suggestion was made to have the WSO communicate some of these factors to the areas so they can understand the process fully. AA continues as one of Al-Anon's strongest supporters of Al-Anon overseas.



**AL-ANON/ALATEEN
CONFERENCE-APPROVED
LITERATURE
IN TRANSLATIONS**

OVERSEAS REPRESENTATIVE SHARING

Pia F.,
Sweden

I have the most loving Al-Anon greetings from the Swedish Al-Anons to all of you.

In 1966, a woman and her husband moved to Sweden where there were no Al-Anon groups. The husband, known as the Flying Dutchman, flew to AA meetings in Stockholm. The wife and another woman formed an Al-Anon group, and the two worked the program the best they could. A third woman was inspired by a German Al-Anon member to start a group in her hometown. After a while, the AA husbands threatened to quit going to AA if the wives kept going to Al-Anon, and that was the end of the group. The first group to register with the WSO was formed in Stockholm in 1979, inspired by a Finnish Al-Anon group.

Great changes and development began when hundreds of Swedish alcoholics traveled to the United States for treatment based on the Twelve Step program, and people were referred to AA and Al-Anon. Al-Anon groups were started at a rapid speed all over Sweden. In two years, 14 groups increased to 60.

Al-Anon formed a service office in Stockholm in a tiny room with a telephone, some tables, chairs, and cupboards. We are very grateful for those industrious Al-Anon charter members and their efforts to organize the structure in Sweden. They made it possible to edit a newsletter named *Al-Anon kontakt* (*In Touch With Al-Anon*), to distribute and maintain a national meeting list, to register new groups, and to distribute Al-Anon literature.

In September 1987, we had our first structured service meeting. All known group representatives were invited; 16 came, inspiring service work.

In 1988, a Literature Committee and an Economic Committee were formed, and two international delegates were elected to represent Sweden at the IAGSM in London. There were 85 Al-Anon groups (including one Finnish-speaking group and six Alateen groups). The need for a structure became more and more urgent.

In 1991 we held our first National Service Conference during which the

Board of Trustees was formed.

The next year, 175 groups were registered, and Sweden was divided into four regions. A staff member was employed eight hours a week at the General Service Office. The areas in every region were to elect their regional delegate who serves as a member of the Board of Trustees. In cooperation with AA's National Convention, the First Al-Anon National Convention was held in Gothenburg. The international delegates participated at the IAGSM in Stamford, CT where they attended a meeting for the Nordic delegates.

Sweden's attendance at a Nordic AA/Al-Anon Convention was prompted by our good communication with others in the fellowship in the Nordic countries. At this occasion we were happy to present a new book in translation, Alateen—*Hope for Children of Alcoholics*.

A representative was sent to the Norwegian National Service Conference in Bergen. *One Day At a Time In Al-Anon* (*En Dag i Taget i Al-Anon*), was printed this summer. The income from ODAT made it possible for us to employ one person part-time for 20 hours a week at the GSO in Stockholm. There was a National AA Convention in Uppsala, and Al-Anon was invited to participate. The international delegates participated at the IAGSM in Bruxelles, Belgium.

The international delegates visited the Nordic AA convention, which was held this year in Copenhagen, Denmark. There are active Al-Anon groups in Denmark, but no functioning GSO. The purpose of the visit was to establish contact between our two countries and to make way for a meeting with the Nordic international delegates between IAGSMs.

Today we have a total of 197 Al-Anon groups, including 20 Alateen and 11 adult children groups. CAL recovery publications and service materials in translation include 37 items. For the first time, we have a representative at the World Service Conference. Our Sixth Annual National Service Conference will be held on April 20-21 in Stockholm. I will have much to share with them as I give a report of my World Service Conference experience.

WORKSHOPS: *TIMELY TOPICS*

Those issues not discussed as timely topics by the full Conference membership were referred to workshops with a reportback to the WSC.

- Relative to publishing literature and whether we are just trying to generate income, members felt that we publish literature to meet the needs of the fellowship and to keep us self-supporting so that to Al-Anon can do its World Service work. Literature needs to change as society changes, as demonstrated during the Bell Curve presentation. The Conference approves the production of new literature to meet the fellowship's requirements. Our literature is unifying, and we need to address current issues and lifestyles through the publications. We need to teach our fellowship how to use our literature to maximize its benefits. It was shared that the new Fellowship Communications department may create a series of fellowship classics. On a similar topic, a workshop addressed whether we are softening our literature and diluting it with non-Al-Anon words. The group responded that there are no non-Al-Anon words; there are only new Al-Anon words. The CAL review process screens for jargon and regionalism but includes current words. The newer literature does shy away from direct discussions of the "disease." Recovery literature is a reflection of the membership, and perhaps the service pieces could be more specific. In response to the question on whether the WSO dictates too much and does not provide enough service, it was felt that the fellowship is too dependent on the WSO to provide ideas, answers and literature. Group-conscience decisions are made at the Conference; however the groups retain the ultimate responsibility and authority.
- Relative to area information services' financial concerns, it was explained that we need less competition and more cooperation. We need better financial management, office management with checks and balances. The WSO was encouraged to look at how the AISs fit into the structure and whether changes should be made. Many delegate members reported problems; questionnaires to the LDCs were a good beginning.
- The tone of the Ask-it-Basket and the way answers were given was a concern.

The WSC has accepted the Ask-it-Basket procedure, which is to have answers reviewed by a committee of staff, trustee, and delegate members. A suggestion was made to include an Ask-it-Basket committee breakout during the Timely Topics session. Another suggestion was to be careful with tone when presenting the Ask-it-Basket at the area in voice or in print.

- Addressing sponsorship, members shared that we need to hold workshops and meetings on sponsorship. Some long-time members are overloaded, and newer members fear rejection. Temporary or designated sponsorship and adopting someone is not used enough. Let others get to know you.
- Regarding what delegates need and want to be more effective, the workshop attendees felt that delegates needed to take time for themselves. They need area support and the ability to say no to unreasonable requests. They need to remain members of the worldwide fellowship and not sit on a pedestal. Other topics focused on increasing service work, sponsorship and motivation.
- A concern was expressed over the lack of delegate participation in the new structure. The workshop felt that the delegates are, in fact, included in the new structure and that we all need to give it some time to work. Next year, we can better judge the plan. The new structure has checks and balances built into it.
- On how to support a group decision fully, it was suggested that the issue be thoroughly discussed in the open to ensure a well-informed group. Once the group conscience is reached, the group needs to abide by its decision, and a provision for a minority appeal should be included so that the issue can be brought back at a later date.
- Encouraging cooperation with AA was assigned to one workshop. Members shared that cooperation needs to begin with us to develop such a spirit. Encourage areas to look at our guidelines and AA's guidelines for mutual cooperation. List AA meetings that are held at the same time as Al-Anon's, and ask AA to do the same. Hold joint events in the areas, and get back to basics. Are we trying to be everything to everyone and getting away from our primary purpose? The workshop group felt that it is critical to bring the focus back to alcoholism



when we share. We need to always remember the newcomer. We need to always remember how we use the tools of the program to help.

- Suggestions to get more Alateen participation included the following use the Internet; Produce PSAs for MTV; encourage people to co-sponsor Alateen groups; have training workshops for sponsors, and support Alateen sponsors.
- A discussion on variations of electing and voting practices suggested that most areas follow the Handbook; questions can arise if the Handbook is not followed, and individual by-laws can be used to explain differences.
- Ways to motivate members at all levels focused on encouraging rather than directing; handling members with respect and love; helping sponsees begin their service positions with the basics. Motivation begins with each

member by staying open-minded and enthusiastic. Inform people of job descriptions; pass on what you know; share positive experiences, and look for replacements for your position as soon as you get elected.

- Responding to the question about where all the leaders have gone, the members suggested that some leaders may become disillusioned or burned out, while others may not be able to relate to younger members. Options were explored regarding past delegates and how best to use their knowledge and experience.
- Suggestions were shared on what to do when funds turn up missing. Try to get the individual to bring the funds back; switch to two or three signatures on a check, and have the treasurer bonded, if possible; audit the books annually, and ask each candidate if they are bondable.

WORKSHOPS: LEADERSHIP/COMMUNICATION

Helen R.,
Board of Trustees

Pat A.,
Board of Trustees

Communication Makes Good Leaders ... Good Leaders Communicate

A workshop was developed in which Conference members were provided with details of a story that prompted group discussion and a new way to look at themselves and how they interact/communicate with others in group settings.

Members met in small groups before going to their assigned workshop. They then compiled their thoughts and reported back to the full Conference body on the three questions.

1. What did I learn about myself?

Problem-solving, compromise, and an increased open-mindedness were common sharings. Others included willingness to listen to others' opinions and ideas; support for the majority opinion even when different; forgiveness; fear of confrontation; flexibility; not judging others attitude; assertiveness and comfort in expressing opinions; willingness to encourage ideas; resistance and avoidance; controlling or assuming leadership to effect an outcome; influencing or changing an outcome due to group size; seeing many sides to a story and truth in the middle; fear of participation and acceptance; a need to belong.

2. Could this insight make a difference in how I handle rotation, ownership of property and contributions?

Members expressed that they learned that all information is needed before a

decision can be made, that we all need to be willing to listen to ideas and varying perspectives with an open mind, and to support the majority opinion on a decision is reached. Other insights are that consensus is critical as are principles above personalities; rotation is change, and change is exciting; it is important to apply trial periods; in rotation the ideas are primary, not the egos; prejudices exist, and opinions may change; avoiding assumptions greatly improves flexibility; communication creates change; trust the process; information brings an acceptance of concepts and principles; trust is a requirement; there is more than one way to do a job; allow freedom in service.

3. Describe a situation in your area that needs resolution. How would you handle it differently?

When area officers want to control, use the area group conscience, and brainstorming for solutions. Relative to a review of district boundaries, the former approach would be by directive. [This new approach suggests putting things on hold, getting more information (other areas may already have guidelines); discussing and making a well-informed decision; forming ad hoc committees to let people discover whether a problem exists and developing a solution that includes others' ideas.] In other situations, open vacancies will be posted at the area level to allow people to make their own decisions. When there appears to be

only one solution to a problem, we need to get others to participate. Regarding rigidity in the area, empower the GRs, and let them know there are other ways to handle situations. Members agreed that this workshop would be a valuable problem-solving technique for any situation that

arises and could be used at area world service meetings to create an atmosphere of acceptance to calm an emotional situation.

Conference members were given copies of the story and format to take back to their areas.

OPEN DISCUSSION CHOSEN FROM TIMELY TOPICS

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This is an opportunity for items of interest to be discussed by the Conference as a whole. Topics proposed by Al-Anon members are submitted by each Conference member. Four Open Discussion topics are chosen to be discussed by all members of the Conference. The remaining topics are sent to workshops for discussion and reportback to the Conference. Other questions or issues are answered using the Ask-it-Basket process.

Last year, some topics sent to workshops had only one or two votes, and it was suggested that they be dropped. This Conference agreed, by consensus, that topics receiving less than five votes would be dropped and not sent to workshops; rather, they would be handled either as an Ask-it-Basket question or answered in another way.

In past years, chairpersons for the Timely Topics sessions were selected from those who submitted the topic for discussion. A suggestion was made to have someone other than the person who submitted the question to act as moderator. The Conference agreed by consensus.

Technology

Moderator: Mary Paula H., MO

The pros and cons of on-line meetings and the Al-Anon home page on the Internet were discussed. Members agreed that the home page was a tremendous vehicle for spreading the message of Al-Anon recovery. On-line meetings may eliminate the face-to-face contact between members, and we should proceed carefully with this powerful tool. Others shared that this vehicle would be a tremendous asset to lone members or those who cannot get to meetings. We need to share Al-Anon with as many people as we can reach, and our goal is to serve all members. Our focus should be on how best to ensure that Al-Anon remains pure and does not get diluted in any way. On-line meetings may be the means to reach potential Alateen

members. Bulletin boards posting meeting schedules and providing Al-Anon's 800 number are great PI tools. Worldwide Al-Anon can come together through the power of technology. Issues expressed relative to cyber-meetings included group self-sufficiency; delegate representation; maintaining confidentiality; breaking the Traditions, and solicitation, etc. The Board of Trustees has approved, on a three-year trial basis, listing these groups, with the eventual goal of registering the Internet groups. More information must be gathered and the issue fully researched in the interim. Members agreed that the on-line meetings appear to be here to stay; we need to understand and address the needs of these members.

Blending vs. Editing of Personal Sharings

Moderator: Dolores R., NM

The idea of blended sharings was to reflect the broadest base of sharings. There was no intent to manipulate the fellowship or to be dishonest. The origin of blended stories was unknown. Literature Committee members explained the process they used to review personal sharings for publication in literature. Conference members felt that personal stories should remain such and that blending one story with another creates fiction. It was also expressed that if blended stories were going to be printed, the membership should be told. Personal stories on the impact of blended sharings were cited along with feelings of betrayal. The Board has instructed the Literature Committee to stop blending stories, and the writers will be told not to make composites or blended sharings.

Dual Membership

Moderator: Patty C., ND

A member wrote to the Policy Committee and asked for a review of the policy and an explanation of the rationale. The committee



responded that a vote had been taken at the WSO two years ago; therefore, the policy would not be reviewed. The committee clarified that in 1991 the WSC denied reconsideration of the interpretation of the policy on dual members. In 1994, a motion to reverse the policy was denied. If this issue was put on the Policy Committee agenda, it would be in conflict with the Conference decision. It was shared that the earlier WSC decision was reached after talking with AA. Members do not have to know who is alcoholic; it is not a qualification for group membership. Some expressed that their area is strongly against the policy against dual members serving but voted to follow the Handbook. It was stressed that we are setting precedence for worldwide Al-Anon and must consider carefully what we are doing. Our focus should be on what AA members can do in Al-Anon, rather than what they cannot. Members felt that the policy does not make sense that an active alcoholic can become an Al-Anon delegate, yet a recovering one cannot; we should not close our doors to anyone who wants to give back to Al-Anon through service. Some shared that the issue is brought up again and again because we are not dealing with it and that the minority voice needs to be heard to ensure that Al-Anon remains Al-Anon; others felt that it has been discussed over and over, and members need to abide by the group conscience decision just as other members have with property purchase. AA's primary purpose is to stay sober; Al-Anon's primary purpose is to help families and friends. We cooperate with AA, but Al-Anon is a separate entity, and we should not bring the disease into Al-Anon. AA has alcoholic and non-alcoholic trustees, and they always have a non-alcoholic board chair—there must be a reason for that. They must be sober six years before they can be delegates in AA.

During a later session of the conference, a motion originating from the floor requested a three-year moratorium on any Conference actions regarding the present dual membership policy to allow the Policy Committee time to review the issue.

It was explained that this three-year period would allow everyone time to talk about the issue and take the emotion out of it.

Members questioned whether the Conference has a right to tell future panels that they can't bring minority opinions to the floor of the WSC. It was explained that future Conferences would have the power to rescind any prior Conference vote.

Part of the Al-Anon process allows for the minority viewpoint to be heard. Although there are no rules in Al-Anon, the dual membership policy appears to be a rule. It is important to bring this issue back to the areas because these members feel they need to be heard. Al-Anon policy provides for the right of appeal and for issues to be brought to the Conference body.

Other members pointed out that this issue had been discussed for many years and that the group conscience, through prior Conference votes, had made their decision. Members need to accept the group conscience decision and move on to other vital issues.

Following the discussion, the Conference voted not to accept the motion to impose a three-year moratorium on the WSC.

A second, similar motion was presented requesting that the Policy Committee and the fellowship reflect and consider what is best for Al-Anon in accordance with our Traditions regarding dual membership in service.

Members shared their thoughts again on the issues being discussed at all levels within the fellowship. The views were reiterated on whether dual members may serve beyond the group level. Some explained that several votes had been taken in recent years because the issue has been a priority and therefore has been reviewed continuously. The opposite view suggested that members are asking the Conference to do something about this issue.

Targeting Minorities

Moderator: Michelle M., CO

Members shared that we all come to Al-Anon because we have been affected by someone else's drinking; the more we illustrate our differences and the more specialized we become, the more we stay in our disease. We need to be creative and innovative to attract more members. While it is important to have special focus meetings for some, we are all still Al-Anon members. Another member shared that a lot of groups were breaking Traditions by being a specialized group. One group took a vote and decided to be a "women only group" and the members asked the men to leave. Al-Anon must be open to all who need it. If a focus allows us to be more open, that's positive. Exclusive groups that avoid the Traditions fail to thrive. If we focus only on special areas, we limit our personal growth in Al-Anon.

The discussion concluded, and the motion did not carry.

POLICY REPORT

During the tone changes review of the Policy Digest, one of the criteria was that all policies be linked to the Traditions whenever possible. In that spirit, the Policy Committee submitted a motion for Conference consideration to amend the text of the 1995-1996 *Al-Anon/Alateen Service Manual*, "Policy Digest" section, under Meetings, Videotaping/Filming, page 65: "In keeping with Tradition Eleven, videotaping/filming at meetings is not recommended." This amendment does not change policy or procedure; it explains the reason for the policy. The WSC approved the motion.

The committee presented the Conference members with Guidelines for a mock policy meeting to share how the WSO resolves questions, concerns and policies, and to give the fellowship a format for

conducting similar discussions and deliberations at the area and district levels.

The Policy Committee held an open meeting to which all Conference members were invited as observers. The Committee considered deleting the paragraph titled "Anonymity in Our Personal Growth," pages 68-69 in the 1995-96 *Al-Anon/Alateen Service Manual*. The suggestion came from an Al-Anon member who felt the paragraph implied that people who use first names only are more humble or spiritual than others.

The Committee discussed the importance of anonymity and reviewed the entire section on anonymity. After lengthy discussion, it was agreed that the section needs reworking and that an ad hoc committee would be formed to study the issue further.

Pat S.,
Chairperson

Sandra F.,
Deputy Executive Director

PUBLICATIONS COMMITTEE REPORTBACK

The special *Forum* offer of \$7 subscriptions for six or more, was successful and brought in 750 subscriptions as of mid-March.

In January 1996 monthly mailing of *The Forum* was resumed. Each group will receive one free copy of the May 1996 issue. The cost of this mailing will be part of the \$25,000 fund allocated for marketing by the Board of Trustees. An additional \$8,000 was allocated for evaluating these promotional efforts.

A \$10 gift certificate will be given to groups sending in five or more subscriptions to the same address. In order to qualify for this promotion, groups need to fill out a short survey to let us know if we are meeting their needs. Groups who are unable to afford a subscription will be sent one for whatever amount they can afford.

The committee chose a new designer for the updated *Forum*. After obtaining bids and meeting with a potential printer to discuss time frames for distribution of the magazine, it was decided to stay with the current printer at this time.

The committee decided book reviews and interviews would not be included every month. The committee rejected the idea of replacing the Alateen page with "children of alcoholics." The Serena T. artist has been hired; however, new cartoonists will also be considered for the future. A "Page from the Past" will be featured occasionally. A theme might be used, but not every month.

The committee decided it may need to increase the number of literature catalogs. Another idea was to target catalog pages for Alateen, CPC, etc.

Gerry V.,
Chairperson

Richard Keilly,
Nonmember,
Business Manager

Geri H.,
Administrator

Fran M.,
Administrator

REGIONAL SERVICE SEMINAR REPORTBACK

Beginning in 1997, three RSSs will be held each year. During the RSS breakouts at the WSC, the regions began the new bid process. Three regions decided on tentative sites for 1997: U.S. Southeast (Hampton, VA); Canada Central (Winnipeg, Manitoba) and U.S. Northwest (Portland, OR).

The bid process for 1998 begins with bids being submitted to the WSO by January 7, 1997. The regions are Canada East, U.S.

North Central and U.S. Southwest. After the WSO receives the bids, they are reviewed and prepared for the 1997 WSC RSS breakouts, at which time the decision for the 1998 RSS proposed sites is made.

The 1999 RSS regions, (U.S. Northeast, U.S. South Central and Canada West), discussed their interest in holding an RSS in 1999.

The U.S. South Central is now receiving registration forms for the June 14-16, 1996

Pat S.,
Chairperson

Carole K.,
Administrator

seminar that is being held in Austin, TX. The Canada West regional is being held November 1-3 in Saskatoon, Saskatchewan. Flyers and registration forms are being mailed May 1st.

Members requested that the geographical demographics be considered for timing of future Regional Service Seminars. High tourism, adverse weather conditions and two-year advance hotel bookings can play a

role in the logistical planning. The flip side was that off-season times can result in lower costs, and many hotels will not book two years in advance. A question was raised whether the 1998 Al-Anon International Convention will take away from the attendance at the RSSs. The decision to hold an RSS is left to the regions holding RSS meetings in 1998; each region opted to proceed with its plans.

REGIONAL TRUSTEE SELECTION REPORT

Doris S.,
Board Chairperson

Rita McC.,
Conference Administrator

In 1997, regional trustees will be nominated from Canada East, Canada West and Canada Central. The process to accomplish this all began during Conference week when packets containing profile sheets, a list of area chairpersons, and the RT Plan were distributed to the delegates from the three Canadian regions that will be nominating RTs from their areas.

At the RSS breakouts held on Sunday, the present regional trustees distributed the RT nominee packets to the delegates in their region. The RTs, acting as liaisons to the WSO are asked to keep informed of the dates of the election assemblies for each area in their region, follow up with their delegates, and encourage each delegate to nominate candidates from their area.

After a nominee is selected at the election assembly, the delegate is asked to send the nominating information to the WSO immediately following the election and before the January 1, 1997 deadline. Failure to do so constitutes forfeiture. Equally important is that the delegate notify the WSO when they do not have a candidate for RT.

In June, following the Conference, a duplicate back-up packet is sent to the area chairperson of each of the nominating areas to alert them to the procedure for nominating an RT through an assembly election

process and to pass on information to the group representatives in their assemblies.

After January 1997 when all resumes have been received, the profiles are gathered for printing and mailing to Conference members for their examination before the 1997 Conference. The Conference members are asked to bring the profiles to the WSC for inclusion in the Conference brochure.

We look forward to working with the areas in the 1997 nominating regions and encourage all of them to submit an RT nominee and whenever possible, an alternate RT. To participate in the 1997 RT elections for Canada East, Canada West and Canada Central, the following WSC members were selected by lot from outside the regions. The WSC members chosen came from among the first and second-year delegates:

Canada Central	Ben R., SASK. Ciene P., PR (alternate)
Canada East	Colleen R., MN (N) Penny R., WA (alternate)
Canada West	Madeline J., MS Juanita C., IL (S) (alternate)

One member of the Board of Trustees plus an alternate will be selected for each region at the January 1997 Board meeting.

CONFERENCE COMMITTEE ON TRUSTEES (CCT) REPORTBACK

Barbara McL.,
Chairperson

The 1994 World Service Conference, with the passing of Motion 12, affirmed the creation of the Executive Committee for Real Property Management (ECFRPM). The nominations for this committee are conducted by the Nominating Committee in consultation with the Conference Committee on Trustees (CCT). The time

frame for accepting resumes and evaluating the candidates for this new executive committee is the same as for trustee-at-large.

Trustee-at-large ECFRPM resumes are sent to the members of the CCT no later than the last week of August. The candidates are ranked on a ten-point scale against

each criterion, and the committee members total the scores. 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 derived by using the same process.

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

The evaluation process for trustee-at-large and, for now, the ECFRPM has evolved into a process of scoring each candidate on five criteria: service experience, personal history, personality traits and principles, special/unique skills and purpose to serve as expressed by the candidate.

The CCT reviewed the updates on the resume form(s), the scoring system and evaluation process, and the CCT Composition, Scope and Procedures document (or guidelines) to ensure they reflect the way the committee actually conducts its business. The heading on the resume form was changed to accommodate the Executive Committee for Real Property Management candidates; otherwise the same basic resume was used for both the TAL and the ECFRPM for 1995.

During the CCT standing committee meeting, work began on the resume forms for the ECFRPM, Executive Committee, Board officers, regional trustee, and trustee-at-large. The committee presented the revised resume forms to the Board of Trustees for their approval or revision. Kay J., MT was appointed chairperson of the committee for 1996-1997; vice-chairperson will be Jan R., AR.

NOMINATING COMMITTEE REPORTBACK

The new resume forms and ranking system seemed to work, and the committee expressed their confidence that an excellent slate of candidates was nominated.

A brief description of the similarities and differences between regional trustees and trustees-at-large was given. The most significant difference is the nomination process, which is covered in detail in the "Regional Trustee Selection Report" of the *Conference Summary* and below.

The WSC affirmed the regional trustee nominations as selected on Monday evening during the 1996 Conference:

Blanche M.	U.S. South Central
Ann H.	U.S. Northwest
Nancy B.	U.S. Southwest

Trustee-at-large candidates may live anywhere in the United States and Canada. Each year, the names of qualified Al-Anon members are requested by and submitted to the Board of Trustees Nominating Committee. A profile resume, giving a brief history of Al-Anon service and other pertinent information is required. The resumes must be submitted to the WSO before August 15 and are then forwarded to the Conference Committee on Trustees and Nominating Committees for review and ranking.

The Nominating Committee submits six nominees to the Board of Trustees; the nominees are invited to attend the January

Board meeting. The Board selects three nominees who are presented to the Conference for traditional approval. The nominees are elected by the Board of Trustees at their annual meeting.

The Conference was asked to give traditional approval for each trustee-at-large nominee:

Mary A. T.	2nd three year term
Margaret M.	1st three year term
Howland R.	1st three year term

The 1995 World Service Conference amended the Bylaws, Article XII to create an Executive Committee for Real Property Management to oversee the maintenance and operation of the building that houses the WSO in Virginia Beach. The committee will include three at-large members for terms of three years. In order to achieve a rotation of replacing one member each year, the at-large members elected this year will serve one-, two-, and three-year terms respectively. The chairperson will be seated at the Conference with voice but no vote. The Conference gave traditional approval to the nominees for the Executive Committee for Real Property Management:

John B., Chairperson	Two year term
Bill S.	One year term
Kari H.	Three year term

Larry A.,
Chairperson

Myrna H.,
Executive Director

The slate of officers of the Board, were affirmed by the Conference:

Doris S.	Chairperson
Patricia A.	Vice Chairperson
Donald C.	Treasurer

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

Pat B., Chairperson	2nd 1-year term
Lorill W.	3rd 1-year term
Pat S.	1st 1-year term

The administrative staff member is Mary Ann K., who will be serving her first year of a two-year term.

Congratulations were extended to all the nominees.

BOARD OF TRUSTEES



Ad Hoc Committee on the Internet:

Larry A., *Chairperson*

An ad hoc committee was put in place to study the impact of the Internet on Al-Anon Family Groups. The committee agreed that it is too late for Al-Anon to decide not to get involved in the Internet since our membership is already there and growing. We need to get involved to ensure that the Al-Anon message remains truly Al-Anon.

There are two distinct uses of the Internet. Public Information can be done through the WorldWide Web (WWW) which is a system by which information is made available for browsing. Al-Anon Family Groups has a WWW page maintained by a member in California. This member called the WSO several years ago requesting contact with Russians in the city of Magadan, where he had particular ties and wanted to help start a group there. To everyone's surprise, he was successful. During his communications with the Russians, an individual at the University of Tennessee offered to help him start a web page.

The other use for the Internet is for on-line meetings. One meeting, called Cyberserenity, has a different meeting topic each week and at last count, had over 600 subscribers to its mail list. Chat rooms on the Internet are another vehicle for conducting these on-line meetings. A meeting leader coordinates members' sharing. These on-line meetings can be a conference call.

At its January 1996 meeting, the Board of Trustees authorized a three-year pilot

project to list on-line meetings as electronic meetings with the eventual goal of full group registration. The committee is working on guidelines for electronic meetings with input from on-line subscribers. The goal is to present guidelines for consideration at the 1997 World Service Conference.

Through the power of portable technology, the Conference members were given a guided tour through the Internet, including Al-Anon's WorldWide Web page. The page presents the Twelve Steps, the Traditions, the Twenty Questions, and the phone numbers for Al-Anon worldwide. Conference members enjoyed "surfing the net" and shared their views on today's technology. One member shared that entire pages of Al-Anon literature were being posted on the Internet, in violation of the copyright, and that she had posted a message informing readers. Others shared that they had participated in the on-line meeting format; many felt energized and excited. Concerns expressed included breaking anonymity, the reduced importance of face-to-face meetings, and solicitation of Alateens. Others felt that we needed to be visionaries as electronic meetings appear to be here to stay; the criteria for on-line groups should be no different than face-to-face meetings, and the guidelines should reflect such; on-line meetings would be a tremendous vehicle for lone members and the homebound, a means of increasing our membership, as well as bringing the international unity of Al-Anon to one meeting. Members agreed that there was work to do and looked forward to the guidelines being developed for electronic meetings.

Bell Curve Presentation

Don C., Board of Trustees
Myrna H., Executive Director

The Bell Curve is a Long-Range Study Panel presentation with historical data and graphs, which explains the status of the Al-Anon groups in the U.S. and Canada as of December 31, 1995. The nature of all things can be related to a bell curve. A clear way to explain the bell curve would be the theory of supply and demand. There is little supply when a new product or service is introduced since acceptance of the product/service is unknown. When a new product/service is accepted, there is an immediate high demand for it from the users. In any given market, acceptance creates a growth curve.

The presentation focused on different points in the bell curve process, from the point of monopoly (no other fellowship for families and friends of alcoholics) to equilibrium (the demand for groups and services on the WSO by existing groups was being met) to diminishing returns (the number of registered groups reached a record level and growth stopped), and finally, decline (the total number of registered groups begins to fall).

Relating to Al-Anon activity, the total number of Al-Anon groups at year-end 1995 was less than the number of groups in 1987, depicting the decline stage of the process. The bell curve can be related to any facet of Al-Anon service, i.e., *The Forum* subscriptions, Institutions groups, and contributions for each, the curve model is replicated.

Al-Anon began in 1951: 96 groups banded together. There was demand for services but little supply. During growth, lots of things happened—a trial conference, the development of service manuals. Because Al-Anon was the only fellowship for the recovery of families and friends of alcoholics in 1975 we reached the monopoly stage, and by the 1980s, we reached the equilibrium stage. For all the groups in existence, we continued to meet the demand. In 1990, our growth peaked. At peak, no matter how much time, effort, energy, and expense one puts into a product without changing, no increase in the market will be generated. Doing things the same way, the market (the number of groups) started to decline.

To remain competitive, companies within a given market plan ahead and introduce new products so that their consumers will not seek alternative products from another company in the same market. Organizations try to adjust the process before falling into

decline. While we have missed the window of opportunity by starting a new curve before achieving maximum growth, we can still continue to grow.

We know that the 1980s were years of great progress in the treatment field. Insurance companies encouraged in-patient care. There were sizable grants from the government and the private sector, so options other than insurance were also available. The doors of AA brimmed full as it became a vital factor in most treatment plans. At the same time, the professional community began to see that families of alcoholics were more than just a panacea for the problem. Families and friends were given therapy and encouraged to attend Al-Anon, as well.

Then came the financial cutbacks of the 90s that virtually plunged many treatment programs into oblivion. The referrals from the treatment field virtually dried up. Being so accustomed to working with these professionals, Al-Anon members continued to search in this direction for referrals.

As a result of the cutbacks, we need to re-establish ourselves, find an agreed-upon approach for outreach programs, and energize a brand new bell curve so that it will continue on an upward course. Conference members were asked to begin by identifying the various options available to the membership so that we can achieve positive results from revitalized outreach efforts. We have the tools to start a new bell curve: a new building, voice-activated literature orders, technology, research and development, surveys, and fellowship focus groups. In the spirit of our pioneers, let's just do it!

The floor was opened to all ideas as a brainstorming session unfolded. One member shared about a corporation with a suggestion program that requested that employees submit 22 ideas to save money. Although thousands of ideas were generated, 10-15 percent were good for implementation. The chairman of the company explained that they were looking for suggestions that would ultimately convert to quality. Members were asked to focus on outreach efforts. Some suggestions included using churches referral sources for outreach; using adopt-a-school programs; getting back to grass roots and doing Twelve-Step work, especially through on-line meetings (giving them Al-Anon's 1-800-number); reaching out to treatment centers; using the web site to attract new members; re-energizing ourselves to appeal to new members; promoting assertive sponsorship, (e.g., using one-liners like "get in the car") giving the gift of time; commu-

nicating what's being done in different areas; re-thinking what "attraction not promotion" means; acknowledging what people are doing—people are attracted to people not abstract ideas; when paying bills, stuffing the envelopes with the 20 questions questionnaire; distributing *Forum* issues at various offices; leaving literature and meeting lists at cultural centers, museums, police stations, political offices, schools of medicine, local TV and radio stations, hotels, YMCA/YWCAs, homeless shelters, and hospital emergency rooms; letting each of us bring in one, two or three new members; sending questionnaires to 1-800-number callers to find out how they heard about Al-Anon.

Communications Questionnaire Update

*Pat B., Executive Committee Chairperson
Sandra F., Deputy Executive Director*

During 1990-91, the World Service Office and World Service Conference held a number of brainstorming sessions to address the decline in the number of Al-Anon and Alateen groups, the decrease in contributions from members, as well as the decrease in literature sales and *Forum* subscriptions. In 1993 to help ensure that the message of Al-Anon and Alateen continues to reach those in need, the Board of Trustees hired a communications consultant to review Al-Anon communications strategies and to make recommendations for improvement.

After the consultant held discussions with members of the Board, the Executive Committee, standing committee chairs, WSO staff and service workers and attended a Regional Service Seminar, the most important and critical part of the process began: in 1994 obtaining information from the membership through a number of questionnaires. Questionnaires were sent to a random sampling of the fellowship—groups, DRs, GRs as well as each delegate. Other targeted questionnaires were sent to CPC and Institutions Coordinators, Alateen sponsors, AISs, LDCs, and *Forum* subscribers. Information from the members provided the basis for a number of short-term and future recommendations.

The data were consolidated, and the findings were put into priority as goals. During 1996, the WSO plans to implement the early recommendations and present a report to the 1997 WSC.

Recommendations already implemented, include the following: Revise Area CPC

Coordinators Guidelines (G-33); reorganize and improve CPC service kit with a descriptive cover sheet; make an Institutions Coordinator conference call; distribute a list of institutions groups to each area coordinator; publish the *Al-Anon Can Help* pamphlet series; promote comprehensive guidelines for Alateen sponsors—*A Guide To Alateen Sponsorship, An Unforgettable Adventure*; create an Alateen public service announcement; offer complimentary starter packages to AIS/LDCs as they register; revise the 1995-96 *Al-Anon/Alateen Service Manual* to include tabs; add an extra day at the WSC; seat new delegates next to sponsors; conduct leadership workshops; offer outreach to family members other than spouses; promote *Forum* gift subscriptions, and restore the monthly mailing of *The Forum*.

Goals and recommendations to be implemented in 1996 and beyond include the following: distribute leaflets on service positions; increase visibility of Board of Trustees; increasing visibility of the World Service Office; establish more communication with groups on topics other than finances; draft and implement an annual service plan for CPC and Institutions; conduct a pre-WSC conference call for new delegates; create a manual for AISs utilizing information from the questionnaires; conduct an inventory of our service structure and roles at each service level.

50th Al-Anon Anniversary

Mary Ann K., Chairperson

Al-Anon's 50th Anniversary will be in the year 2001. The Conference members were asked to join in and let the creativity flow as they came up with ideas to celebrate this historical event. The goals of the celebration are two-fold: to include as many members as possible in some way during the year and to let the world know that Al-Anon has been, and will continue to be, a resource for families and friends of alcoholics in all walks of life and in all countries.

Celebratory suggestions included the following: create a postage stamp honoring Al-Anon's 50th Anniversary; each area or group hold the same function, on the same day, with a cake and 50 candles; worldwide, light a candle and keep it lit for one minute; honk horns; publish Al-Anon's birthday in local newspapers; have members join hands—similar to "Hands Across America"; have a theme, (e.g. Golden Gifts of Recovery) to use year-long; establish a WorldWide Web page on the Internet; conduct a worldwide teleconference; worldwide, members of each group release

a balloon with a slogan and the-800 number on it at the same time; have a simultaneous shoe toss; find the first 50 groups; request that the President of the U.S. declare a Families of Alcoholics Month, and carry the idea around the world; have an Al-Anon documentary, similar to Bill's, on TV; ask every group to hold a meeting on the same topic; set a goal of 50,000 registered groups.

All ideas generated were dropped in a box and gathered so that they would not be lost. Keep sending ideas to the WSO. The committee will bring the ideas back to the Conference next year with a plan to use as many ideas as possible and to involve as many members as possible.

Long-Range Study Panel Five-Year Plan

Marion W., Chairperson

Sandra F., Deputy Executive Director

A living document created to serve the fellowship, the Five-Year Plan's goals are meant to be evaluated on a regular basis with suggestions and ideas considered in light of serving Al-Anon as a whole. The process will enable the WSO to review its purposes, structure, communications, decision-making processes, leadership, operations, image, diversity, and internal and external communications.

Goal One to "clarify, recognize and support leadership within the service structure," was the primary focus of 1996. Fellowship Focus Groups (FFGs) were established in each of the nine regions in addition to a WSO FFG. The FFGs had four specific assignments. Each of the ten FFGs provided detailed reports on the process deployed in their area. Ideas were shared on how to implement leadership projects to be shared throughout the fellowship, including adopting a group, district or area that is in trouble; being honest and up-front about service expectations; taking the fear out of service by sharing experiences.

Other goals focused on specific courses of action, including conducting leadership workshops based on those that were held at the 1995 and 1996 WSC. In 1995, staff members conducted leadership training for their peers at the WSO. Excerpts from the Twelve Concepts on leadership were handed out at the 1995 WSC and at RSSs. A member of the LRSP volunteered to start an alumni newsletter for past trustees. This newsletter will communicate with long-time service members who have relinquished their responsibilities. Several

FFGs supported the concept of a series of pamphlets to review and clarify the roles and responsibilities of trusted servants/leaders.

The response to this year's goal and its related work has been very positive. As we continue working with Goal One during 1996-97, we will also begin working with Goals Two and Four. With leadership being our foundation, the next building blocks will be "improving our communication structure" and enhancing WSO operations so that it "remains a model service organization for our fellowship and the public at large."

Service Plan

Sandra F., Deputy Executive Director

Conference members shared their support and encouragement for use of the Service Plan as a guide do outreach activities for DRs, GRs, etc. The plan is a user-friendly tool for encouraging service work and a vehicle for local and area workshops. The simplicity of targeting specific segments became a valuable source of sharing. Members were encouraged to send the WSO their experiences with the Service Plan.

Relocation

John B., Chairperson

Richard Keilly (nonmember), Business Manager

The new facility at Corporate Landing Business Park, Virginia Beach is both attractive and functional. It was designed with input from the staff, volunteers on the Relocation Committee, and other areas of the fellowship. A good team of Al-Anon members, architects, engineers, and contractors worked to make it possible. It was a unique experience for them to work with an organization in which consensus is the way decisions are reached.

We anticipate receiving our occupancy permit shortly. The WSO warehouse will begin moving as soon as the permit is received, and the first delivery of furniture arrived on April 16 and 17. The telephone and computer cabling is almost complete. Some staff members will begin the transition to Virginia beginning May 1. The final move is planned for Memorial Day weekend, and the office will be fully operational on June 1, 1996. Al-Anon's new World Service Office will be located at 1600 Corporate Landing Parkway, Virginia Beach, VA; call us at (757) 563-1600.

Relocation costs for the period 1990-1996 are now expected to total \$2,290,000. These costs are separated into "transition" costs,

which total \$1,485,000 and "equipment" costs of \$805,000. The transition costs were estimated between \$1,290,000 and \$1,960,000 over the six-year transitional period. The most current estimate of April 1996 shows that we now expect final transition costs of \$1,485,000.

Equipment cost estimates, which were as low as \$314,000 are now estimated at \$805,000. It should be noted that the earliest and lowest figures were based on the assumption that we would continue to rent space. The rented space scenario had incorporated built-in work areas. In our new facility, we opted for free standing workstations, at a higher cost, to make the office more adaptable to future changes (including the sale of the facility should the trial period end unsuccessfully).

The cost of the headquarters office is projected at \$2,948,300. These estimates agree with projections made in July 1995 by our developer, the architect, and the construction budget.

In summary, the new office will be occupied prior to the expiration of the New York lease in May, and the overall projected costs will not vary significantly from original projections.

To celebrate Al-Anon's new World Service Office Headquarters, the Board of Trustees announced that an open house will be held on October 12 and 13, 1996.

Restructuring

Myrna H., Executive Director

The introduction to our Twelve Concepts of Service points out that "each new generation of world servants quite rightly will be eager to make operational improvements. Unforeseen flaws in the present structure will perhaps show up in time. New service needs and problems will arise that may make structural changes necessary. These contingencies should be squarely met and suitable alterations effected."

This section also states, "When structural change does seem advisable, its advocates need only present a strong case for such a change to both the trustees and the World Service Conference for consideration. This is no more than would be required for the transaction and passage of any other piece of Al-Anon business."

After striving for several years to develop a structure that would be more suitable to today's working environment, our Board of Trustees, with the help and input from the Executive staff, at last developed a plan for restructuring that they believe would not only streamline World

Service Office operations, but would also fine tune the committee process.

Once the 1995 Conference considered and approved the restructuring plan on a three-year trial basis, we began all the necessary preliminary work for the plan's implementation after relocation. By working with the plan to help lay out the new office, develop job descriptions, and begin the recruitment process, we have become more familiar with all the features of the plan.

The Conference members were provided with charts illustrating the new structure, with an overview description of all departments and committees. The five service departments are linked by many different channels, with a steady stream of communication circulating from one to the other.

The Group Services Department will bring the WSO closer to our grassroots and will assure prompt and efficient delivery of all group services. This department will provide direct service to every type of registered group, districts, and areas, as well as support the Al-Anon information services so that they will grow and be a viable source of help to those seeking Al-Anon. Under the old plan many staff members responded to the same issues without knowing it; the new plan will consolidate group communication in one department.

The Group Services Department will work with a delegate member committee and a volunteer chairperson defining the responsibility for meeting the needs of all groups. Two advisory committees will focus on Alateen and Archives and provide input to the Group Services Committee.

The Fellowship Communication Department is charged with carrying our message via the printed word and electronic media. All fellowship publications will now be produced by this department, including all recovery CAL, *The Forum* and newsletters. It is anticipated that these committees will also define ways to inspire usage of our recovery material more effectively. There has been concern over having two literature committees and whether the workload would be equitably apportioned. These committees will share similar responsibilities, each with equal importance. The projects will be divided accordingly. With two committees, there will be double the delegate input while increasing awareness of existing literature. *The Forum* Editorial Advisory Committee will work with the staff to produce an exciting monthly magazine.

The Public Outreach Department is responsible for presenting the Al-Anon

message of hope to the public and professional communities. It is also charged with energizing public outreach efforts within the membership and creating effective tools to encourage members in the performance of this vital service. This department will begin to redefine its efforts and continue to follow the example of our early pioneers by encouraging our members to work the Twelfth Step in reaching out to families and friends of alcoholics. This service will have a delegate member committee to develop policy and program outreach. An advisory committee will focus on professional outreach and provide input to the Public Outreach Committee.

The Membership Outreach Department has the responsibility of increasing interaction within the fellowship. It coordinates all scheduled meetings and assists in carrying out the will of the groups we serve. The components of this department include Conference Services, Regional Service Seminars, and International Coordination, as well as Al-Anon's International Conventions and participation in AA's International Conventions. Meeting planning is a key element of this department. This department will also include the restructured French Services along with Spanish Services.

The Business Services Department will encompass accounting/circulation (customer service), shipping/warehousing, publishing, technological services, and

personnel.

The WSO voting members of the World Service Conference were explained. It was stressed that this structure will operate on a trial basis and that each component is open to modification.

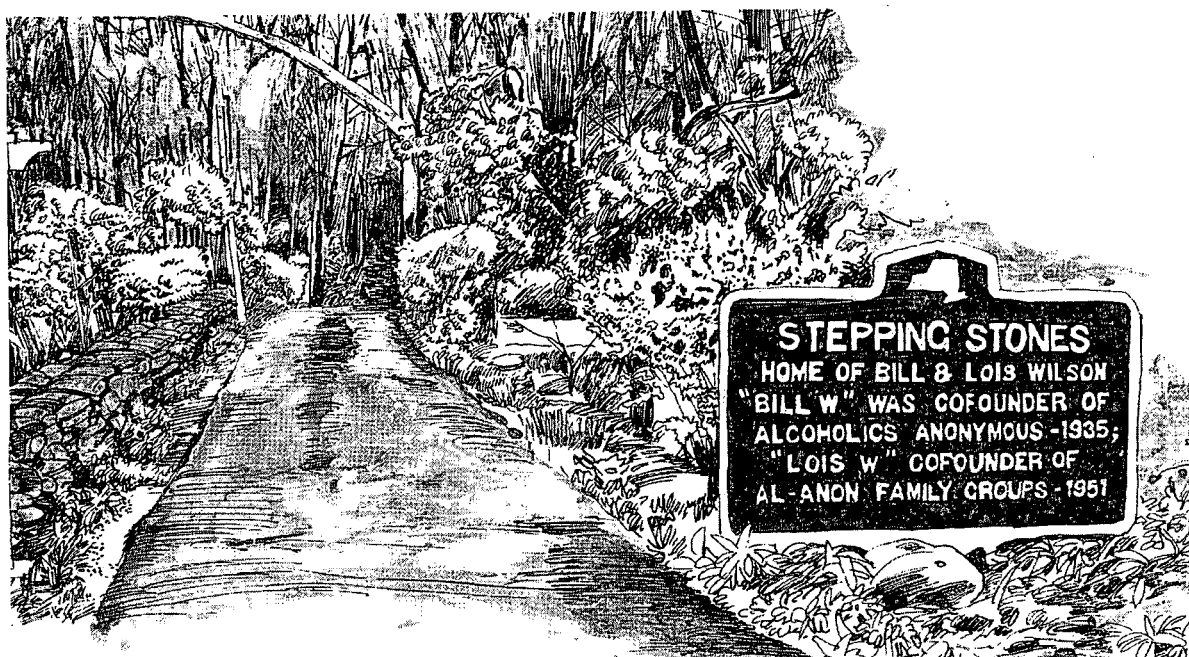
Amendment to WSC Charter

Doris S., Chairperson, Board of Trustees

The Admissions/Handbook Committee proposed an amendment to the Al-Anon World Service Conference Charter. A three-fourths vote is required to enact this change. The Board recommended that section 9, "Conference Meetings" on page 40 of the *Al-Anon/Alateen Service Manual*, "Al-Anon World Service Conference Charter" be amended to delete the reference to the New York metropolitan area as the site of the annual World Service Conference. The Conference approved deletion.

Resume Form

A new Al-Anon/Alateen Profile/Resume form was presented to the Conference. The form will be used for members wishing to be considered for membership on a standing committee. Completed resumes must be returned to the World Service Office prior to June 1, 1996 in time for consideration by the June Executive Committee meeting.



Following the Conference, 1996 Conference members and their guests were afforded the opportunity to visit Stepping Stones, the home of Al-Anon's co-founder, Lois W.

CLOSING SESSION

Gerry V.,
Trustee-at-Large,
Moderator

The closing session of the World Service Conference is always an emotional one, but never more so than in 1996. The time was at hand to pass the torch of WSO leadership to new members and to bid farewell to Panel 34 delegates. Saying farewell is never easy, but it was time to send warm wishes and love to those staff members who will not be relocating to Virginia and to those delegates whose term has come to a close. Emotions were running high, and thoughts were warm and encouraging. The floor was opened to all members to share.

- This has been a truly remarkable experience. Seeing Al-Anon as a worldwide fellowship has expanded my vision.
- I'm saying hello when everyone else is saying good-bye. I'll keep you in my mind and my heart so you will never leave me.
- I want to publicly thank Panel 34 for holding me together for one of the most remarkable experiences of my life.
- We're making history here, and I want to say thank you from the bottom of my heart.
- Thanks for loving me. I felt so much more serenity this year than in prior years.
- I came to this Conference with expectations that have been far exceeded.
- All my questions have been answered. Thanks for the time and energy you have given me.
- We have seen so much change—high points, low points, resignation, acceptance—lots of emotions.
- Thank you for helping me reach out to others.
- I tried to figure out why my Higher Power sent me here. There was a big lesson for me to learn with trust. I have learned it is safe to trust in Al-Anon. It may not be what you want, but it will be the right thing.
- I cannot say enough about the cooperation in this room. It has been a wonderful, wonderful Conference to leave.
- Thank you so much. You taught me to believe in myself, to stand up for what I believe in, and to let go after the group conscience has spoken in a gentler and softer way.

A book of honor was presented to Myrna H. on behalf of her retirement. The

delegates asked that Rita McC., Carole K., Bonnie C., Ellen D., Alberte C. and Sandra F. (to stand in for Fran M.) come to the front of the room. Each member of the staff was presented with a gift from the volunteer members of the WSC.

Myrna addressed the Conference body for one final time as Executive Director of the World Service Office: "I've been dreading this moment. I'm closing a major chapter of my life. I've seen the Conference grow not only in numbers but maturity. It's been wonderful to watch the metamorphosis . . . I wish I had a magic lamp and could have three wishes. My first wish is that each of you could have personally known Lois. She was a person just like each of us. My second wish is for every friend and family member of an alcoholic to find Al-Anon and Alateen. I know you will keep going forward to carry that wish. Finally, my wish for all of you is that your hearts be filled with love and never know negative feelings. You can have peace in knowing you have accomplished something. I am so grateful for every year that God has allowed me to be with you. Thank you from the bottom of my heart."

To close, Myrna and Skip L. presented each outgoing Panel 34 delegate with a certificate of appreciation. With that, the gavel came down as the 1996 Al-Anon World Service Conference was officially closed.

The outgoing panel of delegates presented the "Many Farces of Al-Anon." The tears of farewell were quickly replaced with tears of laughter. The Tater family was showcased: Dick Tater who runs the show and is always controlling. His wife, Hessi Tater, tries to please and pacify everyone. The rest of the group was just as intriguing! Spec Tater is the watcher who doesn't get involved and only observes from afar. Agi Tater simply annoys everyone around her. Daddy's little girl, Imi Tater, is the family princess and always gets what she wants. With wild and crazy costumes, the delegates took the Conference through a comedic routine that had one and all howling with their exaggerated characters and priceless script, acting out the group no one wants to be a member of!

As the laughter rang out and the skit concluded, the 1996 World Service Conference had come to an end.

..... SPIRITUAL TALKS

I was raised in a loving and supportive family who led me to believe I could accomplish anything if I just put my mind to it. At my mother's knee I learned I could make people happy and some day I would find the perfect someone who would make me happy and who would love me forever. We would marry, have perfect children and live out our golden years together. Nowadays, I refer to these ideas as "Mother's Myths" that would, in later years, cause a lot of "mythery" and "mythunderstandings."

I went off to the university—with a minor in philosophy—it gave me a chance to intellectualize everything. What fun to debate the thinking of those great teachers/philosophers. They were all equal in my sight—Nietzsche, Gandhi, Jesus, Aristotle—Higher Powers all. I really stood for nothing, which made it easy for me to fall for anything—intellectually that is. Fall I did for a young Dutch engineer who whispered in my ear, "I need you." Don't tell me you love me; tell me you need me. I could see all he needed was a good woman to smooth over his rough edges.

We were married, and up the corporate ladder we climbed. Actually, he climbed, but I was behind him every step of the way pushing as hard as I could. We had two perfect children and moved to Europe. By now I had several Gods: money, sex and power. There were one or two things that needed adjusting, and then I would be happy. I needed to find the magic key that would make my husband happy and the one that would make him love me the way I wanted to be loved. I was constantly in his head; I continued to take his inventory, and when he was wrong, I promptly admitted it! I just wanted to change him—surely that wasn't too much to ask.

Living in Brussels we were in the fast lane. Alcohol was a factor in everything. He was under tremendous stress—relaxing with two or three martinis before dinner was a must. Wine with dinner and a good brandy afterwards enabled this poor man to relax enough to "fall asleep" in his chair. My "Higher Power" had passed out! My husband was my Higher Power all right. Our common welfare did not come first. Everything was done to ensure his serenity—we walked on eggshells. As teenagers, our daughters asked me if I thought Daddy was an alcoholic. Why no! I knew what alcoholics were. I had seen *Lost Weekend* and *Days of Wine and Roses*. Alcoholics did not speak six languages and manage 2,000 employees.

So the years passed, years of fantasy and confusion. My unhappiness was "too great to be lessened." I was a slave to my emotions. You've probably never slammed kitchen cupboards, stormed to your bedroom, slammed the door, thrown yourself on the bed sobbing, waiting for the door to open and to hear the words, "Beloved, I was wrong" as strong arms gathered you up to a warm, heaving chest.

Divorce was out of the question—murder was a possibility! Sailing out on the North Sea, I'd think about how easy that would be, one little shove and "Ooops! Oh!, you're in the water. Is it cold? Are you wet? Should I try to sail back to you? Just how do I do that?" Throughout all this insanity this dear man was in the throes of a deadly disease, and I couldn't see it.

My husband lost his job, and we returned to the United States after 15 years abroad. Two years later, I began divorce proceedings. Now he was out of my life, yet I still wasn't happy, so with my best thinking, I decided to find someone else who would make me happy and who I could make happy.

Two years after the divorce I was sitting in the airport waiting for my date to pick me up. I was people-watching, just kind of observing, and I noticed a big man being welcomed by two other big men. "Ooooh, he's sooo cute! He's probably married . . . or homosexual." The next thing I knew he was coming right towards me. This handsome stranger asked, "Haven't we met somewhere before?" My walls went up—tacky, tacky, tacky! Then he asked, "Aren't you in a prayer group in the north of the county?" My mind was thinking—prayer group, that has to do with church so he can't be a serial killer. We chatted for a while and my escort arrived, but not before I gave this intriguing man my business card.

On our first date, Bill told me he was a recovering alcoholic. My first thought was, "An ALCOHOLIC! I'm going to be attacked." My second thought, without missing a beat was, "Doesn't drink? Well, he can't be much fun!" A week later, Bill invited me to an open AA meeting. What a surprise to enter a room filled with people who looked just like we look. Bill began to speak of his drinking days, of being the healthiest looking drunk in the Canary Islands because he would stagger down to the beach daily and pass out, some days face down and some days face up. It was a revelation for me to hear such honesty,

Jennie H.,
FL (S)

such openness, such willingness to share. This was my first exposure to real, non-judgmental acceptance and love.

Walking out of there I knew I wanted more of what I had felt in that dingy, smoke-filled room. Bill had such enthusiasm. The root of the word enthusiasm comes from Greek meaning "God within." When I asked Bill about it, he invited me to his church. That was another eye-opener. No, it was a heart-opener. Attending week after week, I felt a stirring, a hunger for a personal God, but I was afraid to make the first move to invite Him into my life.

Even in the best of relationships, lover's quarrels can spring up. Bill and I had a doozey! That night, sobbing in my bedroom, I found myself asking God what to do. To my total surprise, I had given my God a first name. He was alive to me. That was the night I unzipped the zipper of my heart and invited Him to come live in me. I realized I could live without Bill, but I could not live without my Higher Power. I let go, briefly.

Bill and I were married in 1984. I set out with a vengeance to make Bill happy, all he needed was a good woman to smooth over his rough edges. My smother-love was so bad, I even attended Bill's open AA meetings with him. Finally, Bill said, "Jennie, you ought to try some of those Al-Anon meetings. They need you!"

So, on January 2, 1985, I attended my first Al-Anon meeting. That was the day God gently placed His foot in the door of my mind. You told me I could put down the heavy responsibilities I had carried for half a century, responsibility for people, places and things. I came into Al-Anon for Bill's disease, but I stayed because of mine. You patted my hand as you gently suggested I keep coming back. You patiently explained there is a God, and I am NOT Him. God does not need my help. That idea brought to me a great sense of relief. Steps One, Two and Three helped my brain clear up. Steps Four through Nine showed me how to clean up. Oh, the relief of admitting to another human being how naughty I had been and discovering she did not find it necessary to throw up or faint. Steps Ten, Eleven and Twelve helped me grow up.

My first steps in Al-Anon service were baby steps. You asked me to bring the cookies the following week. "Cookies? What kind of cookies? How many? How much should I pay? Does the group own a cookie platter? Do you have any doilies?" You responded, lovingly, "Jennie, just bring the cookies, we trust you." The Al-Anon program brought about my spiritual

awakening. Where and when this happened, I don't know.

Gradually I began to improve my conscious contact, getting involved, wanting to be like Him, wanting to plug into His infinite wisdom. In this program there came little awakenings that needed to be nurtured; awakenings that came in meetings from my sponsor, from the people I sponsored, from seminars, workshops, committees, Alateens, newcomers, AA speakers; watching how you walked the walk, how you served. You were having fun, and I wanted what you had. Albert Schweitzer said, "The only ones among you who will be really happy are those who have sought and found how to serve." My meetings are for my serenity, and my recovery comes from service.

I don't have to understand His infinite wisdom. Instead of a head trip, it's become a heart trip. Even when I don't see His plan, when I can't see His hand, I trust His heart. It's simple—God loves me. Al-Anon has proved my absolute need for God—that's spirituality. Faith is the greatest gift Al-Anon has given to me.

How He must laugh as I try to grow up in this fellowship. For most of my life I walked around with a magnifying glass in my hand, always focused on others. That magnifying glass has been replaced by a mirror. I must keep the focus on me. In our *Blueprint for Progress* I learned about the three I's in our program. By taking my Inventory, I found my Identity, so now I can protect my Integrity by drawing boundaries.

I remember one of the first times I drew a boundary for myself. Bill and I were sitting down to a dinner I had taken great pains to prepare. I was enjoying my first bite of flounder when I heard a voice—not just any voice, but "his" voice, "The fish is cold." Zing! right to my heart. Normally I would have jumped up saying something like, "I'm sooo sorry your fish is cold. Here, take mine. I'll warm this up." This time was different, something I'd read in *The Forum* popped into my head, "Don't just do something, stand there." So I sat there and began to think. Okay, what did I hear at that meeting? Oh, yes, "Was that a question?" No, that was an opinion. Are opinions facts? Nope, they're just opinions. He "thinks" his fish is cold; his fish may be cold, but mine isn't. "The right of decision makes effective leadership possible." Who's the leader? Who cooked the dinner? I did. Double-headed management is to be avoided. I cooked the dinner; he didn't. So I used the "Al-Anon Oh . . ." and said, "Ohhh?" I was exhausted.

What is it like today? This is the happiest time of my life. There are problems in our lives, but we don't have trouble anymore. Whatever our problems are, we know God is the answer. Six years ago Parkinson's disease came into our lives. You reminded me that I had not caused it, and I could not cure it or control it. I can allow Bill the dignity of walking out God's plans in his life, not Jennie's. I know I am responsible to him, but not responsible for him. Tonight, when I call him to say "Goodnight," I will not ask him if he ate

dinner or if he took his medication . . . I will not . . . I won't . . . I won't.

Remember my concerned daughters? You welcomed them into Al-Anon and allowed them to determine where they belonged. Last year they celebrated four years in the program of Alcoholics Anonymous. We are a family in recovery.

I will always remember these precious minutes we have shared tonight. Your dear faces will be with me always. There is no sense of sadness in leaving, only great joy in the fact that I was here.

Sometimes it's hard for me to go back and share what it was like when I lived with active alcoholism because it is so far from today. I didn't know anything about alcoholism when I met Jack. I just saw his smile, and I could see that he liked to party, and I loved to party. When he drank, he was funny; he was everything I thought I wanted in a man. I met him in December; we were engaged in February and married in June. At the age of 19, I thought I was very grown up and knew how to handle everything that came my way. I had a fairly happy childhood. We lived on the first floor of a three family house; Aunt Angie was on the second floor, and my grandmother was on the third. I was surrounded with lots of love and old-time religion. I laughed a lot, played hard, loved bugs, snakes, thunder and lightning storms. I thought the storms were a show that God was putting on for me. My mother hid in a corner, and my grandmother thought they were a sign of an angry God. She would catch me on the porch and drag me into the house saying, "You're defying God, young lady, and someday you'll be sorry."

Drinking in our house was on special occasions—except for my dad. My father was a funny drunk. When he came home, my brother and I absolutely loved it because he was so much fun. My mother was not so funny. To this day, I can't tell you that my father was an alcoholic, but I can tell you without a shadow of a doubt that my mother needed Al-Anon.

My teen years were fun. After high school I worked for a while and then met and married Jack. Jack's drinking went completely out of control. During this time I often thought of my grandmother's words and wondered if God was dealing with me and my defiance. I also remembered the control my mom had over my dad, especially the next day. I tried yelling and threatening like she did. I did all the things

to get the attention of an active alcoholic; none of it worked; it just made me more angry, lonely and sad. I changed from a happy-go-lucky person who loved life, to someone who cried a lot, someone who didn't understand this failure in her life and tried so hard to fix it.

As the disease of alcoholism progressed, I became a thrower. When my husband came home late and demanded his dinner, he got it immediately! He would duck, and the picture window would be broken, again and again. I'm not a violent woman: I was a woman trying to say "love me and not the bottle." I found out that my husband was allergic to Clorox so I used to rinse his underwear in it, and he would get a terrible rash. He'd say, "Oh my God, Carole, I don't know what's the matter, but I'm all broken out." He didn't stop drinking, but it gave me satisfaction. Jack never found out until we were speaking at a convention. I wish you could have seen his face when I shared that story for the first time.

Before the program I searched and searched for answers, and there were none. I went to a doctor, and he said that I was emotionally upset, nervous, and needed tranquilizers to calm me down. I didn't need tranquilizers, Jack did, so I put them in his coffee. I had the most tranquil drunk you ever saw.

I wanted to go to priests, to ministers, to anyone with a Bible because I needed a direct contact with the God of my childhood. I knew if I could get God to tune into what was happening, I could get help. I was too ashamed to go to Him myself. My father took me to a lawyer. We got so far into the process, and I said, "I don't want to leave." No one mentioned Al-Anon or AA; no one helped me to stay; they all had answers for me to leave.

One night I was watching TV with a panel talking about alcoholism and blackouts, and about the disease. I got so

Carole K.,
WSO

excited because for the first time there was an answer to what was happening in my home. It's not because he was bad or immature, it was because he had a disease called alcoholism. I had hope for the first time. This is why I believe public outreach is vital to the individuals in need of Al-Anon's help.

I didn't react to his drinking for a long time after that, but there was an emotional volcano building up inside of me, and I knew something had to be done before this volcano erupted. He said he would never go to AA, but eventually changed his mind, and we went to our first AA meeting. At that meeting I said, "Sober him up and I'll do anything." I meant that for about three months.

In the beginning of his sobriety, he went from the bottle to the program. He had a sponsor to talk to when he couldn't talk to me. When he talked to alcoholics, he was nice. He shoved those slogans down my throat until I wanted to scream. The phone would ring and it was AA. I'd pick up the extension and say, "If you think he's serene, you're as crazy as he is."

My husband, his sponsor and his pigeon took me to my first Al-Anon meeting. AA admitted they were powerless over my actions and any attempt to change me was making their lives and programs unmanageable. That first meeting was on patience. I don't have any patience. I had patience when he drank, but I have none now. They smiled and proceeded to take my inventory: I was a martyr; I had a mother complex; I had to get off his back and let him work his program, and now I had a program for me. They gave me the book, *Al-Anon Family Groups*, and told me it was the book that would help me understand the program. I was so excited because they didn't give me a lot of "poor Carole." I began to build on my program one day at a time. I did what they said; I read the book, and I used the telephone list and went to meetings.

Step Four has helped me in my relationship with my Mom and my son, and it has helped me understand and accept me. I did a writing of my life with my son and learned that I didn't do everything right, but I didn't do it all wrong either. I found an acceptance of his illness—my son is an alcoholic who chooses to drink. I didn't cause it; I can't control it, and I can't cure it even though I desperately wanted to.

It was 18 years ago when God directed me to work at the WSO, and my life changed drastically. One of my assignments was the International Conventions working with Mary Ann K. On our way

home from one of the trips, I shared with her, "It's been a long time since I've stopped to tell Jack I loved him. He met us at the gate and I asked him to just hold me in his arms and let me tell him how much I loved him. He took me in his arms but they were not comforting. I asked what was wrong, and he said he was fighting a drink. My husband was sober 20 years and very busy with his AA service work. "Why would you be fighting a drink? We have it all. We're both involved in our program; you're building a wonderful relationship with your children, we have plans for our future. Fighting a drink!" I just didn't understand.

Thank God for my program. I detached with love and applied the First Step. I increased my meetings and took an inventory of myself. I turned him and me over to God, but the upset continued. I was on a two and a half year merry-go-round of deceit. One night I came home from work, and after a long period of ups and downs, my husband of 37 years had made a choice to move out and go on with his life without me. When I first did my Fourth Step inventory, I learned that my biggest fear was rejection and abandonment.

The day I got the separation papers, I was devastated and full of fear. I wanted to stop this, but didn't know how. I decided to go to the AA meeting and tell them the truth about what was happening, and I was going to slug anyone who got in my way. I drove to that meeting crying and praying, "Oh, my God, let me do this with dignity." I came to a stop light and my God spoke to me, "If you turn right you can go to an Al-Anon meeting first." I turned right. When I walked into that meeting, they could see I was in trouble. They told me the meeting was on anger. God answered that hysterical prayer. One year later, the group I was going to attack invited me to speak at their anniversary.

My First Step has changed drastically since the early days of my recovery. Today I admit I'm powerless over the decisions that other people make, and any obsessive thought I may have to try and figure out why only makes my life unmanageable. When I realized my marriage was over, I felt like I was kicked in the stomach. I never thought of suicide, but my son was concerned. I told him, "No, John, I would never take my life because that would be transferring my pain to you and your sisters; that wouldn't be fair."

I must confess, especially that first winter, that I just wanted to go to sleep and not wake up. I had to ask for help. I asked my daughters to sleep with me, to take me

to the train. I asked my friends to take walks with me. The Third Step took new meaning one day when I was staying over at a hotel. I was sick at heart and full of emotional despair. I entered the room and fell to my knees and prayed out loud for God to help me. With that, a strength went through me, and my God filled me with the power to stand tall and a song came into my head that I sang out loud, "There ain't no one on this earth that can keep this body down!"

My Third Step today is a life and death matter: "Thank you for the breath I take each morning. Thank you for another day to live, laugh and to serve you. Thank you for the chance to show my children and the people in my world that life is worth living."

One day I was asking God if I would ever feel joy in my life again. I was flipping through a newspaper and a word magnified through my tears—clowns. "Clowns, what a funny God you are. I can't be a clown." Today, I am a professional clown, and my name is Petal. My daughter asked that I not come near her chiropractic office in my clown outfit. I heard, don't come here, don't go there. I was given a lot of boundaries, and I have over-stepped almost all of them. I went everywhere they told me not to.

I still have challenges in my life today, and I have the Twelve Steps and the Al-Anon program to help me move forward. The blessings in my life are many, and even though my son is drinking, he is so precious to me. He loves me and knows that I love him. My daughter, her husband and their teenaged boys live with me and my mom. There were a few ups and downs, but we have come through it loving and respecting each other. I have two new grandsons. Connor was born to a mom and dad and sister with a wonderful home life. Daniel John was born to the lady friend of my active alcoholic son. His future is not as secure. I have placed my baby Daniel in God's hands, and this year I will be placing his brother or sister right next to him. A new experience in my life is my daughter who is in an inter-racial marriage. My ability to love has broadened. I am experiencing the prejudices of others for the first time, but I believe the love and support in our family can overcome anything and anyone.

My God uses the breezes throughout the day to let me know He is near. He uses the heat of the sun to touch the very center of my soul, and in that warmth there has been healing, and in that healing there is joy. There is great joy in my life and the miracle of it all—once again there is laughter, and my God is laughing with me.

THREE-MINUTE TALKS

Each outgoing delegate gave a three-minute talk on the conference theme: Leadership—A Special Trust

Art B.

California (N)

I read recently in *Inside Al-Anon* a variety of opinions concerning what a leader might be. What struck me most is the message that a trusted servant is a leader who does not govern.

With the Concepts, Al-Anon as a whole has given our trustees, delegates and other workers, both paid and volunteer, the authority to perform their function. Al-Anon has wisely placed limitations on what our leaders can do, while recognizing that they can bring any matter of importance to the attention of the Conference. Even those who disagree with the majority have an avenue to air their point of view by appealing to the Board of Trustees or to the Conference itself when necessary. The Conference even has the responsibility to recall the Board and replace them if necessary.

The most difficult part of being an Al-Anon leader is deciding what to do when a difficulty arises. We have already learned what governments do. They establish laws, hire

police forces, arrest, try, and punish people. Our Al-Anon principles do not allow these actions. Our authority is the court of a "loving God, as He may express Himself in our group conscience."

As I have worked the Steps, I came to the part where I released the focus on myself and began to focus on those around me, especially those I had harmed. The Ninth Step suggested to me that I had to make amends with others. This brings out the idea in our Warranties that I need not be personally punitive, an action I certainly did often with my family, and one that needed amending to practice Steps Eight and Nine.

Until I began to study the Warranties, I hadn't seen my new actions quite so clearly. Once I began to ask how my actions in my home life might be punitive, or an act of government, I began to see even more avenues to improve myself. This has led me to accept that the wisdom I find in the rooms of Al-Anon is far superior to what I find in the confines of my own mind.

Madeline P.*Florida (N)*

As I think about the word leadership, many thoughts and images come to my mind. More than anything, it brings up questions: What is a leader? Do I have what it takes? Do I want to be a leader?

I don't recall deciding that I specifically wanted to be a leader, but as I reflect on my life, I realize that I have always been willing to do whatever it takes to do the best job.

After coming into Al-Anon, I learned that giving advice fueled by anger and resentment was a form of guidance called control and dominance. I didn't want to be a controlling person, so I shied away from the word leader. I began to feel comfortable with the words "trusted servants" and began to serve others again. This time not to gain anything for myself, but to genuinely help others in need.

Now I am asking more questions: What is the best way to present this information to my group, district or area? Am I trying to practice the principles of this program in all my affairs? Do I have a program today? What kind of image do I present to others? Am I willing to overcome my fears and feelings of inadequacy to help others? Am I willing to share new ideas with others and to listen in turn to their ideas with interest and openness? Do I have a vision of how I would like things to be, and do I share this with others?

Today I try to do all of those things, and I try to refrain from being judgmental. I try to look for intelligence in all persons I meet and show caring, affection and appreciation to others. I try to make good choices that will bring happiness and fulfillment. I take responsibility for my actions and try to be as honest as I can, for I am trusted. If I know who I am and where I want to go, then I will be a good example, and others will follow.

Mary Ruth R.*Tennessee*

I stand here with mixed emotions—joy for having been a part of the World Service Conference for three years, which has changed my life and made me part of some major changes, and sadness because I have finished my time and will move to another stage of recovery.

When I came to Al-Anon 16 years ago after a second alcoholic marriage, I felt helpless and hopeless, looking for a way to stop the drinking. I never expected that it would lead me to this Conference as the delegate of Tennessee. I will always be eternally grateful to my sponsors for walking me ever so gently into service.

Leadership—A Special Trust applies not only to each delegate, but to each Al-Anon member—to be there for the newcomer to show him or her the way to a better life. We each have a special trust; it is Al-Anon. Al-Anon is entrusted to each of us as a gift to always keep pure, safe and simple. I must *Let It Begin With Me*.

I leave you with these closing thoughts.

May you have
Enough happiness to keep you sweet
Enough trials to keep you strong
Enough sorrow to keep you human
Enough hope to keep you happy
Enough failure to keep you humble

Enough success to keep you eager
Enough friends to give you comfort
Enough wealth to meet your needs
Enough enthusiasm to look forward
Enough faith to banish depression
Enough determination to make each day
better than yesterday.

Keo O'R.*Kansas*

I attended my first assembly when our GR took our whole group of three members with her. I felt a special awe about those people in the way they were working together, and I wanted to be a part of that special feeling.

Before taking on the leadership role of GR or DR, I was attending assemblies as an alternate. This gave me time to listen, question, and learn. This also gave me time to grow personally as we talked not only about area concerns, but also shared our own personal concerns as we drove to these meetings.

Our past delegate, who served two years on Panel 34, shared with me her leadership and enthusiasm. She has given me her special trust, special love and spiritual help.

It is not easy for me to share in front of a group of people. As area treasurer I read the report at assemblies and area committee meetings. This helped me to gain confidence. As a teacher, I can either be in front of the classroom or work beside a child with ease. Through the trust of Al-Anon members I have gained self-confidence in serving in leadership roles.

Since my husband's death last May, I have had to practice giving special trust and leadership to others. For example, I have given a special trust to my sons and daughter-in-law, my contractor to remodel my house, bankers, and the realtor. I would not have been able to let go of some of these responsibilities if it had not been for my growth in Al-Anon. Accepting what I can do and sharing or giving responsibility for that which I cannot do, I learned in this fellowship.

Leadership can be walking beside someone, trusting another to guide the way, or it can be taking the responsibility to do the given task with a special trust from the givers.

Jennie H.*Florida (S)*

An Al-Anon member has written, "Learning how to be a trusted servant amongst trusted servants is the skill I treasure most from Al-Anon service." I share that feeling. Before Al-Anon I thought I knew how to be part of a team, and I did, as long as it was MY team, and I was captain!

Then, as a new Al-Anon member, I would have debated if Al-Anon was supposed to have leaders or captains! Now I feel, in this changing world, our fellowship must give emphasis to leadership within, just as we are doing at this 36th World Service Conference.

Our leadership is one of service, and it is rotating. Our few titles never invest us with arbitrary personal authority; the titles hold authorizations to serve, never to govern. So let's not be afraid of the word leadership; let's embrace it and continue to search for ways to be even more effective leaders.

"Authority," "personal leadership," "effective leadership," "operational authority"—all these words are used in our Twelve Concepts of Service as are "primary leadership,"

“delegating,” “service authority”—powerful words. Those words would be really threatening if I thought I had to rely on my power, on my wisdom.

Even all of us, gathered here today, don’t have that wisdom. As leaders, our wisdom is finite, but God’s is infinite, and so we need God’s wisdom in determining the direction of Al-Anon. As leaders we have to practice discernment; we have to know how to separate, distinguish, and determine what IS at work in a situation.

As leaders we must develop an inner awareness. Is it God? or is it Odd? Discernment then is “the wisdom to know the difference.” In striving to develop discernment we have to learn how to choose between the good and the better; between the good and the best for Al-Anon worldwide. If we can discern God’s will as individuals, then we can have faith that God can speak in and through this largest of Al-Anon’s group conscience.

As I participate in this “group conscience” do my ideas close our beloved fellowship, or lead to greater openness to others and to God? As I work these plans and policies for Al-Anon’s future, I pray that I attract others into service, that I involve new people, and that I never forget to encourage our leaders. I am learning to trust—trust in God and in His vision and plan for Al-Anon. He has been with us so far. He will not desert us now.

Geneva B.
Illinois (N)

The people in my area elected me as their delegate. That election to be a leader came because these people had confidence in me. They trusted me to help plan policies and process for Al-Anon worldwide. This position involved leadership, trust, and responsibility.

Without the trust and respect of the people who elected me, I would not be here. Margaret Thatcher once said, “All power is trust.” It must go both ways. If you are going to lead or exercise power, then you must have trust and respect for the staff and volunteers who are on the front line. You must know that they have the ability and desire to do the best possible job to help people change their lives.

Trust and respect must also be a part of how we work with others. When we trust and respect each other, we are open; we put our cards on the table. Even though we see things differently, we listen with respect for each other’s ideas. We disagree without becoming disagreeable. We are committed to understanding each other’s point of view. We seek solutions to problems in which everyone wins and no one loses.

Leadership and trust are not halfway measures. There can be no half-trust. You either trust someone, or you don’t. The people who elected me trusted me. What did they trust me to do? They trusted me to use my own best judgment for the betterment of Al-Anon as a whole.

Like leadership, trust goes all the way, or it does not go at all. There is no happy medium. It is the same with responsibility. I am responsible for the work I have done over the past years. I share the ownership of the decision with many others including the people of Illinois North who elected me.

Like all the others, there is no half-leadership. You can lead, or you can follow. You can share leadership, but you cannot be a part-time leader. The people who elected me expected me to use good judgment, to work with others on the basis of trust and respect, to be responsible for our decisions

and actions, and to be leaders.

Remembering my first Conference and the decisions and actions brought forward, I can only conclude that this has been an experience of a lifetime, and I hope that the decisions and actions will benefit Al-Anon as a whole.

Mary Etta M.
Kentucky

If you are from Kentucky, the first weekend in May plays a role in your life. It was that weekend in 1979 with all the celebrations of the Kentucky Derby that brought me to Al-Anon. I could have told you that very moment that I would never be standing at the podium at the World Service Conference giving a talk on Leadership—A Special Trust. I have always been a follower not a leader. It has been hard for me to give my point of view. It was easier for me to just join in with you.

I was attracted to the area assembly at the beginning. I could tell those people had a deep love for Al-Anon and a great knowledge of the structure of our program. Leadership for me began at the group level. This is where I found confidence in myself and strength with each challenge I accepted. Speaking up and expressing my feelings and listening with an open mind gave me opportunities to want to live the Al-Anon way. Even as a group representative, I loved going to the area meeting, seeing all the people who I never got to see any other time of the year. I learned the importance of being well-informed, making commitments and keeping excitement in being a trusted leader, to be guided by a loving God and not by a personal interest. I am a better leader when I find peace of mind in myself. With pain from growing, I knew recovery and learned that sometimes hurt was good for me.

I was encouraged by my service sponsor and many of the past delegates that I was capable of being the district representative, the area treasurer, and later, the delegate. Like every job I have had in Al-Anon, I never learn it until I do it. Each job was special, and each had a purpose in my recovery. I learned humility at all levels and that service made us all equals.

Leadership gave me that special trust, that there is lasting hope in the world, and that I can make a difference. Leadership has given me special friends that I never thought I could have. I would never have imagined the things that would come to me through someone else’s drinking.

Michelle L.
Michigan

I begin by acknowledging my Higher Power and His place in my life. Without the direction of a Power far greater than me, I would not have any desire to show others the way. I would instead be telling them where to go!

Leadership isn’t just about leading a group or an organization to a place or point. Good leadership is about everyday living. I believe that it begins in the heart. When I believe in something or someone, I want to follow their example and in doing this, I become a leader myself. When I am directed by my Higher Power, I am headed in the right direction.

When I came to Al-Anon, I trusted no one except God, and I was beginning to have doubts about that. Little by little, one day at a time, I learned to trust. I learned who was trustworthy and who was not. Finally, I learned to trust myself.

When I learned to trust others and myself, I realized that my control was a defect, that the other side was my leadership abilities, and that this was a gift from my Higher Power. I began to branch out and let the world know who I was and where I intended to go. Lucky for me that I have a Higher Power with a sense of humor and an Al-Anon program to take with me because I was on a mission. So for some time I had the world by the tail, just sailing along, not putting much effort into practicing the principles. I did get some things by osmosis, but I became stagnant—not growing and not moving forward.

Now was time to get involved in service. I trusted others, trusted myself, and trusted that this direction came from my Higher Power. Through service work I have learned that I really do have leadership abilities, and with a heap of help from both my Higher Power and my friends in Al-Anon, I am learning to be a good leader without being too controlling.

I believe that my strong spiritual foundation enhances my leadership abilities. I must look to my Higher Power for guidance and trust that the way will be shown to me. When I do this, it saves many hours of grief. I believe that a good leader should be well-informed, but I'll never have all the answers, so I have to show others that I'm not afraid to go seek out the answer. I must be flexible enough to listen to new ideas with an open mind, but strong enough to stand up for what I believe is right.

To have the group representatives from around the state believe in my ability to do what is best for Al-Anon is indeed a very special trust. I have the responsibility to carry the message of hope, for a bigger and better Al-Anon around the world, to do my part in bringing this to pass—this is what leadership and special trust are all about.

Denise G.

Quebec (W)

I have been married for almost 38 years and have one daughter and two grandchildren. I have been in the program since February 1972. When I came to Al-Anon, I had been totally destroyed. I had lost all confidence and had become afraid of everything, especially afraid of facing the future.

After everything I had done to keep my spouse's drinking under control, complete strangers were actually keeping him sober. How dare they? Our life was changing continuously but not in the manner that I had wanted. My spouse was going to AA every day, sometimes more than once a day, and I was still waiting for the miracle to happen—the one that would change our life as a couple.

When I decided that I had had enough, I mustered up my courage and called Al-Anon. I showed up at one of the beginners' groups, and without knowing it, I took the first step toward a new life. Al-Anon members taught me that I needed to change many things about myself such as my thinking process and my unrealistic expectations. They taught me that I needed to actually live the Twelve Step program, one day at a time.

Later, a member asked me to become secretary for the Public Information Committee. Obviously my first reaction was to refuse immediately, but after thinking it over (and over), I finally accepted. Initially, I was worried and afraid to stand up and give my opinion. I did not want to look ridiculous!

I will never forget the members that were there for me in the beginning. They gave me so much love and understanding.

They allowed and encouraged me to develop a great sense of leadership, but most of all, I am grateful for all the trust they showed me. By frequently volunteering in Al-Anon service, I learned to control my emotions better. I came to understand that I cannot always make everyone happy and that if I try not to get too excited about being praised by others, then I might not feel so bad when faced with criticism. I also learned to toughen myself a little more so that with the help of my Higher Power, I can continue to serve Al-Anon to the best of my ability.

Finally, I am extremely grateful to the group representatives in my area for the exceptional trust they showed me by electing me to represent them at this Conference.

Bonnie M-C.

Texas (E)

I keep coming back to the question of how to say good-bye when I haven't said hello. My good-bye would be hollow if I first did not say hello. Hello to the excitement of being at the World Service Conference. Hello to the love from our fellowship in its most pure and intense form. Hello to the New York staff, the Board and the standing committees.

The anticipation of this week is the same feeling I get when I have a choral concert to conduct or take my students to perform in the community. I know we have worked hard to prepare, but I have learned not to predict the outcome. There are moments of sheer joy, tension, excitement, fear, gratitude, and pleasure.

I know that the headaches of preparation, the conflicts of thought, the stubbornness of the personalities, the fear of failure and the stress of a deadline will all resolve itself. I have learned to have faith in the process. This is what has happened in service work—trusting in the process, the conflicts, the learning, and the resolution. It will turn out just as it should be.

So now I can finally say good-bye to the high point of my Al-Anon tenure in service. To be honored by your state fellowship is certainly an honor in itself, but to feel the outstretched hands of all the Conference members in giving and sharing of our journey of leadership has been an inspiration of a lifetime. I have been in a leadership position all my life, but not until I became delegate did I feel the tremendous support, love and trust that I do today. I have filled a void in my life that has been with me for over 43 years.

To the New York staff who have served our fellowship so well for a very long time, I say Bravo! on a stunning performance. To our new leaders of all the trusted servants, you know how it works: the path is the same; we support you, and we love you.

Rita McG.

California (S)

My Higher Power has a tremendous sense of humor and timing. I became alternate district representative after three months as a GR. The district was in bad shape because there hadn't been district meetings for several years. At the district meeting that was called in November, I was volunteered to be alternate DR. Since my sponsor was at the meeting, I found it difficult to say "No" to an Al-Anon request. About eight months later, the DR died suddenly of a heart attack, I became the DR at our next meeting.

The next four years and three months were terrifying, exciting, frustrating, and growing ones. Thank God I had many teachers that I could call on and watch in action. I loved the

committee meetings—so much enthusiasm from the officers and other DRs. I used to look at the chairman and the delegate with awe. They seemed so knowledgeable and carried themselves with such poise. Their example gave me courage to move away from the wall—to take risks as DR.

One of the greatest growths for me in leadership was when the delegate asked me to chair PRAASA (Pacific Regional AA Service Assembly). I learned to work closely with the AA committee and get Al-Anon's needs met. I let go of the program chair and let her struggle with her topics and herself. I delegated responsibilities yet let people be accountable. I learned to place principles before personalities, and finally, I grew in humility, faith, and trust in a Power greater than myself when I had to let go of the end result. The end result was far more wonderful than anything I could have imagined!

In November of that year we had area elections, and as it turned out, I became alternate delegate. It was a growing two years. Two of my major responsibilities were the Ask-It-Basket and "Sharing of Service" day each January. The Ask-It-Basket made me uncomfortable because I thought I had to know all the answers. I learned where to find them, and I became very familiar with our *Service Manual* and *Conference Summary*. I made errors in judgment a couple of times at the podium and beat myself up for it until I realized that, once again, I'm just a human being. That was a painful learning experience.

The "Sharing of Service" was sheer joy, mixed with letting go. Letting the program chair put the topics together her way instead of my way was tough because I knew better—but the results turned out better than I could have planned. And now, here I am, standing on the Conference floor, a very unexpected event for me! Our delegate took a job at the LA intergroup office as a paid employee. She resigned her position as delegate, so I am your trusted servant.

This Conference has taught me so much. I'm grateful to my God and the people in my area who have encouraged and supported me each step of the way. I hope that in some way, in the remainder of my term as delegate, I can contribute some little something to keep this program exactly as it was intended to be in the very beginning. And I thank you for being my teachers and supporters.

Eileen McD.

Indiana

When I came through the doors of Al-Anon in 1983, I had absolutely no confidence and very little self-esteem. I was very nervous and withdrawn; the very thought of saying something at the meeting made me downright ill. I could manage to talk one-on-one, but it was a long time before I could summon up enough courage to say a few words at the meetings.

From chairing my first meeting to becoming the DR, my fear of failure never left me. I clearly remember the agony and terror when the group trusted me to be their GR. I died a thousand deaths, but they were very supportive and gave me lots of praise and encouragement, even when I got my P's and Q's mixed up.

Being the DR, I suddenly became aware of my new found confidence. I found that I liked to get people involved in the meetings and organize different events. My circle of friends was beginning to expand along with my comfort zone. I was finally beginning to calm down and have fun; my confidence and ability was growing in leaps and bounds. Being elected delegate is not only an honor and privilege, but it is the

ultimate faith and trust the people in Indiana have in me. Through their caring and support, I feel I am finally overcoming the pull of my fearful past—that is a milestone in my long journey of recovery.

Some of us are born leaders; some—like me—are not. I had to be guided, nurtured, and supported in order to overcome, grow, and blossom. I firmly believe that what grows is what gets watered. As we approach the millennia, I feel we must have leadership that has vision and direction; a leader must be inspiring in order to motivate people to work together to ensure Al-Anon worldwide will remain strong and healthy. Our leaders must be able to offer new ideas and have the courage to embrace the change. We must reach out and nurture those the way we were nurtured. Sponsorship and leadership are a vital part of our link, for leadership is indeed a special trust.

Karen W.

Manitoba

Growing up, the last thing I ever thought I could be was a leader. I was full of fear and insecurities. I was the girl in school who would never answer a question for fear of being wrong. I always agreed with everyone to make sure they liked me, and I never volunteered or got involved in anything for fear of failure.

When I came to Al-Anon in 1978, I never realized how much the program would change my life. It was the trusted servants who led the way for me in my journey of recovery, by sharing their experience, strength, and hope, and showing me how to apply the principles of our program to my life. It was the people chairing the meetings, looking after the finances, sponsoring members, and those willing to say yes that encouraged me to experience recovery through serving others. I was so grateful for what Al-Anon had done for me that I wanted to give back some of what I had received.

I learned as district rep that I wasn't responsible for everyone, only myself. When asked to let my name stand as delegate, I was afraid at first, but then I was reminded that all I had to do was to be willing and God would do the rest.

My three years as delegate to serve and represent my area has been a privilege. In each area of service, I have been a link in the Al-Anon chain. As delegate I must be open to all sides of an issue, and although I have personal opinions, it is my duty to present all sides to the area so they can be as informed as possible in order to make group conscience decisions.

I've learned that even if the decision is not my choice, that I am comfortable and trust in a Higher Power and the group conscience. I am extremely grateful to have experienced that process in a powerful way at the 1994 World Service Conference.

As a trusted servant it is important that I continue to share my enthusiasm and to continually encourage others. The most important thing I must always remember is to trust in my Higher Power and always to keep in contact with my service sponsor. I believe each one in Al-Anon is a leader—a trusted servant who is responsible—whether at our group, district, area, or here at world service. I believe if Al-Anon has changed our life, we must be willing to lead others to experience the wonderful gift of recovery. I know for myself, my experience as a trusted servant has helped me grow as a person, and as challenging as it has been at times, it is an experience I will always be grateful for.

As my term comes to an end, I am not sad because I have found it is never the beginning or the end that matters, but it has been the journey that has given meaning to my life.

Mariellyn K.
Minnesota (S)

When I arrived in Al-Anon, I had become a person I did not like. I was very angry, mean and vindictive. My character had become lopsided with dishonesty, self-hate, and fear. My fear of abusing my children brought me to the tables of my first Al-Anon meeting.

Despite my fears, dishonesty, and self-hate, I was a community leader. I thought I functioned quite well in various leadership positions in my profession, business, and community. If you had asked me how I could do this so well with a husband whose alcoholism had become very public and very embarrassing, I would tell you, "I'm fine, thank you!" and then go home and cry.

As the result of alcoholism in my family and my marriage, I had become two people—the public lion and the private mouse. It was at the tables of Al-Anon that I learned how to become one, healthy person. Today I can love the person that I have become. I practice gratitude and use my gift of leadership to carry the message of hope to families and friends of alcoholics.

Leadership is a special trust given to me by my group when they helped me belong by including me in service—I welcomed new people and passed out literature. I was a full member. However, they only let me do one job at a time! Not too much control for me. In the past, I had had my personal needs met by volunteering too much, so they made me go slow—they said only one job at a time; do it well; be consistent. When I was elected group representative, a sponsor showed me the way. My group trusted that I was capable of understanding a broader picture and that I could keep an open mind in making decisions for Al-Anon as a whole.

In each service opportunity in Al-Anon, I have grown personally. Because of the principles of Al-Anon, my recovery has been a spiritual awakening. I can make decisions with confidence because of knowing myself, trusting the guidance of my Higher Power and those I've consulted. I can be true to my values. Taking action to follow through on my commitments, I have been thrilled by the accomplishment.

Today, I am challenged to help others develop their leadership. We each have the gift because of who we are and where we've come from. Only you can tell your story. Together we can address the challenge of being too busy to offer the hand of love and kinship when attending our Al-Anon meetings. Because of change in our world we can grow in our thinking and develop new campaigns in cooperation with other leaders to strengthen Al-Anon. I accept the challenge of leadership because of the special trust you, Al-Anon, have given me. Thank you.

Barbara McL.
Ohio

My understanding and the appreciation of leadership is different today than it was prior to experiencing the principles of Al-Anon and enjoying the gifts of service in the fellowship. To me, a leader was the one who told everyone else what to do or the one who did it all himself/herself. Today, I can see that

a leader in any group is the participant who combines the qualities of responsibility with flexibility, dedication with open-mindedness, stability with tolerance, and especially, vision with goals.

Arriving in the rooms of Al-Anon as a result of a counselor telling me to stop mothering the alcoholic, I began to feel hope, love, confidence, and trust. Maybe I could contribute and give back to Al-Anon what it had given to me. My home group seemed to think so since they asked me to be their GR. And so it began—my journey through service, which has led me here to my third World Service Conference. Each growth opportunity that I have accepted in Al-Anon has brought with it more understanding and appreciation for the Steps, Traditions and Concepts—not only as they apply to Al-Anon at all levels but in my personal life as well. If it works in Al-Anon, why not at home, work, and play?

Being a potential leader in all aspects of my life is truly a special trust, not to be taken lightly. It requires me to participate while listening and considering the ideas of others even when at times I may not agree. Putting down the ideas and concerns of others is to betray that trust. It requires me to be informed of options and to introduce a few of my own yet be prepared for and accepting of criticism. A leader makes decisions based on all available data, keeping in view the longtime effects.

There have been numerous times in the course of doing service in Al-Anon that I have realized what a special trust is. The most poignant moment was at the Conference in 1994, just seconds before marking the ballot for Motion 12. What a special trust my area had given me—to vote according to what I believed, to me, the best for the Al-Anon fellowship as a whole! I believe that this special trust is also given by a Higher Power whose presence was so felt by me at that moment in the 1994 Conference that, had I reached out, I would have felt Him just as surely as I feel you today.

Concept IX says that if we act responsibly, we inspire confidence. Being responsible includes being motivated by principles, never passing the buck, and setting an example that inspires others to follow.

Lucy J.
Ontario (S)

Growing up with alcoholism is the only requirement for membership. Joining Al-Anon has helped me to achieve serenity for myself. Taking an active part gave me the opportunity to serve. To all the people who cared and supported me through good and bad times, thank you for the fellowship, and may God bless!

Concept Nine is about leadership. This Concept inspires and helps me when it comes to understanding myself and others. Personally, I feel that good leadership is setting a good example, serving rather than dictating, and having a good sense of humor. I believe our cofounders had these qualities.

I know for a fact that the first delegate to the WSO from our area was a true power of example and remained active until the day she met her creator in June 1994. Her enthusiasm for Al-Anon/Alateen and her great sense of humor are still an inspiration to all the members in our area. She was tolerant, responsible, and flexible. Unity worldwide was her vision.

As stated in Concept Nine, "Thank God so many of our service leaders at all levels of operation are blessed with the attributes of tolerance, responsibility, flexibility and vision."

Being able to trust again was a revelation to me. I am now aware that trust comes from within. Trust is also a special gift for those who ask for it. Complete trust in the God of my own understanding is what being a trusted servant means to me. In serving with trust, we give. It is in giving that we receive.

Caroline O'M.

Rhode Island

My husband had committed himself to the detox unit of our state mental hospital, and a social worker called me and asked me if I would attend some Al-Anon meetings. Of course I agreed. I would do anything to keep my husband sober. She didn't correct me; she just said, "Wonderful."

I hadn't driven my car in a year, and I had no idea on how I was going to get to that meeting. I was having anxiety attacks, and I just couldn't make myself get in my car and drive. So I came up with a great idea—I would pay one of my sons \$10 to go to the Alateen meeting that was held at the same place and time. You see, that day was a new beginning for all my family. Today we are five people in recovery, and between us we total 75 years of sobriety, one day at a time. My husband and three children are in the AA program. I was asked to say a few words at my husband's anniversary, and I thanked these wonderful people for doing something that I had tried to do for many years and failed.

It's wonderful to be back again. This is my second Conference as I served on Panel 28. I feel very privileged that my area placed a special trust in my leadership and allowed me the opportunity to serve them again as a replacement for our past delegate on Panel 34. At the time I was serving as the state treasurer, and I hesitated. I told them I would be willing but only for the remainder of the term. Not because I didn't want to serve, but because it has been such a growing experience for me. Service has been so much a part of my recovery. I want to share it with everyone. The Conference has truly opened my eyes to worldwide service. I was told it's not my ability that my Higher Power wants—it's my availability and willingness. They voted me in, and I asked them for help. We needed a new treasurer, and they got one. Her name is Janine. She was willing, and she said yes. Then I said, we need an alternate delegate, and they went out in search for one, and they got one. His name is Paul, and he was willing, and he said yes. We are all working together, and hopefully we hope to have a candidate to serve as delegate on Panel 37.

Rhode Island is a small state; it's uncanny how my first Conference came at a time of turmoil. At that time our area chairperson had passed away. We were able to regroup and become stronger. Again, I'm here, and again there is conflict in my state. We weren't able to keep the focus on our primary purpose: the good of Al-Anon in Rhode Island. We regrouped, and again we came out stronger. I'm happy to say Al-Anon in Rhode Island is well; thanks to a Higher Power for his guidance and to a strong area committee and area chair for having the courage and the unity to make the necessary changes that were needed. This is what I call Leadership—A Special Trust.

Elaine L.

Delaware

Al-Anon was the beginning of a new way of living for me. It was one meeting at a time, one thought at a time, and one

experience at a time. I came to believe in the power of this program as I practiced the Steps, the Traditions and the Concepts. Through them, the world suddenly became mine. The lost opportunities, and dreams of the past were forgotten and a new person arrived.

I got into service very quickly because for the first time in my life, I knew I belonged. I wanted the whole world to have the peace and serenity I had found in this fellowship. Every position I held in Al-Anon was a step up in my own recovery.

I started to listen to others, and I heard what they had to say. I learned new ways of thinking and wonderful ideas on how to accomplish tasks, which baffled me in the past. My frame of reference and ways of doing things were not always right. I spoke up for my opinions, but did not allow a closed mind to interfere with a group conscience decision. I compromised, yet never gave up my personal values. I became a trusted servant and did what was best for the fellowship as a whole.

As a trusted servant I learned by watching others carrying the message in positive ways. I acquired enthusiasm, which is a very contagious attitude. My enthusiasm took me into institutions work and cooperating with professionals. Many years of service were spent at shelters for battered women and children, just carrying the message of hope that I found in Al-Anon. Three years ago, I started a prison meeting at the Women's Correctional Institution in Delaware. I never realized I was becoming a leader.

Like most of the accomplishments in my life, I did not set out on the road to be a trusted servant or a leader, but my Higher Power directed me that way. I found Al-Anon at the time I needed it. I became a trusted servant when I needed to, and I became a leader when I had to.

I know my Higher Power is preparing a new adventure for me at this very moment, and I owe it all to the fellowship of Al-Anon.

Susan E.

Hawaii

Aloha. Leadership—A Special Trust—I instantly identify with this theme. My mind flashed back on all the times in Al-Anon that people trusted me and loved me until I could love myself.

Before Al-Anon, I didn't believe that I was good enough or smart enough and that if things went wrong, it was because I didn't do enough to fix the problem. If you said I was pretty, I might say thank you, and be really glad you noticed me, but inside I didn't really believe or accept the compliment you gave me.

I came into Al-Anon to help me live with my grandparents' drinking. I was afraid if I left them, other members of my family would not love me any more. The members of those meetings taught me to Let Go and Let God and that the only way I would be happy was to do what I wanted to do. I left my grandparents in God's hands and moved to Hawaii. I went to service events because it looked like the members in service were having fun, and I wanted to be a part of that. When you asked me to do service at the group and area level, I turned you down because I knew I wouldn't do it right or perfect, and you would find out.

Yet, you kept asking me and over and over; you told me that it didn't have to be perfect. My first area service was Alateen Coordinator. It was safe because all I had to do was help the other co-coordinator find her way around the islands, but she left, and you asked me to stay on. I got partly honest

with you—I admitted I didn't want to write letters. What I didn't say was because if I spelled something wrong, or used bad grammar, you would find out I was stupid. You told me to do what I could do and that would be enough. I don't know why, but Alateen grew and grew—it certainly wasn't because I wrote letters. You asked me to stand again for Alateen. I agreed because you loved and accepted me as I was.

Then it came time for elections. I was nominated for alternate delegate. No one else stood for it, but I still couldn't believe that you loved and trusted me enough to do the job—I certainly didn't. When I was told I was elected, I cried. I still couldn't believe the members of Al-Anon trusted me. I began to trust myself. Al-Anon gave me the gift to make mistakes and find out everything would be all right.

I still don't think I would have stood for delegate because I wasn't smart enough or a woman of vision, but as alternate delegate I had to go to the WSC in place of the delegate. You told me that God knew what he was doing sending me to the WSC. You believed I would do a good job. I had an important part in some changes that came about at that Conference. I finally believed that I was enough the way I was, and that when it came time to stand for this term as delegate, I would be willing. The vote went to the hat, and God chose me. God and you trusted and loved me until I loved myself, and I thank you for allowing me to serve Al-Anon anyway I can. Mahalo.

Melody G.

Maryland/DC

Everything I know about leadership I learned in Al-Anon. There were many examples of leadership prior to coming to Al-Anon, but I was too caught up in the devastating disease of alcoholism to be able to see them. So I came into Al-Anon to find out how to keep him sober and stayed to find out about many things—not the least of these was myself, leadership, and trust.

I have learned much about leadership and trust in this wonderful program. I have learned that the true leaders listen more than they talk; that a leader needs to be open-minded and willing to hear what others say and consider it thoughtfully. Leaders know that their way is not the only way and not even necessarily the best way. Leaders bend without breaking and have learned the meaning of the word compromise. Leaders do the right thing and do not vacillate because the right thing is not the popular thing. Leadership is not a popularity contest, although effective leaders have to be sincerely interested in others and their ideas and values. Leaders must have values—one of which is to set aside petty ideas if they conflict with the common good. No one at this or any other World Service Conference I have attended is here because he or she is shy, reserved, and not opinionated. If we came here that way, the Conference worked its magic, and we found out we certainly had opinions and made sure that as many people as possible knew what they were on any given topic. We are each here because we have become leaders in our own area, and have been given the trust and the opportunity to share those skills with each other in a very special place and time.

The trust placed in me as a leader in my area is very humbling. That trust has helped me to live up to the values I learned from this program. It has enriched my life in every area—at home, on the job, in my community with friends and neighbors, and in this program with my extended family of

choice. The trust placed in me has even helped me to trust my Higher Power and His plan for me now and in the future.

As I move into the future, I will treasure the memories of the four World Service Conferences I have been privileged to attend and the great trust placed in me by my area to serve during this time of momentous change in the Al-Anon program.

As the World Service Office moves to a new area, a new office building, and even a new structure, I trust that our leaders will take the program strongly into the future while retaining the principles that give our program its value to each of us, and I will be here in spirit, continuing in service to Al-Anon, giving them my trust.

Sherry B.

New York (N)

I've often mustered up courage for new service areas by reminding myself that there's nothing I can do in a three-year term that will totally screw-up Al-Anon! As long as I remain willing and keep an open mind, I can trust my Higher Power to guide me to do the right things, say the right things, and show up in the right places at (almost!) the right times.

As I look back over the three years I've served as our area's delegate, I'm filled with a deep sense of gratitude. The special trust I finally put in my Higher Power, in the Al-Anon/Alateen leaders who came before me, and in our leaders of today, has led to some miraculous life changes.

Today, I'm no longer hopeless, frustrated, and depressed. Today, I don't use guilt and self-pity to manipulate others just so I can have my own way. Today, I can give to others out of love and gratitude rather than out of a sense of martyrdom and people-pleasing. I've learned to care about others without forgetting to care for myself.

I believe I am an effective leader today thanks to so many of you who lovingly share yourselves with me. Many of my Conference experiences have changed me—the tough decisions, the healing of a heart that needed to truly embrace everyone who walks through our doors, the joy of new beginnings in Virginia Beach, the bubbles, learning the hula, talking with members one-to-one, and facing the painful good-byes to those who will not be relocating.

During the Conferences, I did not always agree with the decisions that were made, but I knew that my opinions were heard and that informed worldwide group consciences were taken.

As I leave the Conference and as WSO leaves New York, I trust that our members will continue to be led to make the right decisions for our future. Our Higher Power is in charge. Thank you, and I love you all.

Jean T.

Pennsylvania

I seem to divide my life into two parts—"BA" and "AA"—before Al-Anon and after Al-Anon.

Before Al-Anon I thought one of my only positive traits was that I was a "leader." If you wanted something done, or even if you didn't always want it done, I would put on my army boots, march right in and make things right—whatever right was in my mind. I talked well, but I listened poorly. I ran the Cub Scouts, the Sunday School, and the PTA with the attitude just get out of the way and let me do it. The only place I was

not a leader was in my own life. While I was directing the world, I could barely get through the day inside my own head. After some time in Al-Anon I began to realize some of my character defects and what I had thought was a strength was something I needed to change, so I stopped doing everything; my disease is one of such extremes.

When my sponsor suggested I run for GR I thought, "Oh, no! I will try to run the group. I can't do this." But as I grew in my program and in my service work and became GR, then DR, then delegate, I also grew in my thoughts of what a leader really can be. I can bring together the members, help examine the pluses and minuses of their ideas, work with others to turn the best of the ideas into a workable plan, and help to do what is necessary to put that plan into action.

My area put their special trust in me when they allowed me to be delegate, and I put my trust in the process that brings the areas, WSO staff and trustees together at this Conference to do what is best for Al-Anon. We may differ greatly in our ideas, but we all want what is best for the program that everyone in this room loves.

I ask for help from my Higher Power every day to keep my mind open to new ideas and my heart open to accept things I may not agree with. I have a special trust in Al-Anon, and when I surrender to that trust, I am never disappointed.

Mary D.

Texas (W)

Leadership has been one of the many special gifts that I have received in Al-Anon. When I came into the program, I was unable to give, unable to love, unable to support and unable to lead, but through the process of recovery I eventually came to believe—not only in a loving God of my understanding, but also in myself and others. I began to trust. As I became teachable, I was able to follow.

One night, I went to my Al-Anon meeting, and the chairperson announced that the group needed a GR. I really didn't know what a group representative was or did, but I knew that I was interested in helping and willing to learn. I knew that I couldn't keep what I had unless I gave it away.

Thus, my journey in service began. I can still remember my first assembly when I was so much in awe of everyone there, especially the assembly officers. I remember how thrilled I was when the assembly chairman started a conversation with me, and how fascinated I was just to observe our leaders in

action. When I became district representative and attended my first area world service committee meeting, the chairman remarked to me, "You sure are a sharp Al-Anon, one who is interested and not afraid to ask questions." I remember walking out of that AWSC meeting that night feeling like my questions had been important, that I had contributed to the process of wanting the best for my assembly area. It wasn't long after I was elected delegate that I discovered that being a leader wasn't about having a title—it's about the process, the action.

As Concept III states, "The right of decision makes effective leadership possible." Being a leader is about trust—trusting that our leaders whether at the group, district, area, conference or WSO level will act responsibly and trustworthy in all of our affairs. It's about caring, sharing, and listening, encouraging participation, having mutual respect, and engaging in a working partnership of understanding and acceptance. Being a leader has been about being willing to learn, to be responsible, and to follow through with dedication, creativity, planning, motivation, support, and unconditional love. Being a leader is about give and take—and the ability to compromise. Leadership involves the creation of implementation of principles, plans, and policies into action for improvement of our fellowship. Being a leader is about taking a stand when needed, using authority and persuasion to effect a change, and voicing my viewpoint whether that view is minority or majority. Being a leader is about being open to disagreement, being open to others' opinions, and not complaining or fretting about the past. Being a leader is about giving back the special gifts that I have received in the Al-Anon program. It's valuing each Al-Anon member, making them feel that not only are they important to our fellowship, but also that each member's voice is heard, respected, and valued.

As delegate for Texas West, the journey has been an incredible experience. It has expanded and enhanced my abilities and skills to include attributes of tolerance, responsibility, flexibility and vision one day at a time. I thank God for the privilege of serving and for the wisdom and knowledge that I have gained along the journey. Leadership has given me Twelve Traditions to guide me and Twelve Concepts of Service to light my journey. Thank you for being part of my journey and for the special trust you have given me as a trusted servant and leader. I love you in a very special way.

1996 WSC ASK-IT-BASKET QUESTIONS

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AL-ANON ADULT CHILDREN

1. What is the difference of focus between Al-Anon/Alateen-Adult Children and Adult Children of Alcoholics?

A World Service Conference approved motion asked all groups to use the full name, Al-Anon Adult Children groups to avoid confusion with other organizations such as ACA or NACoA that aid children of alcoholics. The initials, ACOA are not copyrighted by the WSO.

2. The new Group Services department, which will be largely responsible for our Alateen groups, will have an Alateen Advisory Committee. Group Services will also be responsible for Al-Anon Adult Children groups, which like our Alateen groups, are numerous. Might it not be possible for Group Services to also have an Al-Anon Adult Children Advisory Committee?

The new structure is still very new and being implemented on a three-year trial basis. The committee is in the process of hearing/listening to everyone and discussed this idea at its first meeting. At this time, there are no plans to create a separate advisory committee for adult children.

3. The number of areas having the position of Al-Anon adult children coordinators continues to increase. Currently these coordinators do not receive mailings from the WSO, and there is no service arm for adult children at the WSO. Under the new service structure, will the WSO begin to work with these Al-Anon area adult children coordinators? Is the WSO considering producing Guidelines for the position of Al-Anon adult children area coordinators?

The WSO recognizes area coordinator positions established by the WSC. To date, the WSC has directed the WSO not to establish a coordinator position for area adult children coordinators. Group Services, however, will respond to communications from our adult children membership and strive to fulfill their needs.

ALATEEN

4. Is there a possibility Alateen will adopt Al-Anon's Traditions?

After reviewing this recommendation, the WSO Alateen Committee declined this idea. The committee action was reported in the Alateen Reportback appearing in the 1995 WSC Summary.

5. Several members from my area wrote to the Alateen Committee with concern that Alateen will get lost in the shuffle with the new restructure. Please explain and clarify how Alateen will be enhanced.

In the new structure, the Group Services department includes an Associate Director and Assistant dedicated to Alateen. There is also a separate Alateen Advisory Committee. Essentially, the same number of staff are specifically dedicated to

Alateen in the new structure. The WSO relies on each area, district and group to encourage members to support and become Alateen sponsors.

6. Please, let's clarify the age for Alateen membership and also Alatot groups. One more time.

The 1991 World Service Conference approved a motion to provide service for younger family members; no specific age was cited or specifically authorized by the WSC. A discussion appears in the 1991 WSC Summary of the Alateen presentation to the WSC. All younger family member groups are registered and serviced by the WSO as Alateen.

7. The Alateen pamphlet, *If Your Parents Drink Too Much* (P-22) states "Drinking problems can happen to anybody . . . rich or poor, smart or stupid, young or old!" Is the inclusion of the word "stupid" not somewhat inappropriate?

The Alateen standing committee began to address this concern in 1995 and has asked the new Group Services Advisory Committee to continue to review the statement.

ARCHIVES

8. What are other areas doing with archival holdings?

Many area archivists set up displays for assemblies, conferences and conventions. A wealth of ideas can be gained from attending Regional Service Seminar workshops for archivists and preserving Al-Anon's history. Other suggestions are to contact other area archivists within your region and to read the Archives Sharing page published in *Area Highlights* as a resource for ideas.

AREA HIGHLIGHTS

9. The possibility of individual subscriptions to *Area Highlights*. Might we be missing the opportunity to share wonderful ideas and growth experiences with the whole fellowship? Members active in service would like to read it.

Besides area delegates, coordinators, newsletter editors, information services/intergroups, and literature distribution centers, the WSO sends *Area Highlights* to the district representatives and area chairpersons to offer wider distribution of information. *Area Highlights* can be photocopied by anyone, so ask your DR or area trusted servant for a copy. At some time in the future, the WSO may look at the cost and feasibility of offering individual subscriptions to *Area Highlights*.

CONCEPTS

10. Concept Twelve, Warranty Three: Why is the word "substantial" omitted from many of our books when this warranty is reprinted?

The list of the Five Warranties appears on page 191 in the *Service Manual*; the descriptive text for Warranty Three

appears on page 197. When Lois W. and the Concepts Committee adapted the Twelve Concepts of Service, they followed the format used by AA. When quoting the Warranty, the *World Service Conference Charter* (pages 138 and 139) and other Al-Anon publications, use the exact wording appearing on page 191; however, when discussing the principle of substantial unanimity, the descriptive text is used for reference.

CONFERENCE

- 11. Is it possible to get a list of all Conference themes.**
Yes; contact the WSO.

FINANCES

- 12. One of our districts always participates in AA conventions and round-ups. Al-Anon is included in the planning stages and Al-Anon speakers are requested for the opening meeting and the public meeting. This district gives a donation for door prizes but doesn't receive any portion of the money taken in during the AA function. However, when Al-Anon hosts a convention and AA participates, there is no donation given by AA. Some Al-Anon members feel that this is unfair but have been unsuccessful in getting their point across at their district meeting. Is there a guideline to cover this situation?**

Two Guidelines, For Cooperation With AA (G-3), and Al-Anon Conventions (G-20) provide a suggested framework for donations to cover Al-Anon related expenses and accepting proceeds from AA sponsored conventions where Al-Anon has participated. The district has the option of not making a donation. Some districts give "seed money" or a donation of other services. It is important for the participating Al-Anon district to arrive at a group conscience decision at its meetings before opting to discuss the matter with the AA convention planning committee. Other Al-Anon members feel that participating in AA convention includes other types of paybacks to Al-Anon that are not monetary.

GENERAL

- 13. At Al-Anon meetings, how do you handle people using a lot of bad language? Are we just to accept this, or not let it get out of hand.**

Oftentimes, speaking on an individual basis with the member(s) involved is sufficient; the member(s) may not honestly be aware that their language is offensive. As with any persistent problem, members are urged to communicate with each other in order to arrive at a group conscience decision. A group business meeting is the ideal place to discuss concerns of this type and to arrive at a solution.

- 14. Are there any other suggestions to stop crosstalk at meetings, other than a group inventory?**

Because crosstalk has several definitions and affects a group's meeting format, it is important for the group be in agreement as to the definition of the term and the format the group wants to maintain for sharing at its meetings. Topics of this type can be discussed at group business meetings.

- 15. Voting procedures for groups. Is it one group, one vote? Or can you vote in the group conscience of any group you attend regularly?**

Group autonomy determines who may vote in matters of group conscience or business meetings. Many groups ask members to take their own inventory and vote if they consider themselves to be a member of the group.

- 16. How can the Spanish meetings grow with few meetings in Connecticut?**

Can *The Forum* magazine be translated into Spanish?

Spanish meetings can grow with the help of interested Al-Anon members, particularly those who speak Spanish. Existing Spanish-speaking groups, districts, information services/intergroups or areas also can help to encourage the formation of Spanish-speaking groups. Service projects using Spanish literature can be undertaken. Some articles for *The Forum* are translated in our newsletter, *Al-Anon y Alateen en Accion*, which has subscribers from around the world.

- 17. What is the significance of having a home group?**

Loyalty, connection, and commitment. Members usually feel a strong sense of responsibility and gratitude to their home group for providing them with the meetings for personal recovery. A home group reflects being there for newcomers. The Concepts of Service also refer to our "need to belong."

- 18. A meeting in Metropolis, IL (Area 16, District 17) would like to become part of Paducah, KY (Area 21, District 6). What is the procedure for a group changing areas?**

It has to be agreed upon by both area assemblies.

- 19. We have heard that the WSO headquarters won't be finished when our lease in NY is up. We were told that shares in Al-Anon would be sold to fund this interim move. Is this true? Is this possible?**

The new WSO in Virginia Beach was completed in early May which was a few weeks before the NYC WSO lease expired. This was done so that business services such as shipping and accounting would be fully operational prior to the closing of the NYC Office. There was no need for additional funding resources. The WSO's tax exempt status as a 501.c3 could be jeopardized if shares were offered or sold.

- 20. How does a member or any individual set up a literature distribution center?**

The Guideline Literature Distribution Centers (G-18), is available; contacting other LDCs is also suggested.

- 21. A recent PI layout in *Family Circle* magazine (8/95) described AFG as a fellowship of friends/families of alcoholics and drug abusers. This was misleading. How does WSO identify information which they endorse?**

We provide information about Al-Anon as a program of recovery for families and friends of alcoholics to the media; however, we do not have control or final review of a writer's words unless he/she is employed by or under contract to the WSO. When we learn that an article has appeared with inaccurate material about Al-Anon, we provide correct information for accuracy of future articles and thank the writer for his/her interest in Al-Anon. Members can also write to the magazine to thank them for including Al-Anon and provide corrected information.

- 22. If a member were to leave money in their will to WSO, area and district, how should it be specified so that money is dispersed as desired?**

Financial limits for legacies and memorial contributions to the WSO are cited in the *Al-Anon/Alateen Service Manual*. Members can consult their attorney and set up their will accordingly. A pamphlet "Remember Al-Anon in your will" is available from the WSO.

23. When sexual abuse and/or emotional abuse is talked about at a meeting or to a sponsor, what are our responsibilities as Al-Anon members?

When the issue of sexual abuse is brought up, a one-on-one conversation with the member suggesting that professional help may be needed for a serious matter of this type may be helpful. Another method used by members during meetings is to raise their hand to be recognized to share and suggest that the member speak to other members after the meeting. Emotional abuse is a common experience for anyone close to an alcoholic; members can share how they have applied the program to this subject. Recovery also includes each member learning to assess his/her personal situation and to protect his/her safety. Everyone has the need to be safe; members are encouraged to talk to their sponsor and/or seek professional help when their physical or emotional well-being is jeopardized.

24. Other organizations and Twelve-Step programs can also help families of alcoholics. Why does Al-Anon not affiliate or cooperate with any of them?

Our Traditions prevent us from affiliating with other programs; however, we are encouraged to cooperate with AA whenever possible. We can also cooperate with other Twelve-Step programs by telling them who and what we are and retain our focus without affiliation.

25. Can an Al-Anon member sign a lease for a meeting place for an Al-Anon group? If a member does so, and the group has to move or other problems arise, who is responsible for paying the rent?

The individual member who signs a lease is legally responsible for paying the rent. It would be up to the group to determine whether or not it will reimburse the member on a regular basis, in the event the group moves or if other circumstances arise. Accordingly, it is important for the group to clarify its wishes with the individual member. Leases should be short term and discussed with the group before a member renews it to insure that the group conscience supports the decision.

26. Are photographs of Lois W. and Anne B. available from the WSO? If not, where can our members obtain them?

The two photos (8 1/2 x 11) are available from the WSO—at a cost of \$2.50 (\$1.50 plus \$1.00 shipping and handling per photo).

27. The WSO is planning to institute a three-year pilot study of electronic Al-Anon "meetings." During this period, our area understands the intent is to list these "meetings" as "meetings." Currently, however, some of these so-called "meetings" are asking to be registered as full Al-Anon Family Groups. Must we wait three years before servicing the needs of this newest segment of our membership?

The Board of Trustees has authorized a three-year feasibility study with the intent of full registration. In the interim, electronic meetings can contact the WSO, provide the name of the member serving as their contact along a "snail mail" address to receive WSO mailings, and its e-mail address. Members calling the WSO 800 meeting information numbers or

contacting the WSO for electronic meeting addresses will be given e-mail addresses of the contact and/or the electronic meeting. These records will be retained separately from the WSO's group records in the same manner as Lone Member or Limited Access groups to avoid confusion.

28. What is the experience on Eleventh Step—specifically candlelight meetings.

It has come to our attention that various groups hold candlelight meetings on specific Steps or topics. These meetings are usually held on special occasions such as holidays, for annual gratitude meetings or as part of a conference/convention. Some members feel these meetings might give newcomers a false impression of Al-Anon or Alateen. The decision of holding candlelight meetings should be discussed at a group business meeting.

29. While we are not above the law in Al-Anon, what is our position when during a meeting someone shares knowledge of illegal activity (e.g. embezzlement in the workplace?) Are those who hear this liable, obligated to report to the authorities, accessories to the crime?

No. While confidentiality and anonymity of sharings at meetings are basic principles of our program, the disclosure of crimes or illegal actions are not protected or considered privileged in the same manner as a patient/client relationship with doctors, lawyers, clergy, or therapists/psychiatrists/social workers. Therefore, a member should use caution in making statements of this nature at meetings or on a one-to-one basis with another Al-Anon/Alateen member, as the listening member can be subpoenaed to court or may disclose the information to the authorities.

GROUP RECORDS

30. How can WSO use the slogan, "Keep it Simple" when sending mail to districts? Some districts get too much mail and sometimes find that information is duplicated. Could each department within the WSO place mail in the outgoing mailbox for each district to avoid duplication and save postage to Newfoundland/Labrador?

When the WSO relocates to Virginia Beach, new mailing label software will be used that is specifically designed to eliminate duplicate mailings. The problem in the past has been when the DR is also a GR whose address is used as the group's Current Mailing address, a duplicate mailing resulted because of two separate mailing label software systems that were used at the NYC WSO. Whenever duplicate mailings occur, members can distribute the extra information to other interested members and inform the WSO.

31. Can the registration forms sent from the WSO be redesigned to permit new groups to indicate whether they are a "special interest" group, and if so, which type (Al-Anon adult children, gay/lesbian, mens, etc.)?

The registration forms currently provide space for groups to indicate whether they have a special focus; the forms will be reviewed to determine if further clarification is needed.

GROUP SERVICES

32. How can we have a toll-free phone number with WSO answering general information? Communication with WSO—Establishing an 800-number for delegates and for

groups to report address changes, etc. We could have a pin code for each delegate and/or group, and changes to the data could be made via phone call. Let's use the computer age (I am a computer illiterate, yet I have had to use pin codes and phone systems to place orders and check orders, etc.) It works.

When we are able to implement an effective electronic procedure with our new computer system at the WSO, we will explore these possibilities. We are very interested in making the process for submitting group changes more convenient for our members. In the interim, written documentation from members helps us to be certain that we are recording the changes correctly.

GUIDELINES

33. How can we clear up or clarify the differences between information services, LDCs, intergroups, information service liaisons? The members seem confused about responsibilities and area of interest boundaries.

There are separate guidelines for Information Services (G-4) and Literature Distribution Centers (G-18) as well as glossaries in the *Al-Anon/Alateen Service Manual* to help define terms. Workshops can be held by districts, information services, intergroups and the areas to discuss the terms and responsibilities of each service arm.

INSTITUTIONS

34. GRs in institutional meetings (*Service Manual* on page 44 "usually, there is no GR at an Institutional group"). A matter of group autonomy or a firm "no GRs"? How and when does an institutional meeting become a group?

There are two types of Institutions groups: a group that introduces Al-Anon to potential newcomers, and a regular Al-Anon home group that meets at a facility. A group whose meetings are introductory at an institution has transitory membership whose attendees are encouraged to attend Al-Anon meetings near their homes; its meetings are led and sponsored by more experienced Al-Anon members. These groups do not have GRs; the regular groups meeting at facilities do have GRs. The group decides if it is a group for beginners or a regular home group which meets at an institution.

INSURANCE

35. Insurance and Al-Anon. Curse or savior? How does incorporating an area change our legal responsibilities regarding insurance, etc.?

Incorporation does not affect insurance; however, incorporation limits liability, and insurance protects against possible liability depending upon laws within the area and the limits of personal liability. It is important to discuss with local, state, and provincial experts.

Liability: Personal and legal. Do we need insurance? For Alateen, for conventions, assemblies, etc.? Who gets it, the area, each group?

Whether or not to have insurance is up to the autonomy of each group and service arm. Because many facilities (e.g. hotels, schools, and churches) are requiring liability insurance, consulting with a local not-for-profit attorney is suggested.

LITERATURE

36. Concern of use of "He, God" and gender specific language in literature and meetings. Suggest using "Higher Power" and gender neutral language.

The WSO uses nongender specific language in literature and published materials as much as possible. Changing the male gender references to God in the Steps and Traditions requires written approval from three-fourths of all registered Al-Anon and Alateen groups; therefore, the existing copyrighted versions of the Steps and Traditions remain in use. Members share at meetings and write articles for WSO publications based upon their personal interpretation of a Higher Power and experiences; so care is taken to preserve their intent and interpretation in written material.

37. A member wants to get the *AA Big Book* reinstated as Al-Anon approved literature. They feel the *Big Book* has valuable Al-Anon information in it (e.g. "To the Family of the Alcoholic," etc.). He feels that the *Big Book* was our first piece of Conference-Approved Literature and our whole program is based on its teachings.

There is no doubt that Al-Anon has a tremendous debt of gratitude for the *AA Big Book*. The *AA Big Book* is focused on the alcoholic's disease and recovery; it was not written by Al-Anon members sharing their personal use of the Al-Anon program. The *AA Big Book* cannot be submitted for the CAL Review Process by the WSO Literature Committee as the book belongs to AA.

38. The new *Courage to Change* books are falling apart at the binding. They do not hold up like the *ODATs*. Why make them different?

The binding problem was corrected shortly after the first printing of *Courage to Change*. It is our understanding that only the 1992 edition were defective. All literature orders are guaranteed. The WSO will replace any defective or damaged book if the front cover and the title page of the book is sent to us.

39. How Al-Anon Works for Families & Friends of Alcoholics is our "essential book"; can the price of this book be subsidized by other literature prices to keep it affordable?

This book is already priced below our standard pricing structure and subsidized by the sale of existing literature and materials. In reality, its sale price should be \$13.00 instead of \$9.99.

40. Why is our new book not called *How Al-Anon/Alateen Works . . . in the same way that our Service Manual is called Al-Anon/Alateen Service Manual*?

While some of the content of *How Al-Anon Works for Families & Friends of Alcoholics* does refer to Alateen, the substantial portion of the text is directed to adult recovery in Al-Anon. In addition, because Alateen is part of Al-Anon, Alateen is automatically encompassed whenever the Al-Anon name is used.

41. Why is the lead time for announcements in *The Forum* so long? It should be possible to reduce this with today's technology.

We're working on it, and our new computer desktop publishing system will help. When the transition from our NYC WSO production system and procedure to our upgraded system in

Virginia Beach is completed, we will make every effort to adjust this schedule for the convenience of members as soon as it is feasible.

42. Printing books in soft cover now puts Al-Anon books on the same shelf with all other self-help books available. In the long term, will this decrease sales, or is the thought that paper backs wear out and more books will be sold?

The change of some hardbound books to soft cover was done in an effort to keep the prices of Al-Anon literature stable and to avoid a price increase. The durability of soft covers has greatly improved over the years. Whenever Al-Anon books are displayed in public, or available for purchase, it is a way to reach out to people whose lives are affected by someone else's drinking.

43. How can Conference-Approved Literature be identified as such on the order blank?

The title of the *order form* is Conference Approved Literature and Service Materials (S-16) which identifies all items as CAL.

44. Inside Al-Anon was the vehicle of communication from the WSO to the groups. The communications consultant reported on the lack of communication within the structure. Combining Inside Al-Anon and The Forum is a short-term, temporary band-aid for The Forum. Long term there will be less communication with the groups. Why was this decision made, and why did the delegates not have the opportunity for input on this major change?

Although the concepts of *Inside Al-Anon* and *The Forum* are Conference approved, they are not administered under the Conference structure. Therefore, the WSO, has the freedom to experiment and to use more up-to-date, as well as creative methods, to improve communication with the groups. With *Inside Al-Anon* included in every issue of *The Forum*, more information about WSO activities will be available to interested subscribers. Groups will continue to receive additional timely and group-related information in the new bimonthly newsletter, *Inside Al-Anon Xtra*.

45. Our district likes the new How Al-Anon Works book in general. We have questions regarding some content—or lack of. We feel that the preamble, welcome, and closing should all come together. If there are not future printings of the old book, Al-Anon Family Groups, we will lose the quick, easy format used at meetings, which also includes the short statements before the Steps and Traditions.

The Literature Committee plans to review this concern and to determine whether this should be changed in the next printing of *How Al-Anon Works For Families & Friends of Alcoholics*.

46. In How Al-Anon Works on p. 380, why has the statement "Will all who care to, join me in the closing with the _____ prayer" been omitted from the end of the Suggested Al-Anon/Alateen closing?

This was an oversight and will be corrected in the next printing.

NEW STRUCTURE

47. New committee structure: Where do advisory committees fit in? Who are they responsible to? Who has the final say on suggestions/activities?

WSO Advisory Committees make recommendations and report to the standing committees with delegate members. Committees with delegate members make recommendations to the Budget and Executive Committees; the Board of Trustees consults with the Budget and Executive Committee and grants final approval of committee recommendations. The process for recommending and granting authorization for projects remains the same.

POLICY

48. Clarify topic: "Employees in Al-Anon Services" (page 75, Service Manual); pages 119-120 Al-Anon Twelve & Twelve (1984 edition) on Eighth Tradition; the point is this: not all paid workers (Al-Anon members other than those at the WSO) are doing Twelfth Step work. What if they're doing the books at an information service office (pages 117-118 How Al-Anon Works . . .) and not making policy?

We need to expand the meaning and coordinate the manual with the other two pieces of literature.

Al-Anon Twelve Steps and Twelve Traditions and *How Al-Anon Works For Families & Friends of Alcoholics* books provide a philosophical interpretation and discussion for application of the Traditions.

The *Al-Anon/Alateen Service Manual* provides a statement of policy regarding Al-Anon members who are paid employees of an Al-Anon service arm.

49. One group in our area insists that Al-Anon really ought to recognize their choice for group representative who is also a member of Alcoholics Anonymous (AA) while we know that Al-Anon does not permit AA members to serve beyond the group level, should we not respect the choice of their group conscience?

This year as in previous years when the dual member issue has been discussed, taken a consensus or voted on, the World Service Conference has chosen to retain the existing policy. Groups are always asked to follow the "Policy Digest," which is approved by the Conference, our largest group conscience.

50. In the book, How Al-Anon Works, why has the statement "Our meetings last approximately one hour . . . cooperation to stick to Al-Anon principles" that was circulated to all groups regarding the need to keep the focus on us, not been included as part of the welcome?

This statement was sent to the WSO by one group as its aid in keeping its meetings focused on the Al-Anon program. Although some groups have adopted it, this statement has not been submitted to the Conference for approval. The Policy Committee declined to approve a recommendation to the Conference to add it to the meeting format because it found the statement too directive and authoritarian.

PRUDENT RESERVE

51. The "Prudent Reserve." How do we determine what is prudent in today's time? Do we hold on to more than we need to at all service levels due to fear, or are we being responsible? What is a suggested reserve for an area treasury, district, and group treasury?

When the Reserve Fund was established in 1966 by the WSO's Board of Trustees, the goal was to strive to have one year's operating expenses in the event of an economic downturn.

This is the legal maximum limit amount for tax exempt, not-for-profit educational associations. It took more than 30 years for the WSO to acquire this amount. However, each group and service arm needs to ascertain for itself what its prudent reserve should be. Asking other areas, districts, and group treasurers is therefore recommended. Saving money for the purpose of stockpiling it, however, is not the principle behind having a Reserve Fund; rather, it is to insure the continuation of Al-Anon in adverse or unforeseen circumstances.

RELOCATION

52. Are the new hires going to be paid based on the salary structure of Virginia? If the committee chooses people from different parts of the country, are we going to pay for their move?

Yes; however, the amount provided for relocation depends upon the position and its responsibilities.

SERVICE MANUALS

53. Could DRs who are not GRs receive Service Manuals?

Members are encouraged to reflect upon the principle of self support. Group and member contributions and literature sales allow the WSO to provide more services and to distribute more materials on a complimentary basis. Although this idea can be retained for the future, at the present time, providing 1300 DRs with complimentary copies of the Service Manual would make an impact on the WSO's operational budget. In the interim, the area can order copies for the DRs, or district funds could be used for this purpose. The complimentary copy of the Service Manual sent to the groups belong to the group rather than an individual member; many GRs or members wishing to retain a copy for their personal use should purchase their own copy of the manual.

APPENDIX A:

1996 WORLD SERVICE CONFERENCE—MOTIONS

.....

MOTION #1 (94 Yes, 0 No, 0 Abstentions, 0 Void) — CARRIED
That the following persons be seated at the 1996 WSC with voice and no vote:

Alberte C., Al-Anon member, PFA
Richard Keilly, nonmember, Business Manager
Georgette G., Al-Anon member, NPIC
Pia F., Al-Anon member, Representative from Sweden

That the following observers be seated with no voice and no vote:

Richard B., Executive Director in Training, Al-Anon member
Phyllis M., Director of Public Outreach, Al-Anon member
Caryn J., Director of Fellowship Communication, Al-Anon member
Susan A., Associate Director of Membership Outreach, Conference, Al-Anon member

That the following person be seated with voice and vote:
Mary Lou M., Acting Literature Administrator, Al-Anon member

MOTION #2 (94 Yes, 0 No, 0 Abstentions, 1 Void) — CARRIED
That the 1995 Annual Report be approved as amended.

MOTION #3 (89 Yes, 1 No, 0 Abstentions, 1 Void) — CARRIED
That the 1995 Auditor's Report be accepted.

MOTION #4 (91 Yes, 3 No, 0 Abstentions, 1 Void) — CARRIED
That the 1996 Budget Committee Report be accepted.

MOTION #5 (92 Yes, 3 No, 1 Abstention) — CARRIED
Amend text of the 1995-96 Al-Anon/Alateen Service Manual, Policy Digest Section, under Meetings. Videotaping/filming, page 65, as follows:

"In keeping with Tradition Eleven, videotaping/filming at meetings is not recommended."

MOTION #6 (92 Yes, 2 No, 0 Abstentions, 0 Void) — CARRIED
In accordance with Section 3 f. on page 139 of the Al-Anon/Alateen Service Manual, 1995-96, the Board of Trustees recommends the following amendment to the Al-Anon World Service Charter. To amend Section 9. Conference Meetings, page 140 as follows:

"9. Conference Meetings — The Conference meets annually." (deleting the words, "in the greater New York metropolitan area unless otherwise agreed upon.")

MOTION #7 (36 Yes, 57 No, 0 Abstentions, 2 Void) — NOT CARRIED
That the WSC give conceptual approval for a major revision of *Al-Anon Faces Alcoholism*.

MOTION #8 (91 Yes, 1 No, 1 Abstention, 2 Void) — CARRIED
The following is a description suggested for the World Service

Handbook section, page 101 in the 1995-1996 Al-Anon/Alateen Service Manual:

GENERAL SERVICE OFFICE (GSO) BOARD OF TRUSTEES Elected Al-Anon members responsible for Al-Anon activities in their respective structure (outside the U.S. and Canada).

MOTION #9 (52 Yes, 42 No, 0 Abstentions, 0 Void) — NOT CARRIED
The Conference declares a three-year moratorium on any Conference action/discussion regarding dual membership in service in order to allow the Policy Committee and the fellowship to reflect and consider what is best for Al-Anon in accordance with our Traditions.

MOTION #10 (56 Yes, 38 No, 0 Abstentions, 0 Void) — NOT CARRIED
The Conference requests that the Policy Committee and the fellowship reflect and consider what is best for Al-Anon in accordance with our Traditions regarding dual membership in service.

MOTION #11 (88 Yes, 6 No, 0 Abstentions, 0 Void) — CARRIED
Conceptual approval to develop a new Alateen Daily Reader.

MOTION #12 (89 Yes, 6 No, 0 Abstentions, 0 Void) — CARRIED
To authorize a one-time reprinting of the Twelve Traditions Illustrated, if financially feasible.

MOTION #13 (94 Yes, 0 No, 1 Abstention, 0 Void) — CARRIED
To amend the text on page 116, 1995-1996 Al-Anon/Alateen Service Manual, World Service Handbook section, under Delegates' Equalized Expense as follows:

Delegates' Equalized Expenses. Because costs of travel to the World Service Conference (WSC) are different for each delegate, a formula was developed to provide a fair equalization of expenses.

The total estimated travel, hotel, meal and incidental expenses for the delegates, divided by the number of delegates, results in the equalized cost. A substantial portion of this cost, as determined by the Board of Trustees, is paid by the areas. The Conference Committee informs each area that this amount is to be sent to the WSO by the area treasurer before January 1. The delegates' expenses are then defrayed by these funds, regardless of traveling distance.

Any area may choose to contribute additional funds, up to and including the entire cost of sending a delegate to the WSC.

APPENDIX B: 1996 BUDGET

Al-Anon Family Group Headquarters, Inc.

	1995 Budget	1995 Actual	1996 Budget
LITERATURE SALES			
As We Understood	\$53,000	\$51,600	\$51,000
Al-Anon Family Groups	7,000	14,700	15,000
Al-Anon Faces Alcoholism	27,000	28,100	23,000
Dilemna of the Alcoholic Marriage	45,000	49,500	46,000
One Day at a Time	410,000	371,200	360,000
One Day at a Time — <i>large print</i>	30,000	30,400	30,000
<i>Forum</i> Favorites — Volumes 1-4	30,000	28,300	22,000
Alateen — Hope for Children of Alcoholics	21,000	22,200	20,000
Courage to be a Kid (<i>working title</i>)	—	—	55,000
Alateen — day at a time	75,000	76,400	73,000
Lois Remembers	11,000	14,800	12,000
12 Steps and 12 Traditions	145,000	145,500	125,000
In All Our Affairs	65,000	59,300	55,000
How Al-Anon Works	530,000	695,300	560,000
12/12/12 (<i>working title</i>)	—	—	100,000
From Survival to Recovery	250,000	228,400	140,000
Courage to Change	940,000	868,800	820,000
Courage to Change — <i>large print</i>	75,000	75,700	75,000
Other Literature	<u>1,250,000</u>	<u>1,223,900</u>	<u>1,225,000</u>
Income from Publications	<u>3,964,000</u>	<u>3,984,100</u>	<u>3,807,000</u>
COST OF LITERATURE DISTRIBUTED			
As We Understood	\$10,000	\$10,600	\$11,000
Al-Anon Family Groups	1,000	2,900	3,000
Al-Anon Faces Alcoholism	6,000	6,600	6,000
Dilemna of the Alcoholic Marriage	8,000	6,500	7,000
One Day at a Time	111,000	103,000	101,000
One Day at a Time — <i>large print</i>	10,000	10,200	10,000
<i>Forum</i> Favorites — Volumes 1-4	6,000	4,900	4,000
Alateen — Hope for Children of Alcoholics	5,000	5,000	5,000
Courage to be a Kid (<i>working title</i>)	—	—	18,000
Alateen — day at a time	20,000	19,500	19,000
Lois Remembers	3,000	2,700	2,000
12 Steps and 12 Traditions	29,000	27,000	24,000
In All Our Affairs	12,000	11,000	11,000
How Al-Anon Works	116,000	171,400	133,000
12/12/12 (<i>working title</i>)	—	—	34,000
From Survival to Recovery	45,000	37,400	24,000
Courage to Change	169,000	157,700	156,000
Courage to Change — <i>large print</i>	12,000	12,100	12,000
Other Literature	<u>327,000</u>	<u>355,500</u>	<u>331,000</u>
Cost of Literature	890,000	944,000	<u>911,000</u>
Gross Profit from Literature Sales	3,074,000	3,040,100	2,896,000
<i>Forum</i> Subscriptions	340,000	328,700	300,000
Interest Earned	25,000	23,500	25,000
Contributions	<u>770,000</u>	<u>738,100</u>	<u>770,000</u>
TOTAL INCOME	4,209,000	4,130,400	<u>3,991,000</u>
LESS: EXPENSE (Schedule 1A)	4,488,000	4,491,100	4,257,000
EXCESS OF EXPENSE — GENERAL FUND	<u>(\$279,000)</u>	<u>(\$360,700)</u>	<u>(\$266,000)</u>

1996 BUDGET

Al-Anon Family Group Headquarters, Inc.

	1995 Budget	1995 Actual	1996 Budget
OPERATING EXPENSES			
Salaries (includes temp help)	\$1,810,000	\$1,758,900	\$1,776,000
Payroll Taxes	157,000	178,200	159,000
Employee Benefits	388,000	391,400	379,000
Post-retirement health benefits	—	92,600	—
Total Labor Costs	2,355,000	2,421,100	2,314,000
Building Occupancy—NYC	880,000	865,800	375,000
Building Occupancy—Virginia	—	—	230,000
Packing and Shipping (Net)	(8,000)	(7,600)	(6,000)
Postage: <i>Forum</i>	77,000	57,700	108,000
other	190,000	175,200	175,000
Telephone: office	35,000	37,800	36,000
800 #s	20,000	16,100	18,000
Stationery & Office Supplies	112,000	108,100	118,000
Office Services & Expenses	60,000	44,800	50,000
Repairs & Maintenance	44,000	38,500	28,000
Travel & Meetings: Committees	110,000	122,500	118,000
Office & Admin	12,000	10,400	7,000
Legal & Audit	25,000	27,300	30,000
Printing: <i>Forum</i>	126,000	121,600	135,000
Conference Summary	16,000	14,300	16,000
Inside Al-Anon	20,000	21,400	22,000
Other	34,000	45,700	25,000
CPC Exhibits	21,000	23,200	21,000
Direct Conference Costs (Net)	52,000	49,100	62,000
French Literature Service (Net)	40,000	38,200	35,000
National Public Information Canada	30,000	29,100	36,000
Regional Service Seminars	12,000	15,700	15,000
In-Office Volunteers	25,000	20,100	25,000
Insurance	23,000	22,300	28,000
Miscellaneous	19,000	21,700	29,000
Total Operating Expense	4,330,000	4,340,100	4,050,000
Non-Operating Expense			
CPC Survey	—	—	13,000
Communications Consultant	—	1,300	—
PSA/PI Campaign	20,000	14,900	18,000
Depreciation & Amortization (Excl. Bldg.)	138,000	134,800	176,000
Total Non-Operating Expense	158,000	151,000	207,000
TOTAL EXPENSE (Schedule 1)	\$4,488,000	4,491,000	4,257,000

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 61 full, part-time and temporary 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. Changes to the WSO structure upon relocation in 1996 were approved by the Board of Trustees (see RELOCATION report).

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 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

Following an intensive search and interview process, Richard B. was named our new Executive Director and will take over this position upon Al-Anon's relocation to Virginia Beach, VA, in June 1996. Myrna H. will begin training Richard in January 1996.

SUPPORT STAFF

The Office Manager, Inez Lopez (nonmember), reports changes in personnel due to several maternity and disability leaves as well as resignations and terminations. Because of relocation, the WSO is making use of part- and full-time temporary assistance to fill positions as necessary.

Dora Kostarelos (nonmember), Services Coordinator, was appointed back-up to the Archives Coordinator.

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.

Style Sheet - The WSO's Style Sheet was revised in 1995. The Administrative Coordinator worked with the Deputy, Literature Administrator and other staff to develop a new Style Sheet consistent with general use. Primary changes were to decrease the use of capitalization and provide a consistent system for titles. The Style Sheet was distributed and communicated to our fellowship through *Area Highlights*.

Salary Increases - Cost of living salary adjustments went into effect on March 1, 1995.

Personnel Manual - A revised copy was distributed to all staff, the Board of Trustees and Executive Committee.

Memorandum Series - All staff 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 open to all staff and their families on Thanksgiving Day to view the parade; the annual holiday party of staff and volunteers was held; the last working days before Christmas and New Year's were designated family days for staff wishing to bring children in for a visit.

OFFICE OPERATIONS

Volunteers - Volunteers provided assistance in the mini-shipping, service and mail departments as needed.

One of our long-time volunteers passed away in April and a memorial service was held at the WSO in her honor.

MEMBER SERVICES

Services for the Disabled - Numerous requests for information on materials for the visually and hearing impaired were received. Our listing of agencies that have been granted permission to transcribe our literature into braille and large print, (S-14) Materials for the Visually Impaired, was updated and reprinted.

An agency in Illinois now offers *Inside Al-Anon, The Forum* and all Conference Approved Literature in braille and large print.

Getting in Touch with Al-Anon/Alateen (S-23) - This directory of Al-Anon contact numbers and addresses around the world was updated and printed twice. The directory was listed by several national self-help clearinghouses and is also available on the World Wide Web.

AFG Service Manual - The 1995-96 edition was updated and printed in English and Spanish due to the efforts of the Services Coordinator and Spanish Services Executive Assistant. Copies were distributed to all registered groups and area leaders in November. Improvements to the manual include an index, tabbing for easier access to the sections of the book, a lay-flat binding, the addition of graphics and change in type styles. Reaction from the fellowship is that it is greatly improved.

Al-Anon Information Service/Intergroup (AIS) - The WSO responded to numerous questions, including requests for guidelines and information on incorporation.

In 1994, the communication consultant's AIS Questionnaire was sent to 177 AISs; 75 (42%) responded, among the highest response rates of all the questionnaires. Most AISs also operate an LDC and the results contain valuable information on both types of service. Copies of a recap of the AIS Questionnaire results were sent to all registered AISs and LDCs.

A one-hour conference call was held on December 7, 1995 with 41 participants from the U.S. and Canada. The format consisted of a ten-minute presentation followed by a 45-minute question and answer period. A recap is being distributed and evaluation forms are being compiled. A report will be sent to the coordinators for further insight into running an AIS.

PRODUCTION

Rena Shindelman, Production Manager (nonmember), reports:

New Items (printed outside) - P-24/27, SP-24/27 1995-96 *Al-Anon/Alateen Service Manual* (English and Spanish); P-46 WSC Summary; 1995 Conference binders; P-73 *Alateen Talks Back on Detachment*; M-54 Pamphlet Display Racks; S-15/S-15R 1995 Catalogs (12-page and 4-page).

Books - B-22 *How Al-Anon Works for Families & Friends of Alcoholics* (Spanish SB-22 will deliver early 1996); SB-1 Spanish *Al-Anon Faces Alcoholism* (softcover), B-5 *Al-Anon Family Groups* (softcover), B-6 *One Day at a Time*, B-8 *Twelve Steps & Twelve Traditions*, B-9C *Forum Favorites Volume 3*, B-10 *Alateen: A Day at a Time*, B-11 *As We Understood...*, B-16 *Courage to Change* (English and Spanish).

New Items (printed in-house) - *From Survival to Recovery, How Al-Anon Works...* bookmarks; P-79 *Concerned about your Mental Health?*, P-80 *Worried about someone's Mental Health?*, P-81 *What happens after Treatment?*, P-82 *Living in a Shelter?*, P-83 *Are you in a Correctional Facility?*, P-84 *Worried about someone in a Correctional Facility?*, S-37c Canadian version of *Fact Sheet for Professionals*, S-39 1995 AFG Service Plan (English and Spanish), 1996 AFG Service Plan, S-40 *Attracting and Cooperating, Relocation Appeal Letters, Conference Calendar 1995-96*.

Other Materials:

Printed Outside - 35 pamphlets, English and Spanish; 13 leaflets, cards, labels and bookmarks; four posters.

Printed In-house - 16 English and 19 Spanish pamphlets; Russian Service Manual and two leaflets; eight reprints; *Forum* reprint of Steps for K-22 Step Study Kit; *Getting in Touch...* (two printings); 11 other service items. Others included: fax cover sheets;

flyers and forms for Regional Service Seminars; seven Open Letters to professionals; numerous sharing/feedback sheets; guidelines; letterhead; Conference Reunion Dinner and GSO Luncheon invitations; 1994 IAGSM Summary; Al-Anon/Alateen WSO Style Sheet; 1995 Al-Anon Questionnaire Recaps; sample Institutions Workshop; various *Forum* materials and announcements/order forms.

Newsletters - *Inside Al-Anon*, *Alateen Talk*, *Al-Anon Speaks Out*, *Al-Anon Habla Claro*, *Al-Anon in Institutions*, *Area Highlights*, *Lone Member Letter Box*.

OFFSET DEPARTMENT

The in-house Offset Department produced 3,169,600 impressions this year.

SPANISH SERVICES

Raquel K., Executive Assistant for Spanish Services, reports:

New Material Completed - 1995/96 *AFG Service Manual*.

Updated Material - Minor Revisions: *Al-Anon Faces Alcoholism*; *One Day at a Time in Al-Anon*; *Information for the Newcomer*; *Just For Today*; *Getting in Touch with Al-Anon/Alateen* (Spanish section); *Detachment*.

Newsletters - Three issues of *Dentro de Al-Anon* and *Al-Anon y Alateen en accion* (one issue included the appeal letter); two issues of *Al-Anon Habla Claro*; 1995 October Institutions Month leaflet; PI Calendar for 1995-96.

Subscriptions - New & Renewals: 118 (individual/multiple, totaling 1,500 copies).

Translations - Over 200 letters were translated to and from GSOs, individuals and groups as well as three appeal letters and International Convention correspondence.

Spanish Group Records - There are 369 Al-Anon, Alateen, institutions and adult children groups in the U.S. (55 in Puerto Rico and five in Canada). Total registered overseas 956. The groups in Argentina, Brazil, Mexico and Spain are registered with their GSOs.

Professionals - There are 565 professionals on our mailing list for information relating to Spanish Services.

Projects in Progress - Revision of outside translation of *How Al-Anon Works for Families & Friends of Alcoholics*; Al-Anon and Alateen TV PSAs and radio spot; revision of outside translation of *Al-Anon Speaks to You the Professional*; 1996 Questionnaire Survey; incorporation of the IAGSM delegates from Spanish countries in mailings of all Spanish newsletters; translation of *Al-Anon's Best Kept Secret? The Concepts*; update Spanish price list including new material.

FRENCH SERVICES

Alberte C., General Secretary of PFA, reports:

New - *Al-Anon Faces Alcoholism*; *When I Got Busy, I Got Better*; *Fact Sheet for Professionals*; *Your Legacy*; 1995 AFG Service Plan; reprints "The Open Fold—Adult Children of Alcoholics"; "A Voice from Afar"; "Al-Anon Bolsters Treatment Efforts"; "Living with a Timebomb"; "Domestic Violence"; *Alateen Tells It Like It Is* (translation); WSC Ask-It-Basket, 1991-1994.

Updated Material - *Alcoholism, the Family Disease*; *Freedom From Despair*; *How Can I Help My Children*; *Purpose and Sug-*

gestions; Sponsorship, What It's All About; Why is Al-Anon Anonymous?; Al-Anon Fact File; Facts About Alateen; Understanding Ourselves and Alcoholism; Are You Concerned About Someone's Drinking?; Alateen, Is It for You?; The Seventh Tradition Suggests.

Supplementary Material - *The Forum* (Nov/Dec 1994 to Nov/Dec 1995); *Inside Al-Anon* (Dec/Jan 1994/95 to Dec/Jan 1995/96); *Al-Anon Speaks Out* (1995); 1996 Al-Anon Survey (corrections); Seventh Tradition appeal letters; relocation letters; various translations for NPIC; press releases.

Projects in Progress - *From Survival to Recovery; How Al-Anon Works for Families & Friends of Alcoholics*; 1995-96 *Al-Anon/Alateen Service Manual*.

Following extensive research and planning, a proposal was developed and approved to bring French Services into the WSO after relocation. An ad hoc committee of the Board worked with the PFA Advisory Committee and staff, the two Quebec Delegates and the Canada East Regional Trustee to come to an agreement on a plan that will best serve the French-speaking groups in Canada and Al-Anon as a whole. The transition of services will begin at the end of 1996.

GROUP RECORDS

Groupwide Mailings

Five issues of <i>Inside Al-Anon</i>	118,133
Three appeal letters plus Relocation	82,115
Two Group Records Questionnaires	12,001

Limited Mailings

Two issues of <i>Alateen Talk</i>	5,443
Two issues of <i>Lone Member Letter Box</i>	946
Two issues of <i>Area Highlights</i>	5,999
One issue of <i>Al-Anon Speaks Out</i>	12,883
Two issues of <i>Dentro de Al-Anon</i> and <i>Al-Anon y Alateen en accion</i>	4,009
One Personnel Mailing	970
Advance Notices (3 mailings)	2,784
Literature Distribution Centers (9 mailings)	1,638
Information Services (3 mailings)	799
U.S. Northeast RSS	6,124

Subscriptions

	<u>Total 1995</u>	<u>Total 1994</u>
<i>The Forum</i>	32,738	41,902
<i>Alateen Talk</i>	1,085	1,194
<i>Inside Al-Anon</i>	2,967	4,237
<i>Al-Anon In Institutions</i>	252	142
<i>Dentro de Al-Anon</i> and <i>Al-Anon y Alateen en accion</i>	1,400	1,305

Group Records 800 Number Calls - There were 16,947 telephone calls recorded by the World Directory toll-free number for the year ending 1995.

REGISTERED GROUPS AND LONE MEMBERS

	<u>1995</u>	<u>1994</u>
Al-Anon Groups Worldwide	26,819	27,264
Alateen Groups Worldwide	2,867	3,064
Total	29,686	30,325
Information Services & GSOs	329	324
Literature Distribution Centers	201	201
Lone Members (U.S. & Canada)	142	136

	<u>U.S.</u>	<u>Canada</u>	<u>Overseas</u>
1995			
Al-Anon	15,080	1,968	9,771
Alateen	1,671	173	993
Information Services & GSOs	190	22	117
Literature Depots	166	22	13
Lone Members	126	16	
1994			
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 World Service Conference approved a contract giving the WSO permission to purchase property in AFG's new location in Virginia Beach, VA. At the 1995 WSC, the Relocation Committee presented a detailed comparison of owning versus leasing, showing a savings in annual costs of 25-35 percent.

An agreement was reached on the purchase of 5.2 acres of land in Corporate Landing, Virginia Beach. Al-Anon was approved for property tax-exempt status by the legislature and the governor of Virginia, effective July 1, 1995. The contract on property purchase at Corporate Landing was negotiated and executed. The ground breaking for Al-Anon's new home in Virginia Beach took place July 24 and was attended by WSO staff and volunteers as well as local dignitaries and Al-Anon members. The finance closing was completed on September 7; funds were transferred from the Reserve Fund to cover Al-Anon's escrow obligation.

John B., Relocation Committee Chairperson, worked with the architect and staff on floor plans and furnishings; the interior layout and design were finalized. Two firms (one in New York and one in Virginia) were retained as technology consultants. With the assistance of the computer/telecommunications consultant, a firm was engaged to design our software. The consultant is collecting bids for hardware, telephone and security systems. A national relocation consultant was also retained as well as a Virginia realty firm to handle staff relocation needs.

Thirty staff members who expressed interest in relocating were taken on site visits to the Norfolk area in May. A second visit was offered to employees who made a commitment to relocate. As of the November 6, 1995 commitment deadline, 16 employees have committed to relocate. The Relocation Committee is exploring outplacement options for personnel who are not relocating.

The Board approved the Relocation Committee's recommendations for a revised structure plan for the WSO upon relocation, a new salary structure and a schedule of benefits. Under the new structure, there will be five departments, each with a director reporting directly to the Executive Director. The departments will be: Business Services (accounting, shipping and receiving, literature/subscription orders); Group Services (group records, archives, Alateen, adult children, institutions groups, lone members, AIS/LDCs); Fellowship Communications (literature development, *The Forum*, WSO newsletters); Public Outreach (Public Information, Cooperating with the Professional Community); Membership Outreach (International Coordination, World Service Conference, Regional Service Seminars). The WSC approved a change in committee structure that is in congruity with the new office structure.

The new corporate address will be 1600 Corporate Landing Parkway, Virginia Beach, VA 23454-5617. Roadway signage will read: "Al-Anon World Service Office." The telephone number, 757-563-1600, has been reserved for Al-Anon.

PUBLIC RELATIONS

The Institutions Administrator attended the National Student Assistance Conference in Florida and the National Association for Native American Children of Alcoholics (NANACoA) in Spokane, WA; she also coordinated a workshop, "Marketing Your Association on the Internet and World Wide Web" for the New York Society of Association Executives' Technology Day. The CPC Administrator attended the 1995 Global Conference on the International Year of the Family in Salt Lake City and the Advisory Council meeting of NIAAA in Bethesda, MD; the Deputy Executive Director attended the National Association of Children of Alcoholics (NACoA) Conference in San Diego.

The Sixth Sharing Session/Roundtable Meeting of Al-Anon, AA and the National Council on Alcoholism and Drug Dependency (NCADD) affiliate was held at the WSO in September. This is a semi-annual two-hour meeting held for the purpose of providing updates and general sharing of planned programs. In attendance were the CEOs of all three organizations, several WSO staff members and the manager of the New York AA Intergroup. Sharings centered on international trends, new materials, Al-Anon's relocation and the purchase of property.

The Executive Director participated in the annual University of Utah Summer School on Alcoholism Studies, making four presentations on Al-Anon.

PROFESSIONAL SERVICES

Communications Consultant - In 1994, questionnaires were distributed to segments of our fellowship, including Individual Members, Group Representatives, District Representatives, Al-Anon Information Services, CPC Coordinators and Alateen Sponsors. Communications Consultant, Beth Bay (nonmember) worked with the Deputy Executive Director on the preparation, tabulation and reports of each questionnaire. The consultant completed her work with the WSO early in 1995. Recaps of all questionnaires have been completed and distributed to all WSC members. In addition, AIS/LDCs, CPC and Alateen Coordinators were sent copies of the respective recaps; the GR and DR recaps were mailed to all DRs with *Area Highlights*; an article on the Individual Member Questionnaire appeared in the Oct/Nov issue of *Inside Al-Anon*; an article on the GR Questionnaire appeared in the Dec/Jan issue. The communications consultant's final report was distributed to all Board members.

Ad hoc committees of the Board were formed to study the questionnaires in detail and determine further direction. Their findings will be reviewed by the Executive Committee, presented to the Board in January 1996 and to the World Service Conference in April 1996.

Over 5,000 copies of the 1995 AFG Service Plan were distributed. Requests continue to be received. The 1996 Service Plan, highlighting "Leadership Renewal," was ready for distribution in December 1995.

Relocation Consultants - The following consultants have been retained for various aspects of our relocation: Sealy, Hoffman and Sheehan Realty Group (review of land contract); Ellis Gibson Development (land and building development); Mercer (personnel and benefits); PHH Home Equity (national personnel relocation consultant); William E. Wood Realty (Virginia real estate firm); Jacobson Consulting Applications (JCA, computer/telecommuni-

cations, New York); Metro Information Services (computer/telecommunications, Virginia); McKenzie (project contractor); Price-Modern (furniture supplier); Michael Stein and Associates (software design). Bids are being taken for hardware, telephone and security systems.

Legal - Wilcox & Savage, P.C. of Norfolk, VA served as legal counsel in finalizing land purchase contracts, financing arrangements and property tax issues. The firm of Kelley, Drye and Warren continues to handle various matters for the WSO as needed, including a pending legal matter and review of legal issues for the new Alateen Sponsor "How To" booklet.

ELECTRONIC COMMUNICATION

Electronic Meetings - An ad hoc Internet committee was formed by the Executive Committee to study issues relative to Al-Anon/Alateen. The committee recommended to the Policy Committee that online meetings be listed with the WSO as "electronic meetings" on a three-year trial basis with the goal of eventual full registration. Guidelines would be developed with the help of online meeting participants. The Policy Committee approved these recommendations and agreed to add the Al-Anon and Alateen preambles to a list of materials that may be used online without copyright infringement.

At least one meeting has been established online (Tranquility AFG), with a weekly meeting topic available seven days per week, 24 hours a day on America Online. There is a mail list (electronic bulletin board) meeting on the Internet (CyberSerenity AFG).

Early in the year, a reporter called the WSO with questions about Al-Anon's position on online computer groups. Because our position had not been established at that time, answers were reviewed by the Executive Committee. Seven ask-it-basket questions concerning the Internet appeared for the first time in the 1995 Conference Summary.

Al-Anon Information "online" - *Getting in Touch* was provided on disk to the National Clearinghouse of Alcoholism and Drug Information (NCADI) and the American Self-Help Clearinghouse in Denville, NJ, as well as on the Al-Anon "Home Page" on the World Wide Web (WWW). This was established by Don R., member from California (N), with WSO consent, until the WSO is online. Numerous inquiries including Alateen, former Soviet Republics and professional requests, have been forwarded to the WSO by Don R.

National Public Information Canada gave permission to the Canadian Families & Corrections Network to make a presentation on Al-Anon Family Groups electronically on the United National Criminal Justice Information Network.

Al-Anon was added to the New York Public Library's CD-ROM resource directory. Staff members met with AA staff to share experience and ideas regarding online meetings, health, medical and social service bulletin boards, and World Wide Web outreach to facilities and organizations.

The Executive Committee and the Board authorized limited access to the Internet and commercial online service at the WSO for the purpose of staff education. The phone line, computer and modem were set up in December. The WSO does not have staff availability to respond to online correspondence.

Correspondence - Numerous questions and suggestions regarding electronic communication have been received, including samples of online meeting lists and sharings.

There has been an increase in the number of requests to reproduce our material in electronic format that can be accessed and downloaded through the various computer networks.

CORRESPONDENCE

Throughout the year, the administrative staff responded to varied correspondence and telephone inquiries. Numerous questions were asked about our pending relocation, including requests for details on expenses, salaries and job openings.

Other topics addressed included: crosstalk; fund-raising; how to handle a break in confidentiality; gender specific language when reading the Twelve Steps and Twelve Traditions; opposition to the production of the Gay & Lesbian pamphlet; the names "Al-Anon" and "Alateen" appearing on our company checks; use of the AA Big Book at Al-Anon meetings; the proposed transition of French Services to the WSO; dual members in Al-Anon service; Spanish translations. Several inquiries were received about listing the WSO 800 number in local telephone directories as well as a proposal from a member to institute a 900 number for hearing the daily readings. A request was received (and granted) for use of the Al-Anon symbol on a tombstone.

SPEAKING INVITATIONS AT CONFERENCES/CONVENTIONS

First Quarter - The Alateen Administrator spoke at an Al-Anon anniversary in Portland, OR, conducted a district workshop and visited the Al-Anon information service offices in Portland and Vancouver, WA; the PI Administrator attended the South Carolina Area Convention in Myrtle Beach.

Second Quarter - The PI and International Administrators attended the Connecticut Convention in Waterbury; the Institutions Administrator, the 25th AA Iron Mountain Convention in Grand Rapids, MN; the Executive Director, Pioneer Day in Vermont; the Forum Administrator, the 7th Annual Adult Children Workshop in Illinois. In conjunction with the North Central RSS, the Alateen Administrator visited the Al-Anon information service offices in Minneapolis and St. Paul. The International Coordination Administrator attended and spoke at the Annual Conference in Barcelona, Spain.

Third Quarter - The Alateen Administrator attended the Massachusetts Alateen Conference (MAC); the PI Administrator, the NY Assembly Convention and the Al-Anon/Alateen Discovery Weekend, both held in Tarrytown NY; the Deputy and CPC Administrator, Jal-Con, the New Jersey Al-Anon Convention; the Forum Administrator, the Colorado AA Convention; the Literature Administrator, the California AA Convention; the Executive Director, the Connecticut AA Convention and the New Hampshire Al-Anon Convention; the Administrative Coordinator, the Florida (South) Al-Anon Convention.

Fourth Quarter - The Alateen Administrator attended the Eastern Seaboard Alateen Conference (ESAC) in Warton, MD and the New York North Alateen Conference (NYAC); the PI Administrator, the Autumn Leaf Roundup in Hamilton, Canada (in conjunction with this commitment, she was able to conduct a site inspection of the Radisson Hotel in Niagara Falls for the Northeast RSS); the International Coordination Administrator, the Iowa Area Assembly; the Institutions Administrator, the Indiana Area Assembly.

VISITORS

Approximately 44 Al-Anon members from Pennsylvania and Ohio visited the WSO in March. Throughout the year, members, their spouses and friends toured the WSO from the United States and the Canadian provinces as well as Argentina, Brazil, Costa Rica and Germany.

ALATEEN

Mary A., Chairperson
Bonnie C., Administrator

COMMITTEE

1995 WSC - The theme of the Alateen Committee's presentation was "Sponsor Our Alateen Program" (SOAP). The aim was to encourage Al-Anon members into Alateen sponsorship and to elicit suggestions to help Alateen grow; 115 ideas and suggestions were received in response to the ten discussion groups at the brainstorming session that took place after the presentation.

COMPLETED

Alateen Talks Back (ATB) Series - The sixth booklet, (P-73) ATB on *Detachment* was processed through the Alateen, Literature and Policy Committees and released.

Reprint (R-65) - "Light for the Journey—Community and 12 steps help teens heal," an article reprinted from the *Richmond Times Dispatch*, a Virginia newspaper, was produced. It was used in a mailing to Alateen and PI Coordinators and committee members for a back to school project to create more awareness about Alateen in their areas.

IN PROGRESS

COURAGE TO BE A KID (working title) - The Steps and Traditions in the fourth section were reviewed and revisions presented to the writer. Forty-eight sharings originally targeted for the Tough Stuff booklet were reviewed by the Alateen and Literature Committees and will be incorporated throughout the manuscript instead. The committee unanimously agreed to include the subject of abuse since it is relevant to the needs of Alateen members. All approved sharings have been submitted to the writer/editor.

Alateen Sponsorship "How To" Booklet - Suggestions were given to the writer by the committee on the first draft of the manuscript. Sharings on serious situations and meetings in institutions will be included. The committee gave their approval on the second draft. Final editing has been completed and the manuscript is under review by the Policy Committee.

UNDER CONSIDERATION

Alateen Responsibility Statement - Review by the Alateen and Executive Committee continues.

Serving Younger Members - Following intensive review, the committee withdrew the idea of adopting Al-Anon Traditions. A review of the registration and membership policy continues. In lieu of producing *Alateen Talks Back on Younger Members*, the committee approved the addition of an extra page (insert), in *Alateen Talk* with sharings from younger members.

New Daily Reader - A motion was made and approved by the Alateen Committee, "To ask the 1996 Alateen Committee to consider seeking approval of a new Alateen daily reader for the year 2000 at the 1997 WSC."

Cartoon Booklet - The proposed artwork was rejected and further suggestions were made to continue the search for another artist. Members in the committee's local areas will be solicited for further artwork.

Restructuring - Standing committee members expressed concern about the mechanism for Alateen representation at future World Service Conferences, discussing and airing Alateen concerns, providing support for younger members and the continuation of literature focusing on younger members.

NEWSLETTER

Alateen Talk - Themes for 1995 were: "The Wisdom to Know the Difference," "Past/Today/Future," "Looking After Body and Mind," "Awareness/Acceptance/Action," "Faith/Hope/Gratitude." In the "Help Wanted" column of the fall issue, a plea was made for an Alateen Lone Member contact. The "Light for the Journey" (R-65) and "Turning Point" (R-17) reprints were mailed with the fall issue.

CORRESPONDENCE

Personal, professional, and general information letters and phone calls were received. Over 100 requests were received for a compilation of the 1995 WSC Alateen Committee Presentation (Brainstorming Session). Topics of concern/inquiry included: outside literature read at meetings; an Alateen Sponsor not qualifying as a sponsor; dealing with parents who expect a baby-sitting service; legal questions about an Alateen weekend event; violation of anonymity and confidentiality at meetings; teens with a drinking problem; concern that buying property violates Alateen Traditions; substituting words in reading the Steps at meetings; handling a disruptive teen; concerns on insurance when meeting in schools; AA members and Alateen sponsorship; young adults attending Alateen meetings; Al-Anon groups supporting a neighboring Alateen group; fund-raising.

COORDINATORS

Twenty new coordinators were welcomed and given material to assist them in their service work. Thank you notes were mailed to outgoing Alateen Coordinators.

To encourage Alateen and Al-Anon unity, coordinators continue to send in reports on area Alateen activities. These appear in *Area Highlights* under "Spotlight on Coordinators." A special sharing was received from a coordinator implementing a survey in his area based on WSO's questionnaire.

OTHER ACTIVITIES

Ad hoc committee - The Chairperson of the Board appointed an ad hoc committee to study the future needs of Alateen.

Alateen Questionnaire - The recap and communication consultant's final report were reviewed by the Alateen Committee and recommendations given to the Executive Committee.

Revisions - Alateen, Just for Today leaflet (M-11) and bookmark (M-13) underwent minor revisions. *Alateen: Hope for Children of Alcoholics* (B-3), will be produced in softcover with minor changes.

1995 INTERNATIONAL CONVENTION

Fourteen Alateen workshops were conducted beginning with Alateen Miracles, Trusting Myself and Others, Am I Really Powerless, and ending with a big closing meeting, Celebrating Alateen. About 500 people attended the Alateen program events. Alateen members, chairpersons and sponsors who chaired these events were sent thank you letters.

PUBLIC INFORMATION

A showcase premiere of *Thin Ice*, a drama on substance abuse prevention for young people ages 10 to 13, was attended by the Alateen and PI Administrators. Alateen and PI also collaborated with AGS Media Inc., in Louisville, KY, on their production of a video about children of alcoholics and on taping Al-Anon and Alateen meetings by *Time Life Medical* (a Linda Ellerbee and Tom Snyder production) to educate the public about Twelve Step programs. Further cooperation is ongoing with a video produced by Capital Nashville Production.

ALATEEN CONVENTIONS ATTENDED

The Alateen Administrator attended conferences in Massachusetts, Delaware (Eastern Seaboard) and New York (N).

ARCHIVES

Louise B./Bill S., Chairpersons
Betty B., Liaison Member
Virginia A., Coordinator

COMMITTEE

Diane C., New York (N), replaced Ed K., who resigned from the committee.

1995 WSC - The Conference voted to return area archival holdings, stored at the WSO, back to the areas at the area's expense.

Task Force Meeting - The committee met in August and recommendations regarding the requirements of archives in Virginia Beach were sent to the Relocation Committee to insure adequate space in the new facility. The linear foot measurements of all archival holdings in the file cabinets, storage room, service departments and the shelves in the archives room were taken.

Portrait of Anne B. - The artist who painted portraits of AA's cofounders, will paint a portrait of Al-Anon's cofounder, Anne B., to serve as a companion portrait to the one of Lois W., painted by an AA member at the 24th Street AA Clubhouse.

Archives Forms & Guidelines - The committee suggested revisions to the Group History Form and Longtime Member Questionnaire. They unanimously agreed to discontinue the Group Trusted Servant and Area Trusted Servant forms. Two intown members volunteered to work on a revised draft of the Certificate of Gift. Updates were made to enhance or expand the Area Archives Guidelines (G-30). At the 1996 WSC, the new Archives Advisory Committee will receive these recommendations.

IN PROGRESS

- WSC Summaries are being scanned to convert them into readable documents for research purposes. The completed issues date from 1961 through 1979. Board, Executive, Policy, and LRSP minutes are similarly being processed.
- Alateen, Archives, Conference, CPC, Forum, Institutions, International Coordination, Literature and PI minutes were copied from floppy disks to CD-ROM.

RESEARCH REQUESTS

- Group histories: 26 Al-Anon
- A professional requested the origin of "The Butterfly" story and was directed to the Northern New Jersey Information Service Office.
- A copy of the original documents depicted on page 26 in *First Steps*.

- The Sixth Tradition.
- *The Forum* - January 1957 and 1968, May 1977 and 1978.
- The song titled *Keep On, Keeping On* from the 1990 International Convention Pioneers Luncheon will only be played at RSSs and International Conventions.
- The original plan to introduce regional trustees into the Board of Trustees.
- One area and two district histories.
- Al-Anon's declaration "Let It Begin With Me."
- Audiotape of Lois' voice regarding the growth of Al-Anon groups.
- Rationale regarding the Board selecting the Conference theme.
- A list of past and present delegates from Kentucky.
- The founding groups in Florida and copies of their early correspondence.
- An early version of Al-Anon's Suggested Welcome on page 166 of the *ODAT*.
- Rationale for discontinuing "World Hello."
- The amount of copies printed for the first edition of *Al-Anon Family Groups*, the condition of its dust jacket; and whether Bill W. assisted Lois with its writing.
- Al-Anon Parent Groups to an individual writing a book about parents and addictive children.
- Interest in creating a special television show on Lois' life, and the premiere play in Boston, MA, titled *Bill W. and Dr. Bob* which appeared in the Archives section of the June/July 1995 issue of *Inside Al-Anon's* "1994—A Year At A Glance."
- Duplicate, on audiocassette, the "Finance" section of three RSSs.
- Photographs of the WSO on Park Avenue.
- The number of Alateen and Institutions groups, with the amount of Forum subscriptions, and contributions from 1960 and every five years until 1990.

COORDINATORS

Each coordinator received the updated list of 1995 Area Archives Coordinators. Twenty-two newly elected coordinators were sent congratulatory letters, pertinent information and the updated list.

After the Conference, WSO Archives clarified the evaluation process of area archival holdings stored at the WSO through a mailing sent to area Archives Coordinators.

Enthusiastic about filling the gaps for Alabama's history, the area coordinator contacted its longtime members.

The coordinator from Australia stepped down after 13 years of service. As she stated in the Australian Archives Sharing newsletter, "It is time indeed for Al-Anon to benefit from some fresh input, and time indeed to allow another member the same pleasure I've enjoyed in this most rewarding service position."

NOTEWORTHY ACCESSIONS

At the dedication of the Akron AA Archives, Doris S., WSO trustee-at-large, accepted an enlarged photograph of Anne S. (Dr. Bob's wife) on behalf of Al-Anon Family Group Headquarters, Inc.

OTHER ACTIVITIES

Outside Storage - Three boxes from Pierce Leahy, containing the master film of *Lois' Story*, were sent to the archivist for the Stepping Stones Foundation.

Office Ad Hoc Committee - This committee was formed to facilitate the process of relocating WSO Archives as well as the return of area holdings. Members of the committee worked with individual staff administrators to aid in their efforts to retain archival material as well as dispose of nonessential files and material in preparation for relocation. They developed criteria for evaluating area holdings and designed a reimbursement form consistent with the 1995 WSC motion.

CORRESPONDENCE

An Al-Anon member in California (N) wanting to donate archival material was referred to the coordinator in that area. Another member, holding archival material from several states, was sent a current Area Archives Coordinators list. A newly elected district historian in Oregon and a member starting an Archives at the Al-Anon information service in Dallas, were mailed pertinent information and the name of their respective area Archives Coordinator.

BUDGET

Doris S./Don C., Chairpersons
Richard Keilly (nonmember), Business Manager

Activities included: Review of a special GR mailing resulting in changing the term "appeal" letter to "Seventh Tradition Appeal;" review and approval of the Relocation Appeal and the March, July and November appeal letters, including samples of how the money is used as well as educational materials for GRs and DRs; creation of a special letterhead for a relocation appeal letter, using Serena T.; implementation of a relocation appeal offering an artist's rendering of the new building for a contribution of \$19.96 or more; placement of an article in *Inside Al-Anon* outlining the use of the Relocation Fund monies and explaining the cost of the move, as well as a Serena T. cartoon with a measuring device; study of the history of the equalized expense; recommendation that all flyers on new literature or other materials state "U.S. Funds;" development of a special memorial contribution envelope; consideration of revisions to the Seventh Tradition leaflet; discussion of repricing Institutions Kits K-9 and K-28 (no change was recommended); discussion of a request from the Cleveland Intergroup re. Harakas Estate; study of the financial implications of registering the Al-Anon name on Internet; presentation of a "Seventh Tradition Reality Check" from Illinois (N) which will be featured in *Area Highlights*; review of the newcomer letter for inclusion in *Al-Anon Speaks Out* in response to a request from professionals asking for ways to get their clients to attend Al-Anon—using it in the newcomer packet will be considered at a later date; consideration of alternatives to the present financial presentation in the Conference Summary; review of the financial implications of Project Approval *How Al-Anon Works...* in Spanish; approval of the financial aspects of installing an 800 number at the NPIC office; review of proposed introductory subscription rates to the new *Forum*; development of a letter to DRs asking their assistance in informing GRs about the Seventh Tradition appeal letters; taking a poll of the area delegates on the development of a special gift card and gift certificate.

Other matters discussed included the possibility of implementing credit card phone orders at the WSO; it was agreed that staffing needs require that we provide these services after we relocate.

The committee sent a short questionnaire to delegates to get their feedback on the idea of implementing a new donation card and a gift certificate. Though the majority of respondents were in favor of the ideas, support was not sufficient to proceed with the idea. The committee will discuss making better use of our birthday and memorial cards.

Paid Ads - Ads were submitted for three issues of the *Student Assistance Journal* and *EAP Digest*.

1995 WSC Presentation - The theme was "Hats Off to CPC." Eleven slides featuring various types of professionals who make referrals to Al-Anon were shown and an "Adopt-A-Professional" souvenir packet was distributed.

Area CPC Coordinator's Guideline - This new guideline became available and was distributed to WSC members and CPC Coordinators.

Adopt-A-Professional Project - A packet of material outlining a project to adopt a different professional each month starting in September was sent to coordinators. Articles encouraging members to get involved in the project were submitted to various WSO publications.

CPC Coordinator Questionnaire - CPC Committee members reviewed copies of the full, recap and final reports of the questionnaire and submitted recommendations which were compiled into a report to be presented to the Board of Trustees.

CPC Group Twelfth-Step Work Made Easy (CPC)-H1 - This CPC service tool was discontinued.

CPC Material for the Internet - A memo and a selection of CPC material which may be photocopied was submitted to the Internet ad hoc committee with a request that the material be made available for use on the Internet.

Attracting/Cooperating - This leaflet, a joint project of the PI and CPC Committees, became available for distribution.

How Al-Anon Works... - A complimentary copy was given to the Advisory Council members of the National Institute of Alcohol Abuse and Alcoholism (NIAAA) and 125 professionals on our preferred professional list.

IN PROGRESS

1996 Al-Anon/Alateen Membership Survey - The questionnaires from the 1993 Survey were edited and approved for the 1996 Survey; the project is in production.

NEWSLETTER

Al-Anon Speaks Out - The Winter 1994-95 issue, featuring articles written by two professionals, was mailed to over 9,000 professionals. Enclosures: "Domestic Violence" reprint and order form; order forms for *From Survival To Recovery* and *...In All Our Affairs*; a form for professionals to fill out to be placed on the newsletter mailing list—377 responded.

The Summer 1995 issue, mailed to 12,900 professionals, featured articles by two professionals: Jerry Moe, a children's therapist, and Wayne Whalen, an employee assistance professional. Enclosures: *Getting in Touch*, order forms for *How Al-Anon Works...*, and the Institutions leaflets. The winter 1995-96 issue was readied for production.

COORDINATORS

Six mailings were sent to coordinators with inserts. Fifteen invitations requesting Al-Anon participation in local conferences were forwarded to CPC Coordinators.

COOPERATING WITH OUTSIDE AGENCIES

Requests for cooperation and literature: Educators Index of Free Materials; The Forensic Service Directory; Southwest Louisiana Education and Referral Center, Inc.; National Center For Education, Maternal & Child Health; Covenant House Nineline Referral Agency; United Way Helpline; Center For Substance Abuse Prevention (CSAP); Harvard School of Public Health; National Association For Children of Alcoholics (NACoA); University of Utah School of Alcohol & Drug Dependencies; *Family Practice Management Magazine*; Meridian Education Center; Berkeley Wellness Letter.

National Clearinghouse for Alcohol and Drug Information (NCADI) - 5,000 pieces of literature were sent for distribution by this agency. In addition *Getting in Touch with Al-Anon/Alateen* was provided on a disk for online service.

REVISION

A new design was implemented for the pamphlet *Al-Anon Speaks to You, the Professional* to save production costs.

OTHER OFFICE ACTIVITIES

General Inquiries - Over 900 inquiries were answered and a CPC or Educator's pack sent. Over 1,000 professionals signed the Welcome Visitors Sheets at the exhibits and were added to the mailing list.

A one-page sheet of "Tips for Members Staffing the Al-Anon Exhibit Booth" was developed to assist members at the booth.

Over 40 national organizations were sent a letter requesting exhibit information and the opportunity to give presentations at their annual conferences.

SUBCOMMITTEE: NPIC

(NATIONAL PUBLIC INFORMATION CANADA)

Pat A., Chairperson
Ellen D., Administrator

NEWSLETTER

Al-Anon Speaks Out, Canadian Bulletin - The 1995 issue was mailed to 7,000 professionals with a return card to request a free copy of *Al-Anon Speaks to You, the Professional and Youth and the Alcoholic Parent*. 354 requests for information were filled.

Seven thousand three hundred copies of the 1995 Canadian Bulletin were sent to PI and CPC Coordinators and to all Canadian literature depots. 2,000 copies were sent to the Montreal PI Coordinator for a youth and women's forum.

The 1996 Canadian Bulletin was compiled in October 1995. Enclosures will include: "Domestic Violence" reprint (R-64), *Fact Sheet for Professionals* (S-37C) and an order form for *How Al-Anon Works...*

PROFESSIONAL ACTIVITIES

The NPIC Office Manager gave a presentation on NPIC at the Quebec (West) Assembly and at a PI workshop for Quebec (East) during an AA convention.

COMPLETED

Letters were sent to 16 national agencies/organizations requesting participation in their conferences.

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. Fifty videos have been sold.

The production of the French TV PSA was completed in November 1995.

An 800 number was installed in December and will be included in the 1996 Canadian Bulletin. The Budget Committee approved that NPIC obtain a fax machine in January 1996.

Printing of *Fact Sheet for Professionals* (S-37C) with an NPIC return card was completed by the WSO in June 1995. Ten thousand copies were distributed to Canadian literature depots.

EXHIBITS

NPIC provided a display for 12 exhibits. There were three open Al-Anon meetings during professional conferences.

Two hundred and fifty professionals signed the Welcome Visitors Sheets at national conferences. These were placed on the annual mailing list for the Canadian Bulletin.

MEDIA

Al-Anon and Alateen PSAs were aired on CJOH TV in Ottawa on *Wheel of Fortune* for one week a month in January, February, March and April 1995. The new PSAs (Cocktail Party, Birthday Party) were delivered to CJOH TV in Ottawa in January 1995. TVA also presented the French Al-Anon and Alateen PSA on a national level.

The press releases "Free Help for Victims of Alcohol Abuse," "Will Your Summer Be Ruined by Someone Else's Drinking?," "Back to School" and "Al-Anon and Alateen Help Alcohol's Other Victims," were sent to all Canadian PI Coordinators. The French versions of the same press releases were prepared by PFA and sent by NPIC to French PI Coordinators.

A national mailing project to TV stations in Canada was presented to the delegates at the World Service Conference.

OTHER OFFICE ACTIVITIES

One hundred sixty-seven English and 59 French packets of literature were sent in response to telephone and mail inquiries.

A full-page announcement on Alateen was prepared for the Ottawa-Carleton kid's *Alcohol and Drugs Awareness Magazine* whose distribution is 45,000 copies. A half-page Alateen announcement was also prepared for the *Children's Safety Guide of Canada* (distribution 65,000) and *Ontario Police Journal* (distribution 16,000).

THE FORUM

Syntha E./Connie D., Editorial Committee Chairpersons
Fran M., Forum Administrator

EDITORIAL COMMITTEE

The committee met four times to review manuscripts.

COMPLETED

Forum Reprint - "Turning Point," which covers topics such as grief, divorce, loss, etc., was produced in early August.

IN PROGRESS

On the Lighter Side - A request for humorous sharings went out with *Inside Al-Anon* and *The Forum* during the second quarter. Of

the hundreds received, those that were approved will be included on a page entitled, "On the Lighter Side."

1996 WSC Presentation - The Conference presentation will be humorous, perhaps vaudeville type acts, with the "new" *Forum* as its theme.

The "New" Forum - The Editorial Committee is reviewing format changes as well as how material will be selected and rated in the future.

EDITORIALS

(Jan) In "Viva the Volunteer," a member relates the benefits and rewards of service to recovery. (Feb) A male member admits the atmosphere of love and caring brought him back to meetings even though, for a time, he felt the slogans were cheap clichés used by people with limited communication skills. (Mar) In "God Works and I Can Prove It," a member shares how her Higher Power gave her words of unconditional love, forgiveness and compassion which opened the door to a new relationship with her estranged father. (Apr) Defining the prevailing spirit of the Traditions as equality, one member relates how applying them to her daily life aided in her recovery in "The Traditions In My Life." (May) In "My Most Devastating Experience," an incest survivor tells how she is using the program to deal with anger toward her mother for knowing about her alcoholic father's sexual abuse and doing nothing about it. (Jun) A male member relates how an accident on the job causing physical injury initiated a whole new attitude of tolerance and patience in "Letting Go." (Jul) "New-found Focus" describes how a newly divorced member used the program to rid herself of fear, gain self-confidence and make decisions on her own. (Aug) "In the Workplace" relates how a male member used the program on his job to rid himself of a negative attitude toward supervisors. (Sep) In "That Special Love," a member describes how she not only acquired compassion for the alcoholic in Al-Anon but how she became literate by reading CAL. (Oct) A member compares the unique difference in situations and common bond among Al-Anon members to the happenings of the Fall season in "Falling Leaves." (Nov) The father of an alcoholic son relates his struggle to relinquish rescuing and his attempt to Let Go and Let God in "Turning Point." (Dec) In "My HP Connection," a member describes how having Al-Anon's magazine in her possession as a link to the program saved her from panic during a frightening experience in a faulty elevator.

COORDINATORS

There are 67 Forum Coordinators. Mailings were sent in the second and fourth quarters. Enclosures were: Table Cards, order forms, a supply of back issues of *The Forum*, a list of other coordinators and a plea to increase subscriptions.

PUBLICATIONS COMMITTEE (Trial)

Mary C./Gerry V., Chairpersons
Richard Keilly, (nonmember) Business Manager

The committee met four times; a task force met three times. The Board approved extending the trial period for another year.

Forum Subscriptions - Forum subscriptions dropped from 42,000 to 32,738 this year.

COMPLETED

Marketing Consultant - A marketing consultant suggested ways subscription numbers might be increased, including monthly mailings; survey recently dropped subscribers who did not respond to the last mailing; name benefits of the magazine more often; give GRs an incentive to promote *The Forum*.

Recently Dropped Subscriber Mailing - In response to the extreme drop in subscriptions, the following steps were taken: RSS plea for opinions/suggestions; continuous communication with Forum Coordinators; letter/survey to 5,000 recently dropped subscribers. Letters were subsequently sent to those 5,000 recently dropped subscribers in mid-May. By the end of the third quarter, 422 responses were received—324 renewed, 61 did not. The committee's major thrust of activity is to reverse the trend of declining subscriptions.

Forum Mailings - The Executive Committee recommended and the Board of Trustees subsequently approved resumption of monthly Forum mailings beginning with the January 1996 issue.

Promotions - Two promotions will be offered with the January 1996 Forum. Those renewing will be able to receive 13 issues for the price of 12. For new subscribers, groups of six or more individuals subscribing together will receive a discounted rate. These offers will end March 31, 1996. New subscription order forms were placed in the Dec/Jan *Inside Al-Anon*, the December *Area Highlights* and will be in the January *Forum*.

IN PROGRESS

The "New" Forum - In September the Executive Committee approved combining *The Forum* and *Inside Al-Anon* for a three-year trial period, beginning with the May 1996 Forum. New formats, contents, editorial review methods and publishing vendors are being researched and considered. In October the Board of Trustees approved \$25,000 toward promoting the new magazine, and \$8,000 for tracking our efforts. Delegates and subscribers have received letters informing them of proposed changes. A letter from Doris S., Chairperson of the Board, was sent to all Forum subscribers informing them of the new changes, as well as the return to monthly mailings. The committee met with a prospective printer to discuss time frames for distribution of the magazine. In addition, the committee agreed to complete the following next quarter: set goals of 30 percent increase in readership over three years; secure costs of sending the new Forum free to all groups for the first three months; develop a marketing plan; develop guidelines for the Forum Editorial Committee; discuss Conference issue of *Inside Al-Anon*.

INSIDE AL-ANON

Bill S./Pat B., Chairpersons
Sandra F., Editor

COMMITTEE

The chairperson and editor met to plan for the 1995-96 year and to set a tentative editorial schedule. Manuscripts are processed through the chairperson and five staff members; the final draft is edited by the Deputy and the Executive Director.

EDITORIALS

Feb/Mar - Our WSO volunteers, the "gorgeous people," were saluted in a cover page article. Other articles included: a request for sharings from senior members; the history of binding problems with *Courage to Change*; Let's be Friendly with our Friends—the Professionals; World Service Conference Summary; *ATB on Detachment*; Al-Anon in the Arctic; and a second article on Group Business Meetings.

Apr/May - The cover page featured our new basic book, *How Al-Anon Works for Families & Friends of Alcoholics*. Other articles/topics included: a request for humorous sharings from The Forum; the 1995 International Convention; the third in a series of articles on Group Business Meetings; the 1995 WSC; Institutions Meetings; the 1995 RSSs; and *Fact Sheet for Professionals*.

June/July - The proof sheet of the Conference issue was mailed to Conference members on May 2, 1995. Enclosures with the final issue included: Confidential listing of WSC members and contributions lists by state/province; *How Al-Anon Works...* bookmark.

Aug/Sept - "Sailing into Recovery" was the cover story, providing a wrap-up of the 1995 International AA Convention in San Diego. Other articles included a call for sharings on leadership; CPC Adopt a Teacher; a salute to Annie S., wife of AA cofounder, Dr. Bob; the final in a series of articles on Group Business Meetings; update on the WSO relocation; news of Institutions Month and the new Institutions leaflets. Enclosures included: sharing sheet on leadership; pamphlet display rack order blank and Institutions leaflets flyer/order blank.

Oct/Nov - The headline story was the historic ground breaking of Al-Anon's new home in Virginia Beach, VA. Other topics featured were: an overview of the results of the communication consultant's Individual Questionnaire; a sampling of sharings on leadership; changes in the 1995-1996 *Service Manual*; PI, CPC and Institutions updates; and a feature on Al-Anon "online" on the various computer networks. Enclosures were: Service Manual order blank; 1996 Literature Catalog; Alateen and *Forum* reprints order blanks.

Dec/Jan - The cover story dealt with pending changes to *The Forum*, including the incorporation of *Inside Al-Anon* and the development of a news bulletin to be sent bimonthly to all the groups. The issue included a "name the new bulletin" contest. Other articles: the 1996 AFG Service Plan, a feature on the results of the GR Questionnaire; sharings from members on leadership; CPC adopt a professional. Enclosures were: 1996-97 PI Calendar; Institutions leaflets order blank; *Forum* back issues order blank and *How Al-Anon Works...* order blank.

CORRESPONDENCE

Approximately 100 sharings have been received on the subject of leadership. Other sharings continued to arrive on the topic of "How do you handle disruptive members?" Other correspondence included requests for information on crosstalk and the group business meetings sample formats and suggestions offered in the series of articles. Many requests were received for the leadership workshop as well.

INSTITUTIONS

Don H., Chairperson
Claire R., Administrator

COMMITTEE

There were three committee meetings and two task force meetings.

COMPLETED

"Al-Anon Can Help" Pamphlet Series - Six pamphlets: *Concerned about your Mental Health?*; *Worried about someone's Mental Health?*; *What happens after Treatment?*; *Living in a Shelter?*; *Are you in a Correctional Facility?*; and *Worried about someone in a Correctional Facility?* were produced and distributed on a complimentary basis with a nominal charge for shipping and handling. Five printings (121,000 copies) of P-79, P-80, P-81 and P-82 were depleted within six months of availability; the first printings P-83 (14,300 copies) and P-84 (13,500 copies) were exhausted within the first six weeks of distribution. Because of the commonality of the statement "Al-Anon Can Help" appearing on the cover of each pamphlet, the committee selected this phrase as the title of the series.

1995 WSC Presentation - Using a six-stage process, each committee member facilitated a brainstorming session to generate ideas for service activities, identification of barriers to volunteerism and Institutions service work, and a visioning process for solutions to their respective question. Feedback from the ten discussion groups was tabulated and made available for distribution to Conference members and area Institutions Coordinators along with the problem-solving discussion group format.

Domestic Violence 50/50 Project Mailing - Area Institutions Coordinators were sent a mailing list of crisis/abuse centers along with sufficient open cover letters and literature packets featuring the "Domestic Violence" reprint (R-64) for distribution within their area; local and/or area service arms were asked to assume the cost of postage and to add a meeting schedule and telephone contact number to the packet. A "Phase II-Follow-up Phone Call" reminder and evaluation questionnaire were sent to 42 coordinators participating in the project.

Area Institutions Coordinators' Conference Call - In September, 20 coordinators, four delegate committee members, the Institutions Chairperson and Administrator, participated in a one-hour call. An agenda was distributed in advance. Topics were: 1) October Institutions Month, 2) the uses of the "Al-Anon Can Help" pamphlet series, 3) three barriers to Institutions service work). Related questions were utilized.

Institutions Group Survey - A reportback consisting of assessments and recommendations was approved by the committee for distribution to the Board; findings were prioritized and submitted to the Executive Committee for review.

Mailings, State/Provincial and National Domestic Violence Agencies - To develop free public service announcements ads, 90 agencies were asked about the availability of PSA space in their newsletters; five agencies (four state and one national) responded and were provided with a sample ad mat. A second mailing to the same agencies was sent that included: order forms for the "Al-Anon Can Help" pamphlet series and the "Domestic Violence" reprint; samples of the *Living in a Shelter*, the "Domestic Violence" reprint, the June *Getting in Touch...*, and the summer *Al-Anon Speaks Out* issue were included. A special offer of five free copies of *Living in a Shelter* and the "Domestic Violence" reprint was made; 19 agency counselors responded.

IN PROGRESS

Pilot Project, "Al-Anon Can Help" Pamphlet Series - As part of preplanning for October Institutions Month and as an overall means of evaluating the effectiveness of the pamphlets, a process for inviting area trusted servants and Institutions groups to contact a facility staff member was developed; surveys for members and professionals testing the pamphlets for a three-month period will be sent in March.

Two special projects are underway to encourage treatment and correctional facility participation: 100 copies of *What happens after Treatment?* were offered to professionals in the Winter *Al-Anon Speaks Out* issue; distribution of the *Worried about someone in a Correctional Facility?* and *Are you in a Correctional Facility?* were used in a pilot project in cooperation with the NY State Department of Alcohol and Substance Abuse, NY State Department of Corrections and New York (N) and (S).

Pilot Project Participation Form, Literature Orders - A special form is being prepared to increase participation in the "Al-Anon Can Help" pilot project and to find out how the new pamphlets are being used. The form will be distributed with all "Al-Anon Can Help" literature orders.

UNDER CONSIDERATION

Additions, "Al-Anon Can Help" Pamphlet Series - The committee recommended development of two pamphlets: for parents of an alcoholic youth in treatment; and younger family members. Parents of alcoholic youths need encouragement in making the transition from the treatment, mental health, court, or correctional setting to attend community-based Al-Anon meetings. A general pamphlet may also be needed for those in facility settings not encompassed by the existing pamphlets.

OCTOBER INSTITUTIONS MONTH

The leaflet was produced and distributed using the WSC theme. A follow-up survey was sent to Institutions Coordinators and tallied for evaluation by the committee; a suggested questionnaire for DRs was provided to Institutions Coordinators as an aid for obtaining reportbacks. In response to area Institutions Coordinators' requests for availability of the leaflet prior to spring assemblies, the committee approved the "Al-Anon Can Help" pilot project and the 1996 WSC theme for 1996 October Institutions Month.

NEWSLETTER

Al-Anon in Institutions - The summer and winter issues were produced. Articles featured were: "Al-Anon Can Help" pamphlet series and pilot project; October Institutions Month and experiences using the "Domestic Violence" reprint. Correctional facility and Alateen sharings were included.

COORDINATORS

Nine new coordinators were welcomed. Besides professional inquiries for follow-up, the following mailings were sent: information for the Domestic Violence 50/50 Project and announcements about the "Al-Anon Can Help" pamphlet series.

INMATE CORRESPONDENCE SERVICE

Sixteen inmates registered. Letters were sent to female Al-Anon contacts on the waiting list to reconfirm their address and continued availability. An annual questionnaire was sent to inmates and contacts to confirm their participation and mailing addresses; the lists were updated accordingly.

Registrations:

Members serving as contacts	22 (16 men/6 women)
Members on contact waiting list	37 (0 men/37 women)
New contacts	16 (11 men/5 women)
Registered inmate participants	20 (14 men/6 women)
Inmates on waiting list for contact	1 (1 man)

CORRESPONDENCE

General information and literature requests were received from 52 professionals, including correctional departments, health clinics, treatment centers, and medical facilities.

A member from Argentina wrote to request information about Institutions groups in England. Other requests from members were: the relationship between Al-Anon and AA Institutions groups; the availability of softcover literature; adhering to facility regulations for softcover literature; the cost of literature for institutions groups; the need for local group support to purchase literature.

INTERNATIONAL CONVENTIONS

Myrna H., Chairperson/Sandra F., Co-Chairperson
Mary Ann K., Coordinator/Carole K., Co-Coordinator

1995 AA INTERNATIONAL CONVENTION

June 29-July 2 - San Diego, California

Attendance - 6,005 Al-Anon and Alateen members and many AA members attended the 86 Al-Anon workshops and four big speaker meetings. A total attendance (AA and Al-Anon) was 58,000. WSO staff and volunteers (48) were each given a schedule of their assignments which included sales, speakers sign-in, backing up workshop leaders and PI coverage in the press booth and rooms.

Volunteer Training Day - AA coordinated a day-long training session in May with skits and talks to 4,000 AA, Al-Anon and Alateen members gathered in the Golden Hall of the Concourse for a general session and breaking up later into workshops at several nearby hotels.

Mailings - Al-Anon and Alateen speaker sign-up sheets and cover letters in English, Spanish and French were mailed to registered conventioners.

Al-Anon Program - The Al-Anon program design was coordinated with AA's printer and rooms were assigned to German, Italian and Portuguese members, while the schedule was printed in Spanish and French. All information about the convention (such as the shuttle bus schedules, registration hours, hospitality room and the AA evening activities) was printed in the program. Either an AA or Al-Anon program was given at registration. Both programs could be obtained upon request. No other information was given.

Only the names of speakers at the big meetings were listed in the printed program. All other speakers' names appeared on a blown up sign of the program for on-site viewing.

Workshops/Big Meetings - Staff administrators and regional trustees coordinated the workshops. The big speaker meetings were coordinated by the Executive Director and Deputy and were not simultaneously translated. The Spanish Services Executive Assistant coordinated the Spanish program for Friday and Saturday.

Ticketed Events - The Conference Reunion Dinner was attended by 157 members; the Executive Director told a combination of stories from her personal life and experiences at Conferences and the WSO. Fifty members attended the General Service Offices Reunion Luncheon. Monique V. from French Belgium spoke on service.

Saleable Item - About 7,300 copies of *How Al-Anon Works for Families & Friends of Alcoholics* were sold in two locations.

Public Information - At AA's invitation, Al-Anon shared their press room at the Hyatt Hotel. Trustee-at-large, Phyllis M., assisted by trustees and staff, covered the press room for Al-Anon. Local members covered the press table at the Convention Center while staff and volunteers covered another table at the Concourse.

Host Committee - The coordinator and co-coordinator met with the 25 members of the core subcommittees of the Host Committee during January and again in May. As part of their hospitality a member of the Host Committee played the piano during the IAGSM luncheon. Other entertainment was provided in the lobby of the Concourse during the lunch breaks on Friday and Saturday. Al-Anon's hospitality for Friday and Saturday was in a section of the Exhibit Hall in the Concourse as well as an open room at the Marriott from Monday to Thursday. Guidelines for the Host Committee will be revised to provide a clearer explanation of the distribution of funds.

Salt Lake City - A table top booth was set up to encourage members to attend Al-Anon's International Convention in 1998. The Visitor's and Convention Bureau sent a representative and the co-chairs of the Salt Lake Host Committee covered the booth for many hours with the bureau's representative answering questions and handing out stickers and salt water taffy.

1998 AL-ANON INTERNATIONAL CONVENTION

July 2-5, 1998 - Salt Lake City, Utah

Host Committee - Chairperson Glenna C., and Co-Chairperson Roberta A., were invited and attended the AA Host Committee kick-off meeting and training day, January 14, in San Diego to prepare for the Host Committee activities of an International Convention. They met with the Al-Anon Host Committee as well. While in Salt Lake City for the University of Utah's School of Alcoholism and other Drugs in June 1995, the Executive Director met with members of the Host Committee to share experiences from previous International Conventions. All Host Committee guidelines are being rewritten based on the experience of Seattle and San Diego's Conventions.

Hospitality Suites - Guidelines were written for members interested in setting up hospitality suites; these are in addition to the Host Committee's hospitality guidelines. The guidelines were mailed to WSC delegates and printed in *Area Highlights*.

AA Participation - A meeting was held with the AA General Manager, Services Manager, and AA's Convention Coordinator where a discussion was held about AA's participation at Al-Anon's International Convention for submission to the AA Board in January. Al-Anon was invited to participate at AA's International Convention in Minneapolis in the year 2000.

Site Trip - Coordinator and Co-Coordinator toured the major properties in Salt Lake City, November 29-December 2 where Al-Anon meetings and activities will be held. Tentative plans will be prepared for the WSO's January Board meeting. A dinner meeting was held with core Host Committee members.

INTERNATIONAL COORDINATION

Maxine K./Margaret G., Chairpersons
Mary Ann K., Administrator

COMMITTEE

IAGSM - The summary of the Eighth International Al-Anon General Services Meeting (IAGSM) held in Brussels, Belgium was sent to all delegates and GSOs.

As promised at the 1994 IAGSM the International Coordination Committee (ICC) asked for additional input from the delegates regarding decisions concerning the meeting. With delegate input the following decisions were made: the theme for the 1997 IAGSM will be, "Growing in Experience, Understanding and Love;" the regional meetings will continue to be held on registration day rather than using agenda time; and delegates, who are able, will make their own arrangements to visit Stepping Stones with information provided in mailings.

Tentative date for the IAGSM is October 16-19, 1997 contingent on finding affordable space near our World Service Office in Virginia Beach.

During the International Convention in San Diego, CA, Maxine K. chaired the luncheon program where members from Flemish

and French Belgium, Costa Rica, Germany, Mexico, and Italy GSOs and the U.S. & Canada shared service stories and fellowship.

Margaret G., Chairperson of the ICC suggested the two new committee members, Pat A., WSO trustee and Mary C., longtime member from Pennsylvania, be sent a handbook of activities about the ICC to give background for upcoming decisions.

Adopt a Russian Group - When the International Administrator met with a Russian member, Benjamin M., at the International Convention they concluded that the plan for members in Russia to reprint literature by April of 1996 is not feasible. Benjamin volunteered to help involve the Russian members in the production of a book. In the meantime, it was decided to extend the project of "Adopting a Russian Group" for two more years. Without any major outreach efforts, the sales of Russian literature for 1995 was \$20,000. The 1996 WSC presentation will focus on this project and other facets of the worldwide scope of Al-Anon.

The International Administrator met with two AA staff members who visited Hungary, Slovakia and the Czech Republic and reported that the families of the newly-sober AA members they met were eager for Al-Anon information. Names of potential Al-Anon members were exchanged and it was suggested that a representative from Al-Anon join AA on their next visit.

SERVICES

Translations - The following were sent to reviewers: Lithuanian - *Al-Anon Family Groups, One Day at a Time* and *The Dilemma of the Alcoholic Marriage*, several sharings for the new spiritual book; Italian - *Sexual Intimacy and the Alcoholic Relationship, Alateen Talks Back on Serenity, Acceptance, and Slogans and Fact Sheet for Professionals*; Portuguese - Excerpts from *Lois Remembers* and *First Steps* along with sharings for the international spirituality book.

Literature Requests - Material was sent in Arabic, Chinese, Czechoslovakian, Dutch, Farsi, French, Hungarian, Icelandic, Italian, Japanese, Korean, Portuguese, Russian, Spanish, Swedish, Urdu and Pujami.

Overseas Contributions - Contributions received from structures outside the U.S. & Canada totalled \$24,000. (See financial statement for additional bank transfers after this report was printed.)

Mailings to GSOs and Delegates - Ten different mailings were sent with information about WSO, publications, the International Conventions and the IAGSMs (1994 and 1997).

Military - Members in Spain and Italy were sent information and material.

AL-ANON INTERNATIONALLY

America Samoa - Information on starting a group was sent to a member in Pheo.

Argentina - The GSO is registering the Al-Anon trademarks and logo and WSO shared how we have protected our logo. In response to our request, the GSO sent translations of eight service pieces.

Reprint permission was sent for: *Anonymity, Fact Sheet for Professionals*; reprints on "Sponsorship," "Al-Anon and the Military," *Nursing Times* reprint, "Living with a Timebomb," and "Domestic Violence."

Australia - The GSO believes that members' stories sent to the GSO should not be turned over to a writer in Texas looking for material for his book. The GSO raised a policy question about releasing our copyright for the videos *Al-Anon Speaks for Itself* and *Alateens Tell It Like It Is* because Blockbuster Video in Australia wanted to offer them in each store.

Reprint permission was sent for: *How Al-Anon Works for Families & Friends of Alcoholics* and the reprints, "Have You Tried Al-Anon Doctor?," "Al-Anon and Counseling," "Living with a Timebomb," and "Light for the Journey."

Belgium (Flemish) - The GSO expressed interest in helping the Russian groups. The slide presentation on the IAGSM was sent.

Belgium (French) - Stories for young Alateen members sent by the GSO are being sent through the CAL process once they are translated.

Bolivia - A sharing from a dual member was sent to the AA *Grapevine*.

Brazil - Many sharings for the spirituality book were received. The newly-elected delegate, Ivone I., attended the WSC as a representative in 1992 and she reported the RSSs in Brazil have been received with great success.

Bulgaria - A new group in Sofia was sent encouragement and material.

Chile - The video *Walk this Path of Hope* was sent to the newly-registered intergroup in Santiago.

China - Information in English and Chinese was sent to a member planning to start a group in Shanghai.

Commonwealth of Independent States (formerly the Soviet Union) - From the 85 registered groups our mail reveals: a continued plea for literature; their inability to reprint at this time; lack of meeting space; and the stigma of the disease still causing great isolation. In spite of problems, they still meet and try to work the program. Gratitude is always expressed for the support from the WSO and the members in the areas who continue to send literature and personal letters.

Mail from the Russian groups has been forwarded to the areas and the WSO has sent a generous supply of cards and letters. Eight members from the U.S. were given literature as they traveled to Russia for a variety of purposes, including contact with Al-Anon. Caution was used in giving out members' names to a person wishing to start all Twelve Step groups in the city of Samara. The WSO is hoping to work with the Al-Anon group in the city by continuing to supply the group with literature rather than to this individual.

WSO has sent a bimonthly mailing to all Russian groups encouraging them to contact each other and begin an intergroup in large cities.

Costa Rica - The Board has divided the country into three areas with a view toward forming their first national conference. The GSO has joined WSO for the first time in ordering the first Spanish edition of *How Al-Anon Works for Families & Friends of Alcoholics*.

Denmark - Members are translating *Courage to Change* and a group list was sent to the WSO.

Ecuador - A new intergroup was formed in Quito.

Ethiopia - Complimentary material was sent to several potential members in Addis Ababa, and Dire-Dawa.

Estonia - Members reported on their progress as a group and their cooperation with AA, Finland's GSO and PI efforts.

Germany - The GSO had many questions on the descriptive text of the Concepts concerning the voting procedure, how chairpersons are chosen, what material is sent to registered groups, and WSO's policy on baby-sitting. The Chairperson of WSO's Board attended the German Conference and reported on some of the differences between their conference and the WSC: All motions must be submitted six months in advance; however, it takes a two-thirds vote for the delegates to bring an emergency motion to the floor; time allotted to discuss motions is a day prior to the vote; if a motion is defeated, it cannot be brought back for three years; an AA member is always present at the German Conference and an Al-Anon member invited to AA's Conference; the theme for the following year is chosen before the delegates depart.

Ghana - Information was sent to potential members in seven cities and groups proposed in Kumasi, Ashani and Dededo.

Guyana - Complimentary material and information was sent to a member of the clergy in Moruca River.

Hungary - There are four registered groups in Hungary. A teacher in the Peace Corps in Budapest was sent material on how to start a group.

India - Thirteen group registrations were received from Bombay. A member from Calcutta visited the WSO and discussed the formation of a national structure, since they are reprinting literature in Calcutta. Efforts will be made to reach out to Bombay to join them in this endeavor. A member in Maharashtra was encouraged to begin translating.

Indonesia - Two new groups were registered in Jakarta.

Israel - A \$2,100 loan was granted to the Jerusalem group to reprint the ODAT and six pamphlets. This is the first time CAL was printed in Israel in Hebrew.

Italy - The first Italian Conference was successfully held; delegates from the regions passed 21 motions, almost all unanimously.

Reprint permission was sent for: *...In All our Affairs: Making Crises Work for You, Alateen Talks Back on Acceptance, Serenity and The Slogans.*

Japan - Problems with registration of groups continues. The GSO sent a new translation of Anne's Story.

Korea - A member from the GSO plans on attending the International Convention in Salt Lake City in 1998.

Latvia - Information was sent to a professional in Riga.

Lithuania - First time permission was granted for Lithuania to reprint CAL. A group meeting in Marijampole requested registration.

Malaysia - An American, attending meetings in Kuala Lumpur, became a Lone Member.

Malta - A service committee has been formed for the six groups meeting in Malta.

Mexico - The 22nd National Service Conference was held. The WSO maintained phone contact with the new Executive Director, Board Chairperson and a longtime member. Specifically questions concerned the Nominating Committee and committee appointments. The WSO suggested an observer be sent to our WSC. Reprint permission was sent for: *Adult Children of Alcoholics, Sexual Intimacy and the Alcoholic Relationship* and *Courage to Change.*

Morocco - A potential member was sent French and Spanish material and referred to the Spanish and French GSOs to become a Lone Member.

Netherlands - The GSO sent WSO two newly-printed pamphlets of *Al-Anon Spoken Here.*

New Zealand - The GSO expressed interest in hosting the IAGSM in 2000. Experience was shared about the weekly Al-Anon meeting held at the WSO.

Norway - *Courage to Change* was reprinted and stories for the international spirituality book shared. The service plan was translated. Reprint permission was sent for *Sexual Intimacy....*

Poland - The 1994 slide presentation was loaned to the GSO. Group lists and counts were sent.

Portugal - Five new groups and one intergroup registered.

Romania - The first group of 11 members was registered and they wrote about their language problems and asked to be registered as a French group.

Seychelles Islands - Complimentary material and a group registration form was sent to a new group in Victoria, Mahe.

Singapore - Information explaining our program was sent.

South Africa - The GSO expressed interest in hosting the IAGSM in 2000. A professional was sent material and referred to the GSO.

Spain - The GSO invited and paid for the International Administrator to attend their General Service Conference to answer questions and share experiences. One project of the GSO is to help the Cuban Al-Anon members since they cannot receive anything from the U.S. Questions were raised on the Reserve Fund, procedural questions about the Conference and the decision-making process at the WSO and the WSC. The GSO registered the trademarks and logo.

Sri Lanka - Complimentary material and registration information were sent to a clergyman.

Sweden - Past IAGSM delegates inquired about "Alatot" and "Alakids." Questions were answered on how the WSO might handle registration of couple groups.

Switzerland (French) - The GSO has a post office box.

Tanzania - Each quarter we received a request for literature and information.

U.K. & Eire - The GSO will add a Nominating Committee and a Conference Committee on Trustees to their structure. The U.K. & Eire Conference agreed to delay a conference motion to set up a process for screening Alateen Sponsors and are waiting for the WSO's lead in the safety and sponsorship issue of Alateen.

Reprint permission was sent for *Blueprint for Progress*.

Venezuela - Questions were answered on the Concepts, forming a committee at the national level, the relationship between the Board Chairperson and the Executive Director. An invitation was extended for the next IAGSM.

Zimbabwe - A new group was formed.

SPANISH SUBCOMMITTEE

Sandra F., Chairperson
Mary Ann K., Administrator
Raquel K., Executive Assistant

The Spanish edition of the *1995-1996 Al-Anon/Alateen Service Manual* was printed and mailed to all Spanish groups in the U.S. and Canada and in countries where there is no GSO. Multiple copies were sent directly to the GSOs. *How Al-Anon Works for Families & Friends of Alcoholics* in Spanish is in its final editing stages. The Executive Assistant coordinated all Spanish meetings for Friday and Saturday at the International Convention. Much correspondence and many phone calls were translated for Spanish-speaking countries around the world and in particular Spain and Mexico.

LITERATURE

Patricia L., Chairperson
Geri H., Administrator

COMPLETED

How Al-Anon Works for Families & Friends of Alcoholics — (B-22) \$9.95.

Following extensive pre-production preparation, a second quarter publication date was met as anticipated permitting the launching of Al-Anon's biggest book at the International Convention June 29-July 1, 1995 in San Diego, CA. A commemorative bookplate with "friend" written in 13 languages was distributed with all books purchased at the convention.

A comprehensive marketing program and consignment sales to LDCs facilitated wide distribution in record time. Announcements (including a press release and a variety of articles for adaptation and reprinting), supplementary material (a bookmark, several order forms, a list of suggested activities, and requests for feedback), and complimentary books quickly brought this book to the attention of individual members, groups, coordinators, bookstores, book reviewers, distributors, and individuals in the fields of alcoholism, recovery and publishing.

Sales indicate that *How Al-Anon Works for Families & Friends of Alcoholics* has been received extraordinarily well and has far exceeded budget projections. Comments from Al-Anon members and others were reflected in an article prepared for the December 1995 issue of *Area Highlights*.

The Spanish translation is in its final editing stages and a French translation is in the works. The committee considered the possibility of producing, at some future date, an abridged edition of *How Al-Anon Works*. Offering a variety of comments/suggestions, members agreed to consider this idea for possible implementation at a later date.

IN PROGRESS

TWELVE/TWELVE/TWELVE (working title) - Initial drafts of sections #1 and #2 (Steps 1-12), #3 (Traditions 1-12) and #4

(Concepts 1-12 with Warranties) totaling more than 300 pages were prepared by the writer/editor for review by the committee. The reworking of initial drafts of previous sections, with consideration given to all comments/suggestions of reviewers and those of the task force, is simultaneously underway.

In addition to discussions of the individual Steps, Traditions, and Concepts, suggestions are offered for applying these principles to the personal lives of members. In this way, each becomes an important and meaningful guide in relationships and the day-to-day activities of life. Sharings reflect the experience, strength and hope of members. Questions at the end of each chapter prompt personal inventory and group discussion.

GAY/LESBIAN PAMPHLET (working title) - The committee suggested the following guidelines for the proposed pamphlet:

- Welcome members of the gay and lesbian community who have been affected by the alcoholism of someone close.
- Encourage gay and lesbian members to fully participate in Al-Anon.
- Be of interest to "straight" folks too.
- Foster sensitivity to all minorities and acceptance of both the visible and invisible differences among humans.
- Reaffirm that the only requirement for membership in an Al-Anon group "is that there be a problem of alcoholism in a relative or friend."

The guidelines were forwarded to the writer/editor (Al-Anon member) contracted for this project. Initial and reworked drafts of proposed text were submitted to the committee for review. Proposed text with committee members' comments/suggestions was then considered by the task force which recommended substantial editing to accommodate the anticipated size of the proposed pamphlet.

Having considered the manuscript approved by the committee and the accompanying comments/suggestions of reviewers, as well as those of the task force, the copy editor submitted an original manuscript for committee consideration. This manuscript was forwarded to the committee which indicated its preference for the earlier manuscript.

Following a reworking of the manuscript approved by the committee, the incorporation of members' comments/suggestions and additional quotes from members' sharings, a near final copy was submitted for review by members of the Policy Committee and the Executive Director.

INTERNATIONAL SPIRITUALITY - Having considered several possible directions for the development of this piece, a summary memo delineating the work was submitted to selected writer/editors (Al-Anon members) who were asked to present proposals. Having considered the proposals received, a writer/editor was selected. Active manuscript will begin early 1996.

Timely Development of Daily Reader/Spiritual Material - The committee considered the possibility of proposing development of a new daily reader to be produced early in the 21st century (approximately five years from now).

After consideration the committee decided not to present a motion to the Conference at this time. However, members acknowledged the importance of timely material that continually reaches out to all families and friends of alcoholics, and suggested that development of a daily reader may be considered at a future date.

Members noted that presenting a motion permitting sharings to be collected over a longer period of time would greatly facilitate the development of all projects.

Alateen Book: COURAGE TO BE A KID - Committee members reviewed the "Tough Situations" sharings submitted and presented their comments/suggestions to the Alateen Committee for consideration.

Al-Anon Family Groups (B-5) - Pursuant to the Conference not supporting its discontinuance, 10,000 copies of *Al-Anon Family Groups* were printed in flexible laminated composition cover.

Discontinuance - Having been incorporated into *How Al-Anon Works for Families & Friends of Alcoholics*, the pamphlet, *Lois' Story* (P-11) was proposed to the Board for discontinuance. The Board approved discontinuance of the pamphlet.

Retitling Existing CAL - The Policy Committee clarified the process for retitling an existing CAL piece: The Policy Committee must agree to consider a proposal to change the title of an existing CAL item before a new title is proposed for consideration. The description of the CAL Process was updated to reflect this procedure.

The Policy Committee unanimously agreed to retain the title of our book, *...In All Our Affairs: Making Crises Work for You*.

Hardcovers/Softcovers - The WSC approved the committee's motion, "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 Eleven, item 6.

Subsequently, *Al-Anon Family Groups*, *Alateen: Hope for Children of Alcoholics*, and *Al-Anon Faces Alcoholism* were produced in flexible laminated softcover.

Display Racks (M-54) - The sales of the pamphlet display racks, offered at \$17.00 plus \$1.00 postage/handling, have been better than expected.

Bookmark/order forms - Were developed for *One Day at a Time* and *Courage to Change*.

The committee did not support production of the bookmark/order form for *From Survival to Recovery: Growing Up in an Alcoholic Home* as a saleable item.

OTHER OFFICE ACTIVITIES

Catalogs - Production of the 1996 catalogs (S-15 and S-15R) was completed. *How Al-Anon Works for Families & Friends of Alcoholics* was prominently featured in both catalogs. Order forms were again incorporated into the design.

Preparation of the 1997 catalogs commenced. New designs are being evaluated and a second quarter production date is anticipated.

Order Forms - Order forms were updated throughout the year.

CAL Overview/Proposal - Approximately 300 items produced by the WSO were reviewed from editorial, marketing and financial perspectives. Input from administrators and the Business Manager was sought. Recommendations based on in-depth analysis of data will be forthcoming.

Copyrights - Of the 38 requests for permission to use Al-Anon's copyrighted material, 24 were granted.

Reprintings - Sixty-three books, pamphlets and assorted other pieces were reviewed and minor revisions were made prior to reprinting. Where possible, the Concepts with Warranties were added to our books. Our Virginia address was added to all reprinted material.

LITERATURE DISTRIBUTION CENTERS

Nine 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.

COORDINATORS

Forty-eight newly appointed Literature Coordinators were registered and sent material to assist them in their work.

MARKETING

The expanded marketing plan developed for *How Al-Anon Works* is currently being implemented.

The list of bookstores that have previously purchased Al-Anon material is continually updated. Booksellers have been sent copies of the 1996 catalog and flyers for *How Al-Anon Works*.

Expansion of this list continues as more and more bookstores request our literature. Repeated mailings of selected material appear to be well-received.

Updated information relevant to Al-Anon publications was again provided for *Forthcoming Books*, *Books in Print*, *Subject Guide and Literary Market Place*, Publishers Marketing Association *Publishers Weekly* and Oxbridge Communications. Annotated information has been prepared for distribution at all major publishing events.

Expanded distribution of our books is continually sought through distributors and catalog publishers. Hazelden once again features our newer books and *ODAT* in their catalogs.

1996 WSC Literature Committee Presentation - Committee members began preparation for a presentation that focuses on the work of the Literature Committee.

CORRESPONDENCE

In response to sharing sheets, more than 450 letters were received this year. The greatest number were sharings for TWELVE/TWELVE/TWELVE (working title) and the INTERNATIONAL SPIRITUALITY book.

A number of letters applauding *How Al-Anon Works for Families & Friends of Alcoholics* have been received from members and others.

LONG-RANGE STUDY PANEL

Phyllis M., Chairperson
Sandra F., Deputy Executive Director

PANEL

The Long Range Study Panel completed its work on developing a Five Year Plan. A final draft was submitted and adopted at the

January Board meeting; a report on the plan was included in the Conference Brochure. Goals were prioritized by the Board. The LRSP is focusing on the goals in order of priority, though work on all goals may be ongoing. A timeline was prepared for work on the goals, together with a plan to implement focus groups across the U.S. and Canada to offer input on direction for each goal.

The chairperson and the Deputy worked with the regional trustees to select participating areas and to get the Fellowship Focus Groups (FFGs) started. Invitations and instructions were issued in early June. By September, nine regional FFGs and a WSO FFG were established and working. All are working on the subject of leadership in our fellowship. Quarterly reports have been submitted by all of them. A report will be given to the 1996 WSC.

A subcommittee of the LRSP developed a draft of the 1996 AFG Service Plan, focusing on renewal and leadership in keeping with Goal #1 of the Five Year Plan. The LRSP, Board and administrative staff reviewed the plan and submitted suggestions. The final plan was ready for distribution in December and is being translated into Spanish and French.

Throughout the year, the panel has been working on establishing a vision statement for Al-Anon; a timely, short statement of urgency with a sense of purpose. Visioning sessions have been held with the Board.

The Board assigned the LRSP the responsibility of preparing for future surveys, possibly in 1997, and to work with the Conference Committee on workshops to be held at the WSC.

NOMINATING

Connie D./Larry A., Chairpersons
Myrna H., Executive Director

Candidates for Board officers, Executive Committee members-at-large and Executive Committee Chairperson were selected and a slate presented to the Board at its January meeting. The committee continued work on redesigning the resume form for trustees.

The committee met twice at the WSC in concert with the Conference Committee on Trustees. The resume form for trustees was finalized for Board approval and adapted for Executive Committee and Executive Committee for Real Property Management candidates. The committees also reviewed and revised the scoring system for TAL candidates. Barbara M., Ohio, was elected 1995-96 CCT Chairperson and Kay J., Montana, was nominated as Chairperson-elect.

The annual appeal for trustee-at-large (TAL) candidates was mailed to all Conference members in June, with a return deadline of August 15th. The mailing included forms for the Executive Committee for Real Property Management (ECRPM) candidates as well, with the same deadline. Twelve members submitted resumes for TAL; eleven for ECRPM.

During the year, the trustee-at-large process chart was reviewed. It was agreed to leave the chart unchanged but to be sure to include cut-off dates in cover letters in all mailings. The resume forms and scoring sheets were also reviewed. The question of measurement of disapproval was addressed. A motion was passed to include language in the Nominating Committee guidelines to offer direction to the committee in the event of CCT member(s)' disapproval of a candidate. The length of time a member serves on committees was discussed; committee guidelines will be further reviewed in January 1996.

After grading of the candidates' resumes by the Nominating Committee and the CCT, six candidates were selected to be presented to the Board for the three trustee-at-large vacancies. Three candidates were nominated for the new Executive Committee for Real Property Management: John B., Chairperson (two-year term); Kari H., KY (three-year term) and Bill S., FL (one-year term).

Executive Committee candidates' resumes are due at the WSO by January 1, 1996.

POLICY

Pat B./Doris S./Pat S., Chairpersons
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.

1995 WORLD SERVICE CONFERENCE

The 1995 WSC approved 11 revisions to the Policy Digest recommended by the ad hoc committee on the Tone of the Policy Digest. The ad hoc committee used 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. This completes the Policy tone changes.

Two motions were also carried to change the text in the Concepts of Service section of the manual. The first was to the description of the Nominating Committee to clarify who the "nontrustee workers" are, acknowledge the participation of the CCT and correct an inaccuracy that the Nominating Committee interviews candidates. The second motion was to remove the composition descriptions of the Alateen, International and Regional Service Seminar Committees, as the committee compositions are subject to change.

OTHER COMMITTEE ACTIVITIES

1995/96 Al-Anon/Alateen Service Manual - A change was made to the "Al-Anon and Alateen Groups at Work" section on the meeting closing, adding "_____ prayer" to the closing. The Al-Anon Declaration was placed at the beginning of the book.

Material receiving Policy Committee approval - *ATB on Detachment*; the reprint, "Light for the Journey," the 1995-96 *Al-Anon/Alateen Service Manual*; *How Al-Anon Works...*, six new Institutions leaflets. The committee rejected a request for title change of *...In All Our Affairs: Making Crises Work for You*. The full committee decided that all future requests for a title change should come to the Policy Committee prior to going to the Title Selection Committee.

Ad hoc committee on videotaping - This committee studied the policy on videotaping and filming at Al-Anon functions and made two recommendations for changes to the Policy Digest; the Policy Committee approved one change and sent the other back to the ad hoc committee for more study.

Alateen - The possibility of changing Alateen Traditions was discussed; there was no consensus on moving ahead with any intention of change. The topic of AA members assisting with Alateen meetings was also discussed; the subject will be referred to the Alateen ad hoc committee of the Board.

Video Distribution - A motion passed to allow the videos *Al-Anon Speaks for Itself* and *Alateen Tells It Like It Is* to be reproduced and distributed free by organizations or individuals upon written request. It was felt that these items have run their course as sales items and are potentially valuable as PI tools.

Ad hoc committee on Internet - The Policy Committee approved the ad hoc committee's recommendation that the WSO list online meetings as "electronic meetings" and develop guidelines for these groups. A list of Al-Anon materials that can be reproduced without copyright infringement will be distributed to these groups. A motion was passed to add the Al-Anon and Alateen preambles to this list.

Other agenda topics - The committee discussed a member's request to consider changing voting at assemblies to include area officers. No decision was made on any change in this matter. The Literature Committee requested discussion of printing page 269 of *From Survival to Recovery*, numbering the items and labeling them as "promises" or "gifts." The Policy Committee's consensus was that the existing bookmark continue to be produced as is, without numbering.

CORRESPONDENCE

The 1995 International Al-Anon Host Committee determined that a dual member could not serve on the committee. After the member wrote to the WSO, both the member and the committee were informed that not allowing this service was contrary to current policy.

Several letters were received regarding an intergroup's stand on the delisting of several groups; the WSO's responses expressed concern that the matter has not been satisfactorily resolved and reiterated that members must use their local and area resources to assist them in finding solutions to local problems.

Inquiries included: a professional fund-raiser's (Al-Anon member) request to implement fund-raising through a 900 number offering daily readings from *Courage to Change*. He was informed that under no circumstances would Al-Anon consider his proposal. A reporter called to ask about online Al-Anon groups. The questions and the WSO's answers were reviewed by the Executive Committee.

A letter was received from an area assembly questioning the editorial policy on sharings used in our literature; the letter was referred to the Literature Committee for review and response.

Two letters were received in response to the "Open Forum" article in the May issue of *The Forum*; with the writers' permission, they will be printed in the January *Forum*.

PUBLIC INFORMATION

Marion W., Chairperson
Carole K., Administrator

COMPLETED

The Health Fair Kit; Birthday, Summer, Alateen, Holiday and Relocation press releases; Summer, Back-To-School and Holiday

outreach projects; Attraction/Cooperation leaflet; 1996-1997 PI calendar and PI Coordinators' conference call.

IN PROGRESS

Senior/Parent leaflet; Al-Anon/Alateen posters and radio and TV PSAs.

COOPERATION WITH THE PUBLIC

Publications - Resource listings and information were requested by: *Single Fathers News*; *Guideposts*; *Every Woman's Center of MA*; *Campus Life*; *Understanding Nutrition*, *Growing Up And Feeling Good*, *How To Find The Best Doctor*, *The National Health Information Center*, *Helping Hands*, a resource for professionals; *Helpful Healthful Hotlines*, a guide for the National Business Association; *National Health Information Center Directory of Information Resources On Line*, referrals seeking medical health information; *Access*; *The Information Center of Hampton Roads* database; *Woman's Crisis Handbook*; New England Center for Loss and Transition; *New York Academy of Medicine*; *Covenant House*, *Nineline*; *Todd County Directory*; *Bucks County Peace Centers*; *NYC Interagency Council*; *The Complete Directory For people with Chronic Illness*; *Norwest Corporation* book and *Media Basics* a computer program listing agencies related to drug and alcoholism.

Newspapers (listing and articles) - *Waterford News*, CA; *Hughson Chronicles*, CA; *Powell River News*, Canada; *The Boston Globe*, MA; *Shelby Star*, NC; *Shelbyville Times Gazette*, TN; *The Genoa Leader Times*, NE; *Recovery Times*, PA; *St. Louis Post Dispatch*; *Delhi Express*, CA; *Hilmar Times*, Hilmar CA; *Washington Post*; *Richmond Times Dispatch*; *Wall Street Journal*; *Tampa Tribune*; and Ann Landers' nationally syndicated column. *The New York Daily News* requested Al-Anon and Alateen information.

Television - KCEN - Channel 6 of Killeen, TX presented a newscast on Alateen; Al-Anon was mentioned on the *Ricky Lake* show; a request from FOX broadcasting was received for teenagers with drinking problems to appear on the show *FOX Focus*; materials were supplied to *CBS News* for an upcoming segment on how alcoholism affects the family; MTV requested information and assistance for a spring special on alcoholism focusing on teens through the college years; The Disney Channel requested information for their new show, *Later Today*. WWOR, NJ sent a statement with figures representing the approximate value of the PSA spot aired at no cost to Al-Anon at \$2,739 and CJOH, Ontario sent a statement estimating the value of free air time at \$1,500.

Radio - *Straight Talk*, a live radio show in Seattle interviewed an Al-Anon member on the book *From Survival To Recovery*; Dr. Todd Turner's recovery talk show, *Getting In Personal in PA*, requested an Al-Anon member to discuss the Al-Anon program on the air; Dr. Dobson a guest on *Rambling with Gambling* talk show on WOR referred listeners to Al-Anon and KTKK M/630, UT and K-Don-KRQZ, CA requested the Al-Anon and Alateen PSAs for airing.

Film - *Time Life* videotaped an Al-Anon and Alateen meeting for a medical series.

Magazines - *Family Circle* and *Ladies Home Journal* requested Al-Anon/Alateen information.

Music - Al-Anon is to be listed as a resource on a Capitol record titled, *She Can't Save Him*.

OTHER OFFICE ACTIVITIES

Correspondence totaled 1,912 and 7,372 calls were received during 1995 on the 800 number.

Health Fairs - Eight requests were received for Al-Anon and Alateen participation.

Outreach - Letters were mailed to newspapers, magazines, radio and television announcing the RSS in Minnesota and Niagara Falls and the International in San Diego. Press kits were prepared for the 1995 media breakfast held in San Diego. Letters were mailed to national TV stations requesting their cooperation in continuing to recognize the need for air time for the PSAs during the holiday season.

COORDINATORS

Mailings included Back-To-School, Holiday and Summer outreach projects; PI conference call registration; Spring Birthday press release and 1996-97 PI Birthday calendar. The Pittsburgh Inter-group reported that the Al-Anon message appeared on the tower of the Philadelphia Electric Company.

SUBCOMMITTEE: LONE MEMBER SERVICE

Marion W., Chairperson
Carole K., Administrator

NEWSLETTER

Lone Member Letter Box - The newsletter was mailed three times this year: Spring, Summer and Winter. This year's issues featured sharings on Steps Two, Three and Four and the December issue was printed in two colors. Every issue was mailed with a sharing sheet for the next Step.

REGISTRATIONS

Registered this year: Al-Anon Contacts: 50; Alateen Contacts 5; Al-Anon Lone Members 17; Alateen Lone Members 10; Proposed Al-Anon Lone Members 30; Proposed Alateen Lone Members 10.

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

The Board of Trustees approved returning to three Regional Service Seminars a year for 1997. The RSS schedule was revised accordingly. The revised RSS Site Selection procedure whereby the sites are selected at the WSC rather than by the RSS Committee was finalized.

IN PROGRESS

Preparation for the U.S. South Central RSS; Canada West RSS hotel contract; compilation of bids for U.S. Southeast and U.S. Northwest RSSs.

MAILINGS

Groups, delegates, AISs, LDCs and Lone Members in the U.S. North Central and U.S. Northeast and U.S. South Central regions and surrounding areas received site and room rate announcements, registration forms and explanatory materials.

U.S. North Central and U.S. Northeast Host Committees received materials for registration packets and display boards.

U.S. NORTH CENTRAL RSS

Maxine K., Chairperson

Site: Sheraton Park Place Hotel
Minneapolis, Minnesota

Dates: May 12-14, 1995

Theme: Hooked on Service

Reportback - There were 223 registrations. WSO attendees: Ric B., Chairperson, Board of Trustees; Maxine K., U.S. North Central RT; Sandra F., Deputy Executive Director; Fran M., Forum Administrator; Bonnie C., Alateen Administrator; Carole K., PI/RSS Administrator.

A thank you letter and the book *From Survival to Recovery* were sent to the core Host Committee Chairpersons.

Evaluation forms suggested that the favorite sessions were the workshops, sharings by WSO and Links of Service. \$741.42 was collected for the Relocation Fund and \$198.20 for the WSO's General Fund.

One hundred thirty-two requests for copies of reportbacks from the workshops were mailed to all participants.

U.S. NORTHEAST RSS

Marion W., Chairperson

Site: Radisson Hotel, Third and Old Falls Street
Niagara Falls, New York 14303

Dates: November 10-12, 1995

Theme: Service - A Natural Wonder

Reportback - There were 345 registrations. WSO attendees: Doris S., Chairperson, Board of Trustees; Marion W., U.S. Northeast RT/Seminar Chairperson; Patricia A., Canada West RT; Myrna H., Executive Director; Ric B., Executive Director-in-training; Carole K., PI/RSS Administrator; Rita McC., Conference Administrator; Mary Ann K., International Coordination Administrator.

A thank you letter and the book *How Al-Anon Works for Families & Friends of Alcoholics* were sent to the core Host Committee Chairpersons.

Evaluation forms suggested that the favorite sessions were: Workshops, Warranties, International presentation. Saturday afternoon all the delegates from the region were on stage for a question and answer period.

A collection for the Relocation Fund amounted to \$617.47. Two hundred thirty-two requests for copies of reportbacks from the workshops were mailed to all participants.

U.S. SOUTH CENTRAL RSS

Patricia S., Chairperson

Site: Austin North Hilton & Towers, Austin, TX

Dates: June 14-16, 1996

Theme: Service - Deep in Our Hearts

Site Visit - Because the first and second choices were nearby, Patricia S., Seminar Chairperson, made site visits to Irving and Austin, TX. After her visit, a decision was made to hold the U.S. South Central RSS in Austin, TX.

Agenda - The agenda and workshop schedule were finalized.

CANADA WEST RSS

Patricia A., Chairperson

Site: Saskatoon Inn, Saskatoon, Saskatchewan

Dates: November 1-3, 1996

Theme: Service - Reap the Harvest

Site Visit - Pat A., RT/Seminar Chairperson visited two proposed sites, the Saskatoon Inn and the Radisson Hotel. After her visit the decision was made to hold the Canada West RSS at the Saskatoon Inn.

OTHER OFFICE ACTIVITIES

Correspondence and telephone inquiries regarding Regional Service Seminars were answered.

Compiled and distributed by:

Al-Anon Family Group Headquarters, Inc.
World Service Office for Al-Anon and Alateen
1600 Corporate Landing Parkway
Virginia Beach, Virginia 23454-5617

1996 WORLD SERVICE CONFERENCE MEMBERS

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Pat S., Policy Chairperson
John B., Member at Large
Lorill W., Member at Large
Bonnie C., Staff Member

Non-Trustee

Committee Chairpersons

Bill S., Archives
Judy S., Institutions

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Sandra F., Deputy Executive Director
Bonnie C., Alateen Administrator
Ellen D., Cooperating With the Professional Community
Administrator (CPC)
Geri H., Literature Administrator
Claire R., Institutions Administrator

Mary Ann K., International Coordination Administrator
Carole K., Public Information Administrator (PI)
Rita McC., Conference Administrator
Fran M., Forum Administrator
Mary Lou M., Acting Literature Administrator
*Richard Keilly, Business Manager

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Kitty S., Alabama
Valerie B., Alaska
Roger C., Alberta/NWT
Luz N., Arizona
Jan R., Arkansas
Genevieve B.,
Atlantic Provinces
Rose J., BC/Yukon
Art B., California (N)
Rita McG., California (S)
Michelle M., Colorado
Joan V., Connecticut
Elaine L., Delaware
Madeleine P., Florida (N)
Jennie H., Florida (S)
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Susan E., Hawaii

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Juanita C., Illinois (S)
Eileen McD., Indiana
Donna V., Iowa
Keo O'R., Kansas
Mary Etta M., Kentucky
Pat D., Louisiana
Marie D., Maine
Karen W., Manitoba
Melody G., Maryland/DC
John H., Massachusetts
Michelle L., Michigan
Colleen R., Minnesota (N)
Mariellen K., Minnesota (S)
Madeline J., Mississippi
Mary Paula H., Missouri

Kay J., Montana
Marg St.G., Nebraska
Doug J., Nevada
Betty W., Nfld/Lab.
Marge LeB., New Hampshire
Carole M., New Jersey
Dolores R., New Mexico
Sherry B., New York (N)
Pamela H., New York (S)
Joan D., North Carolina
Patty C., North Dakota
Barbara McL., Ohio
Kay B., Oklahoma
Lucy A., Ontario (N)
Lucy J., Ontario (S)
Shirley L., Oregon
Jean T., Pennsylvania

Cieni P., Puerto Rico
Ann D., Quebec (E)
Denise G., Quebec (W)
Caroline O'M., Rhode Island
Ben R., Saskatchewan
Bobby S., South Carolina
Loretta F., South Dakota
Mary Ruth R., Tennessee
Bonnie M-C., Texas (E)
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**Georgette G., Office Manager, National
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**Ric B., Executive Director in Training
**Phyllis M., Director, Public Outreach
**Caryn J., Director, Fellowship
Communication
**Susan A., Associate Director,
Membership Outreach

*Nonmember

**Non voting

NOTES

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